

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Moray Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1=	21.4%	423	1	24.6%
Social Work	6	1=	21.4%	231	2	13.4%
Environmental Health & Cleansing	4	3	14.3%	126	6	7.3%
Planning	3	4=	10.7%	172	5	10.0%
Legal & Admin	3	4=	10.7%	61	8	3.5%
Education	2	6	7.1%	173	4	10.0%
Finance	1	7=	3.6%	179	3	10.4%
Roads & Transport	1	7=	3.6%	120	7	7.0%
Recreation & Leisure	1	7=	3.6%	32	10	1.9%
Building Control	0	-	0.0%	54	9	3.1%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
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	1	-	3.6%	33	-	1.9%
Total	28	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

1.6%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Moray Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	7	1=	20.0%	468	1	24.9%
Education	7	1=	20.0%	174	4=	9.3%
Finance	6	3	17.1%	174	4=	9.3%
Social Work	5	4=	14.3%	253	2	13.5%
Planning	5	4=	14.3%	217	3	11.5%
Environmental Health & Cleansing	2	6=	5.7%	148	6	7.9%
Legal & Admin	2	6=	5.7%	76	8	4.0%
Roads & Transport	0	-	0.0%	119	7	6.3%
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%
Economic Development	0	-	0.0%	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	1	-	2.9%	51	-	2.7%
Total	35	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.9%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Moray Council	Sector Total	Moray Council	Sector Total
Advice	Not duly made or withdrawn	11	321	11	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	1	42
	Premature	6	606	10	713
	Resolved	0	0	0	4
	Total		17	944	22
Early Resolution 1	Not duly made or withdrawn	0	54	1	36
	Out of jurisdiction (discretionary)	1	104	0	56
	Out of jurisdiction (non-discretionary)	4	196	3	140
	Outcome not achievable	3	185	2	107
	Premature	3	58	1	42
	Resolved	0	29	1	35
	Total		11	626	8
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	0	37	2	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		0	86	2
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	1	36	1	26
	Not upheld	1	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		2	107	2
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		30	1,764	34	1,842
Total Premature Complaints		9	664	11	755
Premature Rate		30.0%	37.6%	32.4%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		2	194	4	233
Total Cases Upheld / Some Upheld		1	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		50.0%	55.2%	25.0%	46.8%