

TABLE 1						
Complaints Received by Subject 2016-17						
Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	9	1	42.9%	219	2	14.3%
Planning	4	2	19.0%	160	3	10.5%
Education	2	3=	9.5%	144	4	9.4%
Finance	2	3=	9.5%	120	6	7.9%
Housing	1	5=	4.8%	388	1	25.4%
Roads & Transport	1	5=	4.8%	112	7	7.3%
Consumer Protection	1	5=	4.8%	4	16=	0.3%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Legal & Admin	0	-	0.0%	73	8	4.8%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	1	-	4.8%	48	-	3.1%
Total	21		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>	<i>1.4%</i>			<i>100.0%</i>		
TABLE 1						
Complaints Received by Subject 2015-16						
Subject Group	Angus Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1	28.6%	423	1	24.6%
Social Work	5	2	23.8%	231	2	13.4%
Planning	4	3	19.0%	172	5	10.0%
Roads & Transport	3	4	14.3%	120	7	7.0%
Recreation & Leisure	2	5	9.5%	32	10	1.9%
Education	1	6	4.8%	173	4	10.0%
Finance	0	-	0.0%	179	3	10.4%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Legal & Admin	0	-	0.0%	61	8	3.5%
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	0	-	0.0%	33	-	1.9%
Total	21	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>	<i>1.2%</i>			<i>100.0%</i>		

TABLE 2
Local Authority Complaints Determined 2016-17

		2016-17	
Stage	Outcome Group	Angus Council	Sector Total
Advice	Not duly made or withdrawn	5	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	7	467
	Total	12	750
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	1	115
	Premature	1	57
	Proportionality	2	132
	Resolved	0	20
Total	9	560	
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	1	156
Total Complaints		22	1,466

Total Premature Complaints	8	524
Premature Rate	36.4%	35.7%
Fit for SPSO Total (Investigations)	1	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	100.0%	60.3%

		2015-16	
Stage	Outcome Group	Angus Council	Sector Total
Advice	Not duly made or withdrawn	2	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	8	606
	Resolved	0	0
	Total	10	944
Early Resolution 1	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	2	196
	Outcome not achievable	5	185
	Premature	1	58
	Resolved	0	29
	Total	10	626
Early Resolution 2	Fully upheld	3	27
	Some upheld	0	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	4	86
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	0	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		24	1,764

Total Premature Complaints	9	664
Premature Rate	37.5%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	4	194
Total Cases Upheld / Some Upheld	3	107
Uphold Rate (total upheld / total fit for SPSO)	75.0%	55.2%