

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints 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

Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints 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	-	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

Stage	Outcome Group	2015-16		2014-15	
		South Lanarkshire Council	Sector Total	South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	22	321	17	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	4	25
	Outcome not achievable	0	6	5	42
	Premature	38	606	35	713
	Resolved	0	0	0	4
	Total	60	944	62	1,193
Early Resolution 1	Not duly made or withdrawn	1	54	4	36
	Out of jurisdiction (discretionary)	6	104	2	56
	Out of jurisdiction (non-discretionary)	8	196	13	140
	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	0	1
	Total	4	107	7	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	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
Uphold Rate (total upheld / total fit for SPSO)		28.6%	55.2%	50.0%	46.8%