

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Clackmannanshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	2	1=	20.0%	173	4	10.0%
Roads & Transport	2	1=	20.0%	120	7	7.0%
Housing	1	2=	10.0%	423	1	24.6%
Social Work	1	2=	10.0%	231	2	13.4%
Planning	1	2=	10.0%	172	5	10.0%
Environmental Health & Cleansing	1	2=	10.0%	126	6	7.3%
Legal & Admin	1	2=	10.0%	61	8	3.5%
Land & Property	1	2=	10.0%	20	12	1.2%
Finance	0	-	0.0%	179	3	10.4%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	0	-	0.0%	9	15=	0.5%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
National Park Authorities	0	-	0.0%	6	17=	0.3%
Valuation Joint Boards	0	-	0.0%	6	17=	0.3%
Fire & Police Boards	0	-	0.0%	5	19	0.3%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	33	-	1.9%
Total	10	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

0.6%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Clackmannanshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	5	1	38.5%	468	1	24.9%
Social Work	3	2	23.1%	253	2	13.5%
Education	2	3=	15.4%	174	4=	9.3%
Finance	2	3=	15.4%	174	4=	9.3%
Planning	0	-	0.0%	217	3	11.5%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Roads & Transport	0	-	0.0%	119	7	6.3%
Legal & Admin	0	-	0.0%	76	8	4.0%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
Consumer Protection	0	-	0.0%	8	16=	0.4%
Economic Development	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	1	-	7.7%	51	-	2.7%
Total	13	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

0.7%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15		
		Clackmannanshire Council	Sector Total	Clackmannanshire Council	Sector Total	
Advice	Not duly made or withdrawn	3	321	2	380	
	Out of jurisdiction (discretionary)	0	6	1	29	
	Out of jurisdiction (non-discretionary)	0	5	0	25	
	Outcome not achievable	0	6	0	42	
	Premature	1	606	8	713	
	Resolved	0	0	0	4	
	Total		4	944	11	1,193
Early Resolution 1	Not duly made or withdrawn	0	54	0	36	
	Out of jurisdiction (discretionary)	1	104	0	56	
	Out of jurisdiction (non-discretionary)	1	196	2	140	
	Outcome not achievable	2	185	0	107	
	Premature	0	58	0	42	
	Resolved	0	29	0	35	
	Total		4	626	2	416
Early Resolution 2	Fully upheld	0	27	0	33	
	Some upheld	0	20	0	18	
	Not upheld	0	37	0	56	
	Not duly made or withdrawn	0	1	0	0	
	Resolved	0	1	0	3	
	Total		0	86	0	110
	Investigation 1	Fully upheld	0	23	0	28
Some upheld		0	36	0	26	
Not upheld		0	40	1	63	
Not duly made or withdrawn		0	4	0	1	
Resolved		0	4	0	1	
Total			0	107	1	119
Investigation 2		Fully upheld	0	1	0	3
	Some upheld	0	0	0	1	
	Not upheld	0	0	0	0	
	Total		0	1	0	4
Total Complaints		8	1,764	14	1,842	
Total Premature Complaints		1	664	8	755	
Premature Rate		12.5%	37.6%	57.1%	41.0%	
Fit for SPSO Total (ER2, Inv1 & Inv2)		0	194	1	233	
Total Cases Upheld / Some Upheld		0	107	0	109	
Uphold Rate (total upheld / total fit for SPSO)		-	55.2%	0.0%	46.8%	