

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Finance	5	1	25.0%	120	6	7.9%
Social Work	4	2	20.0%	219	2	14.3%
Planning	3	3=	15.0%	160	3	10.5%
Environmental Health & Cleansing	3	3=	15.0%	124	5	8.1%
Housing	2	5	10.0%	388	1	25.4%
Education	1	6=	5.0%	144	4	9.4%
Roads & Transport	1	6=	5.0%	112	7	7.3%
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%
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	1	-	5.0%	48	-	3.1%
Total	20		100.0%	1528		100.0%

Complaints as % of Sector

1.3%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	4	1=	13.3%	423	1	24.6%
Social Work	4	1=	13.3%	231	2	13.4%
Finance	4	1=	13.3%	179	3	10.4%
Planning	4	1=	13.3%	172	5	10.0%
Education	2	5=	6.7%	173	4	10.0%
Environmental Health & Cleansing	2	5=	6.7%	126	6	7.3%
Building Control	2	5=	6.7%	54	9	3.1%
Other	2	5=	6.7%	17	13	1.0%
Roads & Transport	1	9=	3.3%	120	7	7.0%
Legal & Admin	1	9=	3.3%	61	8	3.5%
Welfare Fund - Community Care Grants	1	9=	3.3%	31	11	1.8%
Land & Property	1	9=	3.3%	20	12	1.2%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
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	2	-	6.7%	33	-	1.9%
Total	30		100.0%	1,722		100.0%

Complaints as % of Sector

1.7%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

		2016-17	
Stage	Outcome Group	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	3	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	3	467
	Total	6	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	1	115
	Premature	0	57
	Proportionality	5	132
	Resolved	0	20
Total	11	560	
Investigation	Fully upheld	1	52
	Some upheld	1	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	2	156
Total Complaints		19	1,466

Total Premature Complaints	3	524
Premature Rate	15.8%	35.7%

Fit for SPSO Total (Investigations)	2	156
Total Cases Upheld / Some Upheld	2	94

		2015-16	
Stage	Outcome Group	Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	7	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	6	606
	Resolved	0	0
	Total	13	944
	Early Resolution 1	Not duly made or withdrawn	0
Out of jurisdiction (discretionary)		1	104
Out of jurisdiction (non-discretionary)		5	196
Outcome not achievable		5	185
Premature		3	58
Resolved		1	29
Total	15	626	
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	1	86
Investigation 1	Fully upheld	2	23
	Some upheld	0	36
	Not upheld	2	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	4	107	
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		33	1,764

Total Premature Complaints	9	664
Premature Rate	27.3%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	5	194
Total Cases Upheld / Some Upheld	3	107

Uphold Rate (total upheld / total fit for SPSO)	100.0%	60.3%
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Uphold Rate (total upheld / total fit for SPSO)	60.0%	55.2%
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