

**TABLE 1**  
**Complaints Received by Subject 2015-16**

<b>Subject Group</b>	<b>Shetland Islands Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Planning	3	1	33.3%	172	5	10.0%
Social Work	2	2=	22.2%	231	2	13.4%
Education	2	2=	22.2%	173	4	10.0%
Housing	1	4=	11.1%	423	1	24.6%
Finance	1	4=	11.1%	179	3	10.4%
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	0	-	0.0%	33	-	1.9%
<b>Total</b>	<b>9</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>0.5%</i>				<i>100.0%</i>

**Complaints Received by Subject 2014-15**

<b>Subject Group</b>	<b>Shetland Islands Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Planning	4	1	26.7%	217	3	11.5%
Housing	2	2=	13.3%	468	1	24.9%
Social Work	2	2=	13.3%	253	2	13.5%
Education	2	2=	13.3%	174	4=	9.3%
Finance	1	5=	6.7%	174	4=	9.3%
Roads & Transport	1	5=	6.7%	119	7	6.3%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
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	3	-	20.0%	51	-	2.7%
<b>Total</b>	<b>15</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>0.8%</i>				<i>100.0%</i>

**TABLE 2**  
**Local Authority Complaints Determined 2015-16**

Stage	Outcome Group	2015-16		2014-15	
		Shetland Islands Council	Sector Total	Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	321	2	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	0	42
	Premature	5	606	7	713
	Resolved	0	0	0	4
	<b>Total</b>		<b>6</b>	<b>944</b>	<b>10</b>
Early Resolution 1	Not duly made or withdrawn	0	54	0	36
	Out of jurisdiction (discretionary)	0	104	0	56
	Out of jurisdiction (non-discretionary)	0	196	2	140
	Outcome not achievable	1	185	0	107
	Premature	0	58	1	42
	Resolved	0	29	0	35
	<b>Total</b>		<b>1</b>	<b>626</b>	<b>3</b>
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	1	37	0	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	<b>Total</b>		<b>1</b>	<b>86</b>	<b>0</b>
Investigation 1	Fully upheld	1	23	0	28
	Some upheld	0	36	0	26
	Not upheld	1	40	0	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	<b>Total</b>		<b>2</b>	<b>107</b>	<b>0</b>
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>
<b>Total Complaints</b>		<b>10</b>	<b>1,764</b>	<b>13</b>	<b>1,842</b>
Total Premature Complaints		5	664	8	755
Premature Rate		50.0%	37.6%	61.5%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		3	194	0	233
Total Cases Upheld / Some Upheld		1	107	0	109
Uphold Rate (total upheld / total fit for SPSO)		33.3%	55.2%	-	46.8%