

TABLE 1
Local Authority Complaints Received 2016-17

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	10	1	34.5%	388	1	25.4%
Social Work	7	2	24.1%	219	2	14.3%
Education	4	3	13.8%	144	4	9.4%
Finance	3	4	10.3%	120	6	7.9%
Legal & Admin	2	5	6.9%	73	8	4.8%
Planning	1	6=	3.4%	160	3	10.5%
Building Control	1	6=	3.4%	34	9	2.2%
Recreation & Leisure	1	6=	3.4%	29	10	1.9%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Roads & Transport	0	-	0.0%	112	7	7.3%
Land & Property	0	-	0.0%	19	11	1.2%
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%
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	0	-	0.0%	48	-	3.1%
Total	29		100.0%	1528		100.0%

Complaints as % of Sector

1.9%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	40.0%	423	1	24.6%
Planning	5	2	25.0%	172	5	10.0%
Social Work	2	3=	10.0%	231	2	13.4%
Building Control	2	3=	10.0%	54	9	3.1%
Finance	1	5=	5.0%	179	3	10.4%
Welfare Fund - Community Care Grants	1	5=	5.0%	31	11	1.8%
Land & Property	1	5=	5.0%	20	12	1.2%
Education	0	-	0.0%	173	4	10.0%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Roads & Transport	0	-	0.0%	120	7	7.0%
Legal & Admin	0	-	0.0%	61	8	3.5%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
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	0	-	0.0%	33	-	1.9%
Total	20		100.0%	1,722		100.0%

Complaints as % of Sector

1.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	7	467
	Total	15	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	2	111
	Outcome not achievable	4	115
	Premature	1	57
	Proportionality	1	132
	Resolved	0	20
	Total	11	560
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	2	156	
Total Complaints		28	1,466

Total Premature Complaints	8	524
Premature Rate	28.6%	35.7%
Fit for SPSO Total (Investigations)	2	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	50.0%	60.3%

Stage	Outcome Group	2015-16	
		Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	2	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	9	606
	Resolved	0	0
	Total	11	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	3	196
	Outcome not achievable	2	185
	Premature	1	58
	Resolved	0	29
	Total	9	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	1	36
	Not upheld	0	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		21	1,764

Total Premature Complaints	10	664
Premature Rate	47.6%	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%