

**TABLE 1**  
**Complaints Received by Subject 2016-17**

<b>Subject Group</b>	<b>Fife Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Housing	32	1	36.0%	388	1	25.4%
Planning	15	2	16.9%	160	3	10.5%
Education	9	3	10.1%	144	4	9.4%
Social Work	8	4	9.0%	219	2	14.3%
Roads & Transport	6	5=	6.7%	112	7	7.3%
Legal & Admin	6	5=	6.7%	73	8	4.8%
Finance	4	7	4.5%	120	6	7.9%
Environmental Health & Cleansing	2	8=	2.2%	124	5	8.1%
Land & Property	2	8=	2.2%	19	11	1.2%
Recreation & Leisure	1	10=	1.1%	29	10	1.9%
Personnel	1	10=	1.1%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
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%
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	3	-	3.4%	48	-	3.1%
<b>Total</b>	<b>89</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

5.8%

100.0%

**TABLE 1**  
**Complaints Received by Subject 2015-16**

<b>Subject Group</b>	<b>Fife Council</b>	<b>Rank</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Rank</b>	<b>Complaints as % of total</b>
Housing	25	1	24.0%	423	1	24.6%
Social Work	19	2=	18.3%	231	2	13.4%
Planning	19	2=	18.3%	172	5	10.0%
Finance	11	4=	10.6%	179	3	10.4%
Education	11	4=	10.6%	173	4	10.0%
Legal & Admin	5	6	4.8%	61	8	3.5%
Environmental Health & Cleansing	4	7=	3.8%	126	6	7.3%
Roads & Transport	4	7=	3.8%	120	7	7.0%
Building Control	2	9=	1.9%	54	9	3.1%
Recreation & Leisure	2	9=	1.9%	32	10	1.9%
Welfare Fund - Community Care Grants	1	11=	1.0%	31	11	1.8%
Personnel	1	11=	1.0%	9	15=	0.5%
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%
<b>Total</b>	<b>104</b>		<b>100.0%</b>	<b>1,722</b>		<b>100.0%</b>

Complaints as % of Sector

6.0%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2016-17**

Stage	Outcome Group	2016-17	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	15	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	23	467
	<b>Total</b>	<b>38</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	2	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	12	111
	Outcome not achievable	9	115
	Premature	5	57
	Proportionality	10	132
	Resolved	0	20
	<b>Total</b>	<b>41</b>	<b>560</b>
Investigation	Fully upheld	3	52
	Some upheld	3	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
<b>Total</b>	<b>8</b>	<b>156</b>	
<b>Total Complaints</b>		<b>87</b>	<b>1,466</b>

Total Premature Complaints	28	524
Premature Rate	32.2%	35.7%
Fit for SPSO Total (Investigations)	8	156
Total Cases Upheld / Some Upheld	6	94
Uphold Rate (total upheld / total fit for SPSO)	75.0%	60.3%

Stage	Outcome Group	2015-16	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	16	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	1	6
	Premature	31	606
	Resolved	0	0
	<b>Total</b>	<b>48</b>	<b>944</b>
Early Resolution 1	Not duly made or withdrawn	3	54
	Out of jurisdiction (discretionary)	10	104
	Out of jurisdiction (non-discretionary)	17	196
	Outcome not achievable	9	185
	Premature	4	58
	Resolved	2	29
	<b>Total</b>	<b>45</b>	<b>626</b>
Early Resolution 2	Fully upheld	3	27
	Some upheld	3	20
	Not upheld	3	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>9</b>	<b>86</b>
Investigation 1	Fully upheld	1	23
	Some upheld	2	36
	Not upheld	2	40
	Not duly made or withdrawn	1	4
	Resolved	0	4
	<b>Total</b>	<b>6</b>	<b>107</b>
Investigation 2	Fully upheld	1	1
	Some upheld	0	0
	Not upheld	0	0
	<b>Total</b>	<b>1</b>	<b>1</b>
<b>Total Complaints</b>		<b>109</b>	<b>1,764</b>

Total Premature Complaints	35	664
Premature Rate	32.1%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	16	194
Total Cases Upheld / Some Upheld	10	107
Uphold Rate (total upheld / total fit for SPSO)	62.5%	55.2%