

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	11	1	23.4%	172	5	10.0%
Social Work	7	2=	14.9%	231	2	13.4%
Education	7	2=	14.9%	173	4	10.0%
Housing	6	4	12.8%	423	1	24.6%
Finance	4	5=	8.5%	179	3	10.4%
Roads & Transport	4	5=	8.5%	120	7	7.0%
Environmental Health & Cleansing	2	7	4.3%	126	6	7.3%
Legal & Admin	1	8=	2.1%	61	8	3.5%
Land & Property	1	8=	2.1%	20	12	1.2%
Other	1	8=	2.1%	17	13	1.0%
Personnel	1	8=	2.1%	9	15=	0.5%
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%
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	-	4.3%	33	-	1.9%
Total	47	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

2.7%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	34.0%	468	1	24.9%
Planning	10	2	21.3%	217	3	11.5%
Education	8	3	17.0%	174	4=	9.3%
Finance	3	4=	6.4%	174	4=	9.3%
Roads & Transport	3	4=	6.4%	119	7	6.3%
Environmental Health & Cleansing	2	6	4.3%	148	6	7.9%
Social Work	1	7=	2.1%	253	2	13.5%
Building Control	1	7=	2.1%	61	9	3.2%
Land & Property	1	7=	2.1%	29	10	1.5%
Recreation & Leisure	1	7=	2.1%	24	11	1.3%
Welfare Fund - Crisis Grants	1	7=	2.1%	12	14	0.6%
Legal & Admin	0	-	0.0%	76	8	4.0%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
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	0	-	0.0%	51	-	2.7%
Total	47	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

2.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Perth and Kinross Council	Sector Total	Perth and Kinross Council	Sector Total
Advice	Not duly made or withdrawn	9	321	6	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	3	42
	Premature	12	606	14	713
	Resolved	0	0	0	4
	Total	21	944	23	1,193
Early Resolution 1	Not duly made or withdrawn	2	54	0	36
	Out of jurisdiction (discretionary)	8	104	2	56
	Out of jurisdiction (non-discretionary)	9	196	3	140
	Outcome not achievable	7	185	5	107
	Premature	2	58	2	42
	Resolved	0	29	0	35
	Total	28	626	12	416
Early Resolution 2	Fully upheld	0	27	1	33
	Some upheld	0	20	1	18
	Not upheld	0	37	3	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total	0	86	5	110
Investigation 1	Fully upheld	1	23	2	28
	Some upheld	1	36	2	26
	Not upheld	4	40	6	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	1	4	0	1
	Total	7	107	10	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		56	1,764	50	1,842
Total Premature Complaints		14	664	16	755
Premature Rate		25.0%	37.6%	32.0%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		7	194	15	233
Total Cases Upheld / Some Upheld		2	107	6	109
Uphold Rate (total upheld / total fit for SPSO)		28.6%	55.2%	40.0%	46.8%