

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Stirling Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	5	1	35.7%	423	1	24.6%
Education	4	2	28.6%	173	4	10.0%
Roads & Transport	3	3	21.4%	120	7	7.0%
Social Work	1	4=	7.1%	231	2	13.4%
Legal & Admin	1	4=	7.1%	61	8	3.5%
Finance	0	-	0.0%	179	3	10.4%
Planning	0	-	0.0%	172	5	10.0%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
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%
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	0	-	0.0%	33	-	1.9%
Total	14	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

0.8%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Stirling Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	30.8%	468	1	24.9%
Social Work	4	2	15.4%	253	2	13.5%
Planning	2	3=	7.7%	217	3	11.5%
Finance	2	3=	7.7%	174	4=	9.3%
Education	2	3=	7.7%	174	4=	9.3%
Environmental Health & Cleansing	2	3=	7.7%	148	6	7.9%
Roads & Transport	1	7=	3.8%	119	7	6.3%
Legal & Admin	1	7=	3.8%	76	8	4.0%
Building Control	1	7=	3.8%	61	9	3.2%
Land & Property	1	7=	3.8%	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	2	-	7.7%	51	-	2.7%
Total	26	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.4%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Stirling Council	Sector Total	Stirling Council	Sector Total
Advice	Not duly made or withdrawn	3	321	3	380
	Out of jurisdiction (discretionary)	1	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	1	6	0	42
	Premature	4	606	14	713
	Resolved	0	0	0	4
	Total		9	944	20
Early Resolution 1	Not duly made or withdrawn	0	54	1	36
	Out of jurisdiction (discretionary)	0	104	0	56
	Out of jurisdiction (non-discretionary)	2	196	4	140
	Outcome not achievable	1	185	0	107
	Premature	0	58	0	42
	Resolved	0	29	1	35
	Total		3	626	6
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
	Total		1	86	0
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	0	36	1	26
	Not upheld	1	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		1	107	2
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		14	1,764	28	1,842
Total Premature Complaints		4	664	14	755
Premature Rate		28.6%	37.6%	50.0%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		2	194	2	233
Total Cases Upheld / Some Upheld		0	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		0.0%	55.2%	50.0%	46.8%