

**TABLE 1**  
**Complaints Received by Subject 2016-17**

<b>Subject Group</b>	<b>Aberdeenshire Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Planning	18	1	23.7%	160	3	10.5%
Social Work	17	2	22.4%	219	2	14.3%
Housing	13	3	17.1%	388	1	25.4%
Education	10	4	13.2%	144	4	9.4%
Finance	6	5	7.9%	120	6	7.9%
Legal & Admin	4	6	5.3%	73	8	4.8%
Land & Property	2	7	2.6%	19	11	1.2%
Roads & Transport	1	8=	1.3%	112	7	7.3%
Building Control	1	8=	1.3%	34	9	2.2%
Welfare Fund - Community Care Grants	1	8=	1.3%	14	12	0.9%
Personnel	1	8=	1.3%	5	16=	0.3%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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%
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	2	-	2.6%	48	-	3.1%
<b>Total</b>	<b>76</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

5.0%

100.0%

**TABLE 1**  
**Complaints Received by Subject 2015-16**

<b>Subject Group</b>	<b>Aberdeenshire Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Education	17	1	21.8%	173	4	10.0%
Planning	14	2	17.9%	172	5	10.0%
Social Work	12	3	15.4%	231	2	13.4%
Finance	8	4	10.3%	179	3	10.4%
Environmental Health & Cleansing	7	5	9.0%	126	6	7.3%
Housing	6	6	7.7%	423	1	24.6%
Legal & Admin	4	7=	5.1%	61	8	3.5%
Recreation & Leisure	4	7=	5.1%	32	10	1.9%
Roads & Transport	2	9	2.6%	120	7	7.0%
Building Control	1	10=	1.3%	54	9	3.1%
Consumer Protection	1	10=	1.3%	4	20	0.2%
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%
Subject Unknown or Out Of Jurisdiction	2	-	2.6%	33	-	1.9%
<b>Total</b>	<b>78</b>		<b>100.0%</b>	<b>1,722</b>		<b>100.0%</b>

Complaints as % of Sector

3.2%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2016-17**

		2016-17	
Stage	Outcome Group	Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	16	279
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	1
	Premature	12	467
	<b>Total</b>	<b>29</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	2	43
	Out of jurisdiction (discretionary)	6	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	3	115
	Premature	5	57
	Proportionality	3	132
	Resolved	1	20
<b>Total</b>	<b>25</b>	<b>560</b>	
Investigation	Fully upheld	8	52
	Some upheld	2	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	1	1
	<b>Total</b>	<b>14</b>	<b>156</b>
<b>Total Complaints</b>		<b>68</b>	<b>1,466</b>

Total Premature Complaints	17	524
Premature Rate	25.0%	35.7%
Fit for SPSO Total (Investigations)	14	156
Total Cases Upheld / Some Upheld	10	94
Uphold Rate (total upheld / total fit for SPSO)	71.4%	60.3%

		2015-16	
Stage	Outcome Group	Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	12	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	23	606
	Resolved	0	0
	<b>Total</b>	<b>35</b>	<b>944</b>
Early Resolution 1	Not duly made or withdrawn	2	54
	Out of jurisdiction (discretionary)	6	104
	Out of jurisdiction (non-discretionary)	9	196
	Outcome not achievable	11	185
	Premature	2	58
	Resolved	4	29
<b>Total</b>	<b>34</b>	<b>626</b>	
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	3	37
	Not duly made or withdrawn	1	1
	Resolved	0	1
	<b>Total</b>	<b>5</b>	<b>86</b>
Investigation 1	Fully upheld	2	23
	Some upheld	3	36
	Not upheld	2	40
	Not duly made or withdrawn	0	4
	Resolved	1	4
	<b>Total</b>	<b>8</b>	<b>107</b>
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>82</b>	<b>1,764</b>

Total Premature Complaints	25	664
Premature Rate	30.5%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	13	194
Total Cases Upheld / Some Upheld	6	107
Uphold Rate (total upheld / total fit for SPSO)	46.2%	55.2%