

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	19.1%	388	1	25.4%
Roads & Transport	7	2	14.9%	112	7	7.3%
Social Work	5	3=	10.6%	219	2	14.3%
Education	5	3=	10.6%	144	4	9.4%
Environmental Health & Cleansing	5	3=	10.6%	124	5	8.1%
Finance	5	3=	10.6%	120	6	7.9%
Planning	3	7	6.4%	160	3	10.5%
Legal & Admin	2	8=	4.3%	73	8	4.8%
Economic Development	2	8=	4.3%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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%
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	4	-	8.5%	48	-	3.1%
Total	47		100.0%	1528		100.0%

Complaints as % of Sector

3.1%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	33.9%	423	1	24.6%
Education	8	2	14.3%	173	4	10.0%
Social Work	6	3=	10.7%	231	2	13.4%
Finance	6	3=	10.7%	179	3	10.4%
Roads & Transport	5	5	8.9%	120	7	7.0%
Legal & Admin	4	6	7.1%	61	8	3.5%
Recreation & Leisure	2	7	3.6%	32	10	1.9%
Planning	1	8=	1.8%	172	5	10.0%
Environmental Health & Cleansing	1	8=	1.8%	126	6	7.3%
Other	1	8=	1.8%	17	13	1.0%
Economic Development	1	8=	1.8%	11	14	0.6%
Personnel	1	8=	1.8%	9	15=	0.5%
Consumer Protection	1	8=	1.8%	4	20	0.2%
Building Control	0	-	0.0%	54	9	3.1%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
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%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	33	-	1.9%
Total	56		100.0%	1,722		100.0%

Complaints as % of Sector

3.3%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	7	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	15	467
	Total	22	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	6	111
	Outcome not achievable	4	115
	Premature	1	57
	Proportionality	6	132
	Resolved	1	20
	Total	22	560
Investigation	Fully upheld	3	52
	Some upheld	1	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	5	156	
Total Complaints		49	1,466

Total Premature Complaints	16	524
Premature Rate	32.7%	35.7%

Fit for SPSO Total (Investigations)	5	156
Total Cases Upheld / Some Upheld	4	94
Uphold Rate (total upheld / total fit for SPSO)	80.0%	60.3%

Stage	Outcome Group	2015-16	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	9	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	1	5
	Outcome not achievable	0	6
	Premature	26	606
	Resolved	0	0
	Total	36	944
Early Resolution 1	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	6	104
	Out of jurisdiction (non-discretionary)	3	196
	Outcome not achievable	2	185
	Premature	2	58
	Resolved	0	29
	Total	13	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	1	86
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	2	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	2	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		52	1,764

Total Premature Complaints	28	664
Premature Rate	53.8%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	3	194
Total Cases Upheld / Some Upheld	1	107
Uphold Rate (total upheld / total fit for SPSO)	33.3%	55.2%