

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	67	1	25.1%	423	1	24.6%
Finance	43	2	16.1%	179	3	10.4%
Building Control	42	3	15.7%	54	9	3.1%
Environmental Health & Cleansing	35	4	13.1%	126	6	7.3%
Social Work	17	5	6.4%	231	2	13.4%
Legal & Admin	14	6	5.2%	61	8	3.5%
Roads & Transport	13	7	4.9%	120	7	7.0%
Education	12	8	4.5%	173	4	10.0%
Planning	11	9	4.1%	172	5	10.0%
Economic Development	4	10	1.5%	11	14	0.6%
Recreation & Leisure	3	11	1.1%	32	10	1.9%
Other	2	12	0.7%	17	13	1.0%
Land & Property	1	13=	0.4%	20	12	1.2%
Welfare Fund - Crisis Grants	1	13=	0.4%	9	15=	0.5%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Personnel	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	2	-	0.7%	33	-	1.9%
Total	267	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>			15.5%			100.0%

Complaints Received by Subject 2014-15

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	64	1	24.7%	468	1	24.9%
Building Control	43	2	16.6%	61	9	3.2%
Environmental Health & Cleansing	33	3	12.7%	148	6	7.9%
Finance	28	4	10.8%	174	4=	9.3%
Planning	26	5	10.0%	217	3	11.5%
Roads & Transport	15	6	5.8%	119	7	6.3%
Social Work	14	7	5.4%	253	2	13.5%
Education	9	8=	3.5%	174	4=	9.3%
Legal & Admin	9	8=	3.5%	76	8	4.0%
Land & Property	3	10	1.2%	29	10	1.5%
Recreation & Leisure	2	11=	0.8%	24	11	1.3%
Welfare Fund - Crisis Grants	2	11=	0.8%	12	14	0.6%
Economic Development	2	11=	0.8%	8	16=	0.4%
Welfare Fund - Community Care Grants	1	14	0.4%	14	13	0.7%
Other	0	-	0.0%	21	12	1.1%
Personnel	0	-	0.0%	10	15	0.5%
Consumer Protection	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	8	-	3.1%	51	-	2.7%
Total	259	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			13.8%			100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		City of Edinburgh	Sector Total	City of Edinburgh	Sector Total
Advice	Not duly made or withdrawn	46	321	64	380
	Out of jurisdiction (discretionary)	0	6	2	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	1	6	7	42
	Premature	93	606	79	713
	Resolved	0	0	0	4
	Total		140	944	154
Early Resolution 1	Not duly made or withdrawn	14	54	9	36
	Out of jurisdiction (discretionary)	5	104	5	56
	Out of jurisdiction (non-discretionary)	24	196	15	140
	Outcome not achievable	32	185	14	107
	Premature	12	58	11	42
	Resolved	4	29	7	35
	Total		91	626	61
Early Resolution 2	Fully upheld	5	27	4	33
	Some upheld	5	20	2	18
	Not upheld	4	37	13	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	1	3
	Total		14	86	20
Investigation 1	Fully upheld	6	23	5	28
	Some upheld	9	36	4	26
	Not upheld	5	40	8	63
	Not duly made or withdrawn	1	4	0	1
	Resolved	1	4	0	1
	Total		22	107	17
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total		0	1	0
Total Complaints		267	1,764	252	1,842
Total Premature Complaints		105	664	90	755
Premature Rate		39.3%	37.6%	35.7%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		36	194	37	233
Total Cases Upheld / Some Upheld		25	107	15	109
Uphold Rate (total upheld / total fit for SPSO)		69.4%	55.2%	40.5%	46.8%