

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Glasgow City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Environmental Health & Cleansing	35	1	19.3%	126	6	7.3%
Roads & Transport	31	2	17.1%	120	7	7.0%
Social Work	27	3	14.9%	231	2	13.4%
Finance	22	4	12.2%	179	3	10.4%
Welfare Fund - Community Care Grants	15	5	8.3%	31	11	1.8%
Education	12	6	6.6%	173	4	10.0%
Housing	8	7	4.4%	423	1	24.6%
Planning	6	8=	3.3%	172	5	10.0%
Legal & Admin	6	8=	3.3%	61	8	3.5%
Recreation & Leisure	6	8=	3.3%	32	10	1.9%
Building Control	3	11=	1.7%	54	9	3.1%
Land & Property	3	11=	1.7%	20	12	1.2%
Welfare Fund - Crisis Grants	3	11=	1.7%	9	15=	0.5%
Other	1	14=	0.6%	17	13	1.0%
Economic Development	1	14=	0.6%	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	2	-	1.1%	33	-	1.9%
Total	181	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

10.5%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Glasgow City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Environmental Health & Cleansing	38	1	22.2%	148	6	7.9%
Roads & Transport	27	2	15.8%	119	7	6.3%
Social Work	24	3	14.0%	253	2	13.5%
Education	17	4=	9.9%	174	4=	9.3%
Finance	17	4=	9.9%	174	4=	9.3%
Housing	7	6	4.1%	468	1	24.9%
Other	6	7=	3.5%	21	12	1.1%
Welfare Fund - Community Care Grants	6	7=	3.5%	14	13	0.7%
Planning	5	9=	2.9%	217	3	11.5%
Legal & Admin	5	9=	2.9%	76	8	4.0%
Recreation & Leisure	5	9=	2.9%	24	11	1.3%
Welfare Fund - Crisis Grants	4	12	2.3%	12	14	0.6%
Land & Property	3	13	1.8%	29	10	1.5%
Building Control	2	14	1.2%	61	9	3.2%
Personnel	1	15=	0.6%	10	15	0.5%
Economic Development	1	15=	0.6%	8	16=	0.4%
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	3	-	1.8%	51	-	2.7%
Total	171	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

9.1%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Glasgow City Council	Sector Total	Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	39	321	41	380
	Out of jurisdiction (discretionary)	0	6	6	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	0	6	4	42
	Premature	65	606	69	713
	Resolved	0	0	0	4
	Total	104	944	122	1,193
Early Resolution 1	Not duly made or withdrawn	8	54	4	36
	Out of jurisdiction (discretionary)	10	104	3	56
	Out of jurisdiction (non-discretionary)	13	196	3	140
	Outcome not achievable	19	185	10	107
	Premature	7	58	3	42
	Resolved	5	29	8	35
	Total	62	626	31	416
Early Resolution 2	Fully upheld	5	27	9	33
	Some upheld	1	20	4	18
	Not upheld	2	37	3	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
		Total	8	86	16
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	3	36	1	26
	Not upheld	1	40	3	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	1	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
		Total	0	1	1
Total Complaints		178	1,764	174	1,842
Total Premature Complaints		72	664	72	755
Premature Rate		40.4%	37.6%	41.4%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		12	194	21	233
Total Cases Upheld / Some Upheld		9	107	15	109
Uphold Rate (total upheld / total fit for SPSO)		75.0%	55.2%	71.4%	46.8%