

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

Subject Group	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	4	1	66.7%	160	3	10.5%
Housing	1	2	16.7%	388	1	25.4%
Social Work	0	-	0.0%	219	2	14.3%
Education	0	-	0.0%	144	4	9.4%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Finance	0	-	0.0%	120	6	7.9%
Roads & Transport	0	-	0.0%	112	7	7.3%
Legal & Admin	0	-	0.0%	73	8	4.8%
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%
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	1	-	16.7%	48	-	3.1%
<b>Total</b>	<b>6</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector

0.4%

100.0%

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

Subject Group	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	3	1	33.3%	172	5	10.0%
Social Work	2	2=	22.2%	231	2	13.4%
Education	2	2=	22.2%	173	4	10.0%
Housing	1	4=	11.1%	423	1	24.6%
Finance	1	4=	11.1%	179	3	10.4%
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%
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%
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%
<b>Total</b>	<b>9</b>		<b>100.0%</b>	<b>1,722</b>		<b>100.0%</b>

Complaints as % of Sector

0.5%

100.0%

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

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Advice	Not duly made or withdrawn	1	279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Early Resolution	Not duly made or withdrawn	0	43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	Not duly made or withdrawn	0	1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

Total Premature Complaints	3	524
Premature Rate	50.0%	35.7%

Fit for SPSO Total (Investigations)	1	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	100.0%	60.3%

Stage	Outcome Group	2015-16	
		Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	5	606
	Resolved	0	0
	<b>Total</b>	<b>6</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)	0	196
	Outcome not achievable	1	185
	Premature	0	58
	Resolved	0	29
	<b>Total</b>	<b>1</b>	<b>626</b>
Early Resolution 2	Fully upheld	0	27
	Some upheld	0	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
<b>Total</b>	<b>1</b>	<b>86</b>	
Investigation 1	Fully upheld	1	23
	Some upheld	0	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
<b>Total</b>	<b>2</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>10</b>	<b>1,764</b>

Total Premature Complaints	5	664
Premature Rate	50.0%	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%