

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	East Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	28	1	53.8%	388	1	25.4%
Social Work	5	2=	9.6%	219	2	14.3%
Planning	5	2=	9.6%	160	3	10.5%
Education	3	4=	5.8%	144	4	9.4%
Environmental Health & Cleansing	3	4=	5.8%	124	5	8.1%
Finance	1	6=	1.9%	120	6	7.9%
Roads & Transport	1	6=	1.9%	112	7	7.3%
Legal & Admin	1	6=	1.9%	73	8	4.8%
Building Control	1	6=	1.9%	34	9	2.2%
Recreation & Leisure	1	6=	1.9%	29	10	1.9%
Welfare Fund - Community Care Grants	1	6=	1.9%	14	11	0.9%
Land & Property	0	-	0.0%	19	12	1.2%
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	2	-	3.8%	48	-	3.1%
Total	52		100.0%	1528		100.0%

Complaints as % of Sector

3.4%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	22	1	55.0%	423	1	24.6%
Education	5	2	12.5%	173	4	10.0%
Social Work	3	3=	7.5%	231	2	13.4%
Planning	3	3=	7.5%	172	5	10.0%
Environmental Health & Cleansing	2	5=	5.0%	126	6	7.3%
Legal & Admin	2	5=	5.0%	61	8	3.5%
Finance	1	7=	2.5%	179	3	10.4%
Roads & Transport	1	7=	2.5%	120	7	7.0%
Personnel	1	7=	2.5%	9	15=	0.5%
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%
Economic Development	0	-	0.0%	11	14	0.6%
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	40		100.0%	1,722		100.0%

Complaints as % of Sector

2.3%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	14	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	8	467
	Total	22	750
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	1	115
	Premature	4	57
	Proportionality	5	132
	Resolved	0	20
Total	20	560	
Investigation	Fully upheld	2	52
	Some upheld	2	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	5	156	
Total Complaints		47	1,466

Total Premature Complaints	12	524
Premature Rate	25.5%	35.7%

Fit for SPSO Total (Investigations)	5	156
Total Cases Upheld / Some Upheld	4	94
Uphold Rate (total upheld / total fit for SPSO)	80.0%	60.3%

Stage	Outcome Group	East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	10	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	10	606
	Resolved	0	0
	Total	20	944
Early Resolution 1	Not duly made or withdrawn	2	54
	Out of jurisdiction (discretionary)	3	104
	Out of jurisdiction (non-discretionary)	3	196
	Outcome not achievable	5	185
	Premature	1	58
	Resolved	1	29
	Total	15	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	0	20
	Not upheld	2	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	2	86
Investigation 1	Fully upheld	0	23
	Some upheld	2	36
	Not upheld	1	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		40	1,764

Total Premature Complaints	11	664
Premature Rate	27.5%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	5	194
Total Cases Upheld / Some Upheld	2	107
Uphold Rate (total upheld / total fit for SPSO)	40.0%	55.2%