TABLE 1 Complaints Received by Subject 2015-16

	South Lanarkshire		Complaints as	Sector		Complaints
Subject Group	Council	Rank	% of total	Total	Rank	as % of total
Housing	26	1	29.2%	423	1	24.6%
Social Work	15	2	16.9%	231	2	13.4%
Finance	12	3	13.5%	179	3	10.4%
Planning	10	4	11.2%	172	5	10.0%
Roads & Transport	9	5	10.1%	120	7	7.0%
Legal & Admin	4	6	4.5%	61	8	3.5%
Education	3	7=	3.4%	173	4	10.0%
Environmental Health & Cleansing	3	7=	3.4%	126	6	7.3%
Land & Property	3	7=	3.4%	20	12	1.2%
Welfare Fund - Community Care Grants	2	10	2.2%	31	11	1.8%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
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	-	2.2%	33	-	1.9%
Total	89	-	100.0%	1,722	-	100.0%

Complaints as % of Sector 5.2% 100.0%

## Complaints Received by Subject 2014-15

	South					
	Lanarkshire		Complaints as	Sector		Complaints
Subject Group	Council	Rank	% of total	Total	Rank	as % of total
Housing	27	1	27.6%	468	1	24.9%
Roads & Transport	16	2	16.3%	119	7	6.3%
Social Work	15	3	15.3%	253	2	13.5%
Finance	12	4	12.2%	174	4=	9.3%
Planning	8	5	8.2%	217	3	11.5%
Environmental Health & Cleansing	5	6	5.1%	148	6	7.9%
Education	4	7	4.1%	174	4=	9.3%
Legal & Admin	3	8	3.1%	76	8	4.0%
Building Control	2	9=	2.0%	61	9	3.2%
Other	2	9=	2.0%	21	12	1.1%
Welfare Fund - Community Care Grants	2	9=	2.0%	14	13	0.7%
Welfare Fund - Crisis Grants	1	12	1.0%	12	14	0.6%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Personnel	0	1	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	-	1.0%	51	-	2.7%
Total	98	-	100.0%	1,880	-	100.0%

