

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	23	1	41.1%	423	1	24.6%
Finance	8	2	14.3%	179	3	10.4%
Social Work	6	3=	10.7%	231	2	13.4%
Education	6	3=	10.7%	173	4	10.0%
Planning	4	5=	7.1%	172	5	10.0%
Environmental Health & Cleansing	4	5=	7.1%	126	6	7.3%
Roads & Transport	1	7=	1.8%	120	7	7.0%
Land & Property	1	7=	1.8%	20	12	1.2%
Other	1	7=	1.8%	17	13	1.0%
Welfare Fund - Crisis Grants	1	7=	1.8%	9	15=	0.5%
Legal & Admin	0	-	0.0%	61	8	3.5%
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%
Economic Development	0	-	0.0%	11	14	0.6%
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	1	-	1.8%	33	-	1.9%
Total	56	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

3.3%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	25	1	36.2%	468	1	24.9%
Education	12	2	17.4%	174	4=	9.3%
Social Work	8	3	11.6%	253	2	13.5%
Finance	7	4	10.1%	174	4=	9.3%
Environmental Health & Cleansing	5	5	7.2%	148	6	7.9%
Legal & Admin	3	6	4.3%	76	8	4.0%
Planning	2	7	2.9%	217	3	11.5%
Roads & Transport	1	8=	1.4%	119	7	6.3%
Land & Property	1	8=	1.4%	29	10	1.5%
Welfare Fund - Community Care Grants	1	8=	1.4%	14	13	0.7%
Personnel	1	8=	1.4%	10	15	0.5%
Building Control	0	-	0.0%	61	9	3.2%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
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	3	-	4.3%	51	-	2.7%
Total	69	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

3.7%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Falkirk Council	Sector Total	Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	15	321	19	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	2	42
	Premature	18	606	24	713
	Resolved	0	0	1	4
	Total	33	944	47	1,193
Early Resolution 1	Not duly made or withdrawn	1	54	1	36
	Out of jurisdiction (discretionary)	6	104	3	56
	Out of jurisdiction (non-discretionary)	8	196	2	140
	Outcome not achievable	4	185	3	107
	Premature	2	58	2	42
	Resolved	0	29	0	35
	Total	21	626	11	416
Early Resolution 2	Fully upheld	1	27	1	33
	Some upheld	1	20	0	18
	Not upheld	1	37	0	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total	3	86	1	110
Investigation 1	Fully upheld	2	23	3	28
	Some upheld	0	36	0	26
	Not upheld	2	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total	4	107	4	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	61	1,764	63	1,842	
Total Premature Complaints	20	664	26	755	
Premature Rate	32.8%	37.6%	41.3%	41.0%	
Fit for SPSO Total (ER2, Inv1 & Inv2)	7	194	5	233	
Total Cases Upheld / Some Upheld	4	107	4	109	
Uphold Rate (total upheld / total fit for SPSO)	57.1%	55.2%	80.0%	46.8%	