

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	33	1	54.1%	388	1	25.4%
Social Work	7	2	11.5%	219	2	14.3%
Roads & Transport	6	3	9.8%	112	7	7.3%
Finance	5	4=	8.2%	120	6	7.9%
Legal & Admin	5	4=	8.2%	73	8	4.8%
Education	2	6	3.3%	144	4	9.4%
Planning	1	7=	1.6%	160	3	10.5%
Environmental Health & Cleansing	1	7=	1.6%	124	5	8.1%
Recreation & Leisure	1	7=	1.6%	29	10	1.9%
Building Control	0	-	0.0%	34	9	2.2%
Land & Property	0	-	0.0%	19	11	1.2%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Other	0	-	0.0%	8	13=	0.5%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
Economic Development	0	-	0.0%	5	16=	0.3%
Personnel	0	-	0.0%	5	16=	0.3%
Welfare Fund - Crisis Grants	0	-	0.0%	5	16=	0.3%
Consumer Protection	0	-	0.0%	4	16=	0.3%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	48	-	3.1%
Total	61		100.0%	1528		100.0%

Complaints as % of Sector

4.0%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	42	1	52.5%	423	1	24.6%
Social Work	11	2	13.8%	231	2	13.4%
Finance	4	3=	5.0%	179	3	10.4%
Planning	4	3=	5.0%	172	5	10.0%
Roads & Transport	4	3=	5.0%	120	7	7.0%
Legal & Admin	3	6	3.8%	61	8	3.5%
Education	2	7=	2.5%	173	4	10.0%
Environmental Health & Cleansing	2	7=	2.5%	126	6	7.3%
Building Control	1	9=	1.3%	54	9	3.1%
Recreation & Leisure	1	9=	1.3%	32	10	1.9%
Land & Property	1	9=	1.3%	20	12	1.2%
Other	1	9=	1.3%	17	13	1.0%
Personnel	1	9=	1.3%	9	15=	0.5%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Economic Development	0	-	0.0%	11	14	0.6%
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	3	-	3.8%	33	-	1.9%
Total	80		100.0%	1,722		100.0%

Complaints as % of Sector

4.6%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

		2016-17	
Stage	Outcome Group	Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	15	467
	Total	23	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	5	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	5	115
	Premature	3	57
	Proportionality	5	132
	Resolved	3	20
	Total	23	560
Investigation	Fully upheld	0	52
	Some upheld	2	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	4	156
Total Complaints		50	1,466

Total Premature Complaints	18	524
Premature Rate	36.0%	35.7%
Fit for SPSO Total (Investigations)	4	156
Total Cases Upheld / Some Upheld	2	94
Uphold Rate (total upheld / total fit for SPSO)	50.0%	60.3%

		2015-16	
Stage	Outcome Group	Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	15	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	25	606
	Resolved	0	0
	Total	40	944
Early Resolution 1	Not duly made or withdrawn	2	54
	Out of jurisdiction (discretionary)	6	104
	Out of jurisdiction (non-discretionary)	12	196
	Outcome not achievable	9	185
	Premature	5	58
	Resolved	2	29
	Total	36	626
Early Resolution 2	Fully upheld	2	27
	Some upheld	0	20
	Not upheld	3	37
	Not duly made or withdrawn	0	1
	Resolved	1	1
	Total	6	86
Investigation 1	Fully upheld	1	23
	Some upheld	3	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	5	107	
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		87	1,764

Total Premature Complaints	30	664
Premature Rate	34.5%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	11	194
Total Cases Upheld / Some Upheld	6	107
Uphold Rate (total upheld / total fit for SPSO)	54.5%	55.2%