

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	East Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	11	1	25.6%	388	1	25.4%
Planning	8	2	18.6%	160	3	10.5%
Roads & Transport	5	3	11.6%	112	7	7.3%
Finance	4	4=	9.3%	120	6	7.9%
Legal & Admin	4	4=	9.3%	73	8	4.8%
Social Work	3	6	7.0%	219	2	14.3%
Land & Property	2	7	4.7%	19	11	1.2%
Education	1	8=	2.3%	144	4	9.4%
Environmental Health & Cleansing	1	8=	2.3%	124	5	8.1%
Recreation & Leisure	1	8=	2.3%	29	10	1.9%
Other	1	8=	2.3%	8	13=	0.5%
Building Control	0	-	0.0%	34	9	2.2%
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%
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	2	-	4.7%	48	-	3.1%
Total	43		100.0%	1528		100.0%

Complaints as % of Sector

2.8%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	11	1	25.6%	173	4	10.0%
Social Work	8	2	18.6%	231	2	13.4%
Housing	7	3=	16.3%	423	1	24.6%
Planning	7	3=	16.3%	172	5	10.0%
Finance	3	5=	7.0%	179	3	10.4%
Environmental Health & Cleansing	3	5=	7.0%	126	6	7.3%
Roads & Transport	1	7=	2.3%	120	7	7.0%
Economic Development	1	7=	2.3%	11	14	0.6%
Legal & Admin	0	-	0.0%	61	8	3.5%
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%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
Personnel	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	-	4.7%	33	-	1.9%
Total	43		100.0%	1,722		100.0%

Complaints as % of Sector

2.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		East Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	2	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	18	467
	Total	20	750
Early Resolution	Not duly made or withdrawn	4	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	2	111
	Outcome not achievable	2	115
	Premature	2	57
	Proportionality	2	132
	Resolved	1	20
	Total	16	560
Investigation	Fully upheld	2	52
	Some upheld	3	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	8	156
Total Complaints		44	1,466

Total Premature Complaints	20	524
Premature Rate	45.5%	35.7%

Fit for SPSO Total (Investigations)	8	156
Total Cases Upheld / Some Upheld	5	94

Stage	Outcome Group	2015-16	
		East Dunbartonshire 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	12	606
	Resolved	0	0
	Total	19	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	6	196
	Outcome not achievable	5	185
	Premature	2	58
	Resolved	2	29
	Total	18	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	0	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	0	86
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	1	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		38	1,764

Total Premature Complaints	14	664
Premature Rate	36.8%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	194
Total Cases Upheld / Some Upheld	0	107

Uphold Rate (total upheld / total fit for SPSO)	62.5%	60.3%
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Uphold Rate (total upheld / total fit for SPSO)	0.0%	55.2%
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