

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	25	1	34.7%	423	1	24.6%
Education	19	2	26.4%	173	4	10.0%
Social Work	7	3	9.7%	231	2	13.4%
Roads & Transport	6	4	8.3%	120	7	7.0%
Planning	5	5	6.9%	172	5	10.0%
Finance	4	6	5.6%	179	3	10.4%
Environmental Health & Cleansing	3	7	4.2%	126	6	7.3%
Legal & Admin	1	8=	1.4%	61	8	3.5%
Recreation & Leisure	1	8=	1.4%	32	10	1.9%
Building Control	0	-	0.0%	54	9	3.1%
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	1	-	1.4%	33	-	1.9%
Total	72	-	100.0%	1,722	-	100.0%

Complaints as % of Sector 4.2% 100.0%

Complaints Received by Subject 2014-15

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	22	1	28.2%	468	1	24.9%
Education	16	2	20.5%	174	4=	9.3%
Finance	9	3	11.5%	174	4=	9.3%
Planning	7	4	9.0%	217	3	11.5%
Roads & Transport	6	5	7.7%	119	7	6.3%
Social Work	5	6	6.4%	253	2	13.5%
Legal & Admin	4	7	5.1%	76	8	4.0%
Environmental Health & Cleansing	3	8	3.8%	148	6	7.9%
Land & Property	2	9=	2.6%	29	10	1.5%
Recreation & Leisure	2	9=	2.6%	24	11	1.3%
Building Control	1	11	1.3%	61	9	3.2%
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	1	-	1.3%	51	-	2.7%
Total	78	-	100.0%	1,880	-	100.0%

Complaints as % of Sector 4.1% 100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		West Lothian Council	Sector Total	West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	13	321	13	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	0	6	2	42
	Premature	23	606	26	713
	Resolved	0	0	0	4
	Total	36	944	44	1,193
Early Resolution 1	Not duly made or withdrawn	0	54	2	36
	Out of jurisdiction (discretionary)	2	104	5	56
	Out of jurisdiction (non-discretionary)	10	196	6	140
	Outcome not achievable	11	185	10	107
	Premature	2	58	0	42
	Resolved	1	29	2	35
	Total	26	626	25	416
Early Resolution 2	Fully upheld	2	27	0	33
	Some upheld	1	20	0	18
	Not upheld	0	37	3	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total	3	86	3	110
Investigation 1	Fully upheld	1	23	0	28
	Some upheld	1	36	3	26
	Not upheld	3	40	0	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total	5	107	3	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		70	1,764	75	1,842
Total Premature Complaints		25	664	26	755
Premature Rate		35.7%	37.6%	34.7%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		8	194	6	233
Total Cases Upheld / Some Upheld		5	107	3	109
Uphold Rate (total upheld / total fit for SPSO)		62.5%	55.2%	50.0%	46.8%