

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	10	1	26.3%	219	2	14.3%
Education	6	2	15.8%	144	4	9.4%
Roads & Transport	5	3	13.2%	112	7	7.3%
Planning	4	4	10.5%	160	3	10.5%
Housing	3	5	7.9%	388	1	25.4%
Legal & Admin	2	6	5.3%	73	8	4.8%
Environmental Health & Cleansing	1	7=	2.6%	124	5	8.1%
Building Control	1	7=	2.6%	34	9	2.2%
Recreation & Leisure	1	7=	2.6%	29	10	1.9%
Land & Property	1	7=	2.6%	19	11	1.2%
Other	1	7=	2.6%	8	13=	0.5%
Economic Development	1	7=	2.6%	5	16=	0.3%
Finance	0	-	0.0%	120	6	7.9%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
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	2	-	5.3%	48	-	3.1%
Total	38		100.0%	1528		100.0%

Complaints as % of Sector

2.5%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	6	1	24.0%	231	2	13.4%
Education	4	2=	16.0%	173	4	10.0%
Planning	4	2=	16.0%	172	5	10.0%
Housing	3	4=	12.0%	423	1	24.6%
Finance	3	4=	12.0%	179	3	10.4%
Economic Development	2	6	8.0%	11	14	0.6%
Roads & Transport	1	7=	4.0%	120	7	7.0%
Legal & Admin	1	7=	4.0%	61	8	3.5%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
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%
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	-	4.0%	33	-	1.9%
Total	25		100.0%	1,722		100.0%

Complaints as % of Sector

1.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	6	467
	Total	14	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	2	115
	Premature	3	57
	Proportionality	6	132
	Resolved	0	20
Total	16	560	
Investigation	Fully upheld	2	52
	Some upheld	0	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	156	
Total Complaints		33	1,466

Total Premature Complaints	9	524
Premature Rate	27.3%	35.7%

Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	2	94

Stage	Outcome Group	2015-16	
		Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	6	321
	Out of jurisdiction (discretionary)	1	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	1	54
	Out of jurisdiction (discretionary)	1	104
	Out of jurisdiction (non-discretionary)	2	196
	Outcome not achievable	5	185
	Premature	0	58
	Resolved	0	29
	Total	9	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	0	23
	Some upheld	0	36
	Not upheld	3	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	3	107	
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		26	1,764

Total Premature Complaints	6	664
Premature Rate	23.1%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	4	194
Total Cases Upheld / Some Upheld	1	107

Uphold Rate (total upheld / total fit for SPSO)	66.7%	60.3%
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Uphold Rate (total upheld / total fit for SPSO)	25.0%	55.2%
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