

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	23	1	41.8%	388	1	25.4%
Social Work	7	2=	12.7%	219	2	14.3%
Education	7	2=	12.7%	144	4	9.4%
Planning	3	4=	5.5%	160	3	10.5%
Roads & Transport	3	4=	5.5%	112	7	7.3%
Legal & Admin	2	6	3.6%	73	8	4.8%
Environmental Health & Cleansing	1	7=	1.8%	124	5	8.1%
Building Control	1	7=	1.8%	34	9	2.2%
Recreation & Leisure	1	7=	1.8%	29	10	1.9%
Land & Property	1	7=	1.8%	19	11	1.2%
Welfare Fund - Community Care Grants	1	7=	1.8%	14	12	0.9%
Welfare Fund - Crisis Grants	1	7=	1.8%	5	16=	0.3%
Finance	0	-	0.0%	120	6	7.9%
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%
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	4	-	7.3%	48	-	3.1%
Total	55		100.0%	1528		100.0%

Complaints as % of Sector

3.6%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	28	1	38.4%	423	1	24.6%
Social Work	11	2	15.1%	231	2	13.4%
Finance	8	3=	11.0%	179	3	10.4%
Education	8	3=	11.0%	173	4	10.0%
Environmental Health & Cleansing	3	5	4.1%	126	6	7.3%
Planning	2	6=	2.7%	172	5	10.0%
Roads & Transport	2	6=	2.7%	120	7	7.0%
Legal & Admin	2	6=	2.7%	61	8	3.5%
Welfare Fund - Community Care Grants	2	6=	2.7%	31	11	1.8%
Land & Property	2	6=	2.7%	20	12	1.2%
Personnel	2	6=	2.7%	9	15=	0.5%
Welfare Fund - Crisis Grants	1	12=	1.4%	9	15=	0.5%
Consumer Protection	1	12=	1.4%	4	20	0.2%
Building Control	0	-	0.0%	54	9	3.1%
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%
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%
Subject Unknown or Out Of Jurisdiction	1	-	1.4%	33	-	1.9%
Total	73		100.0%	1,722		100.0%

Complaints as % of Sector

4.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	14	279
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	1
	Premature	22	467
	Total	37	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	0	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	5	115
	Premature	2	57
	Proportionality	2	132
	Resolved	2	20
Total	16	560	
Investigation	Fully upheld	1	52
	Some upheld	1	42
	Not upheld	4	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	6	156	
Total Complaints		59	1,466

Total Premature Complaints	24	524
Premature Rate	40.7%	35.7%

Fit for SPSO Total (Investigations)	6	156
Total Cases Upheld / Some Upheld	2	94
Uphold Rate (total upheld / total fit for SPSO)	33.3%	60.3%

Stage	Outcome Group	2015-16	
		North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	9	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	1	6
	Premature	33	606
	Resolved	0	0
	Total	43	944
Early Resolution 1	Not duly made or withdrawn	4	54
	Out of jurisdiction (discretionary)	0	104
	Out of jurisdiction (non-discretionary)	10	196
	Outcome not achievable	7	185
	Premature	1	58
	Resolved	1	29
	Total	23	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	4	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	5	86	
Investigation 1	Fully upheld	2	23
	Some upheld	3	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	6	107	
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		77	1,764

Total Premature Complaints	34	664
Premature Rate	44.2%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	11	194
Total Cases Upheld / Some Upheld	6	107
Uphold Rate (total upheld / total fit for SPSO)	54.5%	55.2%