Complaints as % of Sector 5.2% 100.0%

TABLE 2 Local Authority Complaints Determined 2015-16

Out of jurisdiction (discretionary)	•			16	2014-15			
Not duly made or withdrawn   22   321   17   380   3			South			South		
Advice   Not duly made or withdrawn   22   321   17   380			Lanarkshire	Sector		Lanarkshire	Sector	
Not duly made or withdrawn   22   321   17   330   29   29   17   29   321   321   321   329   321   329   321   329	Stage	Outcome Group	Council	Total		Council	Total	
Out of jurisdiction (discretionary)	Advice		22	321		17	380	
Out of jurisdiction (non-discretionary)			0	6		1	29	
Outcome not achievable   0   6   Fremature   38   606   35   713   713   713   715			0	5		4	25	
Resolved   Total   60   944   62   1,193			0	6		5	42	
Total		Premature	38	606	ľ	35	713	
Early Resolution 1    Not duly made or withdrawn		Resolved	0	0	ľ	0	4	
Out of jurisdiction (discretionary)   6   104   Out of jurisdiction (non-discretionary)   8   196   13   140   Outcome not achievable   9   185   6   107   Premature   0   58   2   42   42   Resolved   0   29   1   35   35   70tal   Some upheld   0   20   1   18   Not duly made or withdrawn   0   1   0   0   3   Total   Some upheld   1   23   Some upheld   1   23   Some upheld   1   23   Some upheld   1   23   Some upheld   1   24   Some upheld   1   28   Some upheld   1   40   4   63   Some upheld   1   40   5   Some upheld   5   Some up		Total	60	944		62	1,193	
Out of jurisdiction (non-discretionary)   8   196   13   140   1	Early Resolution 1	Not duly made or withdrawn	1	54	ľ		36	
Outcome not achievable   9   185   6   107     Premature   0   58   2   42     Resolved   0   29   1   35     Total   24   626   28   416     Early Resolution 2   Fully upheld   0   27   2   33     Some upheld   0   20   1   18     Not upheld   3   37   2   56     Not duly made or withdrawn   0   1   0   0     Resolved   0   1   0   3     Total   3   86   5   110     Investigation 1   Fully upheld   1   23   1   28     Some upheld   1   36   2   26     Not upheld   1   40   4   63     Not duly made or withdrawn   0   4   0   1     Resolved   1   4   107   7   119     Investigation 2   Fully upheld   0   0   0   0     Total   Total   0   1   0   3     Some upheld   0   0   0   0     Total   Total   0   1   0   4     Total Complaints   38   664   37   755     Fremature Rate   41.8%   37.6%   36.3%   41.0%     Fit for SPSO Total (ER2, Inv1 & Inv2)   7   194   12   233     Total Casse Upheld   5 one Upheld   2   107   6   109		Out of jurisdiction (discretionary)	6	104		2	56	
Premature		Out of jurisdiction (non-discretionary)	8	196		13	140	
Resolved		Outcome not achievable	9	185		6	107	
Total		Premature	0	58		2		
Early Resolution 2   Fully upheld   0   27   2   33     Some upheld   0   20   1   18     Not upheld   3   37   2   56     Not duly made or withdrawn   0   1   0   0     Resolved   0   1   0   0   3     Total   3   86   5   110     Investigation 1   Fully upheld   1   23   2   26     Not upheld   1   36   2   26     Not upheld   1   40   4   63     Not duly made or withdrawn   0   4   4   63     Not duly made or withdrawn   0   4   7   119     Investigation 2   Fully upheld   0   1   0   3     Some upheld   0   0   1   0   3     Some upheld   0   0   0   1     Not upheld   0   0   0   0   1     Not upheld   0   0   0   0   0     Total   0   1   1,764     Total Complaints   38   664   37   755     Premature Rate   41.8%   37.6%   36.3%   41.0%     Fit for SPSO Total (ER2, Inv1 & Inv2)   7   194   12   233     Total Cases Upheld / Some Upheld   2   107   6   109		Resolved	0	29		1	35	
Some upheld   0   20		Total	24	626		28	416	
Not upheld   3   37   0   0   0   0   0   0   0   0   0	Early Resolution 2	Fully upheld	0	27		2	33	
Not duly made or withdrawn   0		Some upheld	0	20		1	18	
Resolved   0			3	37		2	56	
Total   3   86   5   110		Not duly made or withdrawn	0	1		0	0	
Fully upheld		Resolved	0	1		0	3	
Some upheld		Total	3	86		5	110	
Not upheld	Investigation 1							
Not duly made or withdrawn   0		Some upheld	1	36		2	26	
Resolved		Not upheld	1	40		4	63	
Total   4   107   7   119     Investigation 2   Fully upheld   0   1   0   3		Not duly made or withdrawn	0	4		0	1	
Fully upheld   0   1   0   3		Resolved	1	4			1	
Some upheld   0   0   0   0   0   0   0   0   0			4	107		7	119	
Not upheld         0         0         0         0         0         0         0         0         0         4         0         4         0         4         0         4         0         4         0         4         0         4         0         4         0         4         0         4         102         1,842           Total Premature Complaints         38         664         37         755         755         755         766         36.3%         41.0%         41.0%         36.3%         41.0%         41.0%         77         194         12         233         102         109<	Investigation 2	Fully upheld	0	1		0	3	
Total         0         1         0         4           Total Complaints         91         1,764         102         1,842           Total Premature Complaints         38         664         37         755           Premature Rate         41.8%         37.6%         36.3%         41.0%           Fit for SPSO Total (ER2, Inv1 & Inv2)         7         194         12         233           Total Cases Upheld / Some Upheld         2         107         6         109			0	0		0	1	
Total Complaints         91         1,764         102         1,842           Total Premature Complaints         38         664         37         755           Premature Rate         41.8%         37.6%         36.3%         41.0%           Fit for SPSO Total (ER2, Inv1 & Inv2)         7         194         12         233           Total Cases Upheld / Some Upheld         2         107         6         109			0	0		0	0	
Total Premature Complaints         38         664         37         755           Premature Rate         41.8%         37.6%         36.3%         41.0%           Fit for SPSO Total (ER2, Inv1 & Inv2)         7         194         12         233           Total Cases Upheld / Some Upheld         2         107         6         109		Total		_				
Premature Rate         41.8%         37.6%         36.3%         41.0%           Fit for SPSO Total (ER2, Inv1 & Inv2)         7         194         12         233           Total Cases Upheld / Some Upheld         2         107         6         109	<b>Total Complaints</b>		91	1,764		102	1,842	
Premature Rate         41.8%         37.6%         36.3%         41.0%           Fit for SPSO Total (ER2, Inv1 & Inv2)         7         194         12         233           Total Cases Upheld / Some Upheld         2         107         6         109								
Fit for SPSO Total (ER2, Inv1 & Inv2) 7 194 12 233 Total Cases Upheld / Some Upheld 2 107 6 109					1			
Total Cases Upheld / Some Upheld 2 107 6 109	riemature Kate		41.0%	31.0%	•	30.3%	41.0%	
	Fit for SPSO Total (ER2, Inv1 & Inv2)		7	194		12	233	
Uphold Rate (total upheld / total fit for SPSO)         28.6%         55.2%         50.0%         46.8%	Total Cases Upheld / Some Upheld		2	107		6	109	
	Uphold Rate (total upheld / total fit for SPSO)		28.6%	55.2%		50.0%	46.8%	