

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Orkney Islands Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Social Work	2	1	33.3%	231	2	13.4%
Housing	1	2=	16.7%	423	1	24.6%
Planning	1	2=	16.7%	172	5	10.0%
Finance	0	-	0.0%	179	3	10.4%
Education	0	-	0.0%	173	4	10.0%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Roads & Transport	0	-	0.0%	120	7	7.0%
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%
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	2	-	33.3%	33	-	1.9%
Total	6	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>	0.3%			100.0%		

Complaints Received by Subject 2014-15

Subject Group	Orkney Islands Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	1	1=	25.0%	468	1	24.9%
Social Work	1	1=	25.0%	253	2	13.5%
Planning	1	1=	25.0%	217	3	11.5%
Finance	0	-	0.0%	174	4=	9.3%
Education	0	-	0.0%	174	4=	9.3%
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	-	25.0%	51	-	2.7%
Total	4	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>	0.2%			100.0%		

TABLE 2
Local Authority Complaints Determined 2015-16

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Advice	Not duly made or withdrawn	0	321	1	380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Early Resolution 1	Not duly made or withdrawn	1	54	0	36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	Not duly made or withdrawn	0	4	0	1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