

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

Subject Group	Inverclyde Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	1	20.0%	219	2	14.3%
Housing	2	2=	10.0%	388	1	25.4%
Education	2	2=	10.0%	144	4	9.4%
Finance	2	2=	10.0%	120	6	7.9%
Legal & Admin	2	2=	10.0%	73	8	4.8%
Welfare Fund - Community Care Grants	2	2=	10.0%	14	12	0.9%
Planning	1	7=	5.0%	160	3	10.5%
Roads & Transport	1	7=	5.0%	112	7	7.3%
Recreation & Leisure	1	7=	5.0%	29	10	1.9%
Land & Property	1	7=	5.0%	19	11	1.2%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Building Control	0	-	0.0%	34	9	2.2%
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	5	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	-	10.0%	48	-	3.1%
<b>Total</b>	<b>20</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

1.3%

100.0%

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

Subject Group	Inverclyde Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	1=	23.5%	231	2	13.4%
Education	4	1=	23.5%	173	4	10.0%
Finance	3	3	17.6%	179	3	10.4%
Housing	2	4=	11.8%	423	1	24.6%
Planning	2	4=	11.8%	172	5	10.0%
Roads & Transport	1	6=	5.9%	120	7	7.0%
Personnel	1	6=	5.9%	9	15=	0.5%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
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%
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>17</b>		<b>100.0%</b>	<b>1,722</b>		<b>100.0%</b>

Complaints as % of Sector

1.0%

100.0%

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

		2016-17	
Stage	Outcome Group	Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	1	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	8	467
	<b>Total</b>	<b>9</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	2	115
	Premature	0	57
	Proportionality	2	132
	Resolved	0	20
	<b>Total</b>	<b>9</b>	<b>560</b>
Investigation	Fully upheld	1	52
	Some upheld	2	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
<b>Total</b>	<b>3</b>	<b>156</b>	
<b>Total Complaints</b>		<b>21</b>	<b>1,466</b>

Total Premature Complaints	8	524
Premature Rate	38.1%	35.7%
Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	3	94
Uphold Rate (total upheld / total fit for SPSO)	100.0%	60.3%

		2015-16	
Stage	Outcome Group	Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	2	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	1	5
	Outcome not achievable	0	6
	Premature	7	606
	Resolved	0	0
	<b>Total</b>	<b>10</b>	<b>944</b>
Early Resolution 1	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	0	104
	Out of jurisdiction (non-discretionary)	4	196
	Outcome not achievable	0	185
	Premature	0	58
	Resolved	1	29
	<b>Total</b>	<b>5</b>	<b>626</b>
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
	<b>Total</b>	<b>0</b>	<b>86</b>
Investigation 1	Fully upheld	1	23
	Some upheld	0	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	<b>Total</b>	<b>1</b>	<b>107</b>
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>16</b>	<b>1,764</b>

Total Premature Complaints	7	664
Premature Rate	43.8%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	1	194
Total Cases Upheld / Some Upheld	1	107
Uphold Rate (total upheld / total fit for SPSO)	100.0%	55.2%