

TABLE 1
Local Authority Complaints Received 2016-17

Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	27.6%	388	1	25.4%
Planning	13	2	22.4%	160	3	10.5%
Social Work	9	3	15.5%	219	2	14.3%
Environmental Health & Cleansing	6	4	10.3%	124	5	8.1%
Education	4	5=	6.9%	144	4	9.4%
Legal & Admin	4	5=	6.9%	73	8	4.8%
Finance	1	7=	1.7%	120	6	7.9%
Building Control	1	7=	1.7%	34	9	2.2%
Recreation & Leisure	1	7=	1.7%	29	10	1.9%
Land & Property	1	7=	1.7%	19	11	1.2%
Roads & Transport	0	-	0.0%	112	7	7.3%
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	2	-	3.4%	48	-	3.1%
Total	58		100.0%	1528		100.0%

Complaints as % of Sector

3.8%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Perth and Kinross Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	11	1	23.4%	172	5	10.0%
Social Work	7	2=	14.9%	231	2	13.4%
Education	7	2=	14.9%	173	4	10.0%
Housing	6	4	12.8%	423	1	24.6%
Finance	4	5=	8.5%	179	3	10.4%
Roads & Transport	4	5=	8.5%	120	7	7.0%
Environmental Health & Cleansing	2	7	4.3%	126	6	7.3%
Legal & Admin	1	8=	2.1%	61	8	3.5%
Land & Property	1	8=	2.1%	20	12	1.2%
Other	1	8=	2.1%	17	13	1.0%
Personnel	1	8=	2.1%	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%
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	2	-	4.3%	33	-	1.9%
Total	47		100.0%	1,722		100.0%

Complaints as % of Sector

2.7%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Perth and Kinross Council	Sector Total
Advice	Not duly made or withdrawn	10	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	14	467
	Total	24	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	8	115
	Premature	2	57
	Proportionality	5	132
	Resolved	0	20
Total	16	560	
Investigation	Fully upheld	1	52
	Some upheld	2	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	6	156	
Total Complaints		46	1,466

Total Premature Complaints	16	524
Premature Rate	34.8%	35.7%
Fit for SPSO Total (Investigations)	6	156
Total Cases Upheld / Some Upheld	3	94
Uphold Rate (total upheld / total fit for SPSO)	50.0%	60.3%

Stage	Outcome Group	2015-16		
		Perth and Kinross 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	0	6	
	Premature	12	606	
	Resolved	0	0	
	Total	21	944	
	Early Resolution 1	Not duly made or withdrawn	2	54
		Out of jurisdiction (discretionary)	8	104
Out of jurisdiction (non-discretionary)		9	196	
Outcome not achievable		7	185	
Premature		2	58	
Resolved		0	29	
Total		28	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	1	23	
	Some upheld	1	36	
	Not upheld	4	40	
	Not duly made or withdrawn	0	4	
	Resolved	1	4	
	Total	7	107	
Investigation 2	Fully upheld	0	1	
	Some upheld	0	0	
	Not upheld	0	0	
	Total	0	1	
Total Complaints		56	1,764	

Total Premature Complaints	14	664
Premature Rate	25.0%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	7	194
Total Cases Upheld / Some Upheld	2	107
Uphold Rate (total upheld / total fit for SPSO)	28.6%	55.2%