

TABLE 1

Complaints Received by Subject 2016-17

Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	29.2%	388	1	25.4%
Social Work	11	2	16.9%	219	2	14.3%
Education	6	3=	9.2%	144	4	9.4%
Legal & Admin	6	3=	9.2%	73	8	4.8%
Finance	5	5	7.7%	120	6	7.9%
Planning	4	6=	6.2%	160	3	10.5%
Environmental Health & Cleansing	4	6=	6.2%	124	5	8.1%
Roads & Transport	4	6=	6.2%	112	7	7.3%
Recreation & Leisure	2	9=	3.1%	29	10	1.9%
Welfare Fund - Community Care Grants	2	9=	3.1%	14	12	0.9%
Consumer Protection	2	9=	3.1%	4	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Land & Property	0	-	0.0%	19	11	1.2%
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%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	48	-	3.1%
Total	65	-	100.0%	1528		100.0%

Complaints as % of Sector

4.3%

100.0%

TABLE 1

Complaints Received by Subject 2015-16

Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	26	1	29.2%	423	1	24.6%
Social Work	15	2	16.9%	231	2	13.4%
Finance	12	3	13.5%	179	3	10.4%
Planning	10	4	11.2%	172	5	10.0%
Roads & Transport	9	5	10.1%	120	7	7.0%
Legal & Admin	4	6	4.5%	61	8	3.5%
Education	3	7=	3.4%	173	4	10.0%
Environmental Health & Cleansing	3	7=	3.4%	126	6	7.3%
Land & Property	3	7=	3.4%	20	12	1.2%
Welfare Fund - Community Care Grants	2	10	2.2%	31	11	1.8%
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%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
Personnel	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	-	2.2%	33	-	1.9%
Total	89	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

5.8%

112.7%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	9	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	31	467
	Total	40	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	8	115
	Premature	1	57
	Proportionality	5	132
	Resolved	0	20
Total	22	560	
Investigation	Fully upheld	0	52
	Some upheld	2	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	156	
Total Complaints		65	1,466

Total Premature Complaints	32	524
Premature Rate	49.2%	35.7%
Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	2	94
Uphold Rate (total upheld / total fit for SPSO)	66.7%	60.3%

Stage	Outcome Group	2015-16	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	22	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	38	606
	Resolved	0	0
	Total	60	944
	Early Resolution 1	Not duly made or withdrawn	1
Out of jurisdiction (discretionary)		6	104
Out of jurisdiction (non-discretionary)		8	196
Outcome not achievable		9	185
Premature		0	58
Resolved		0	29
Total		24	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	0	20
	Not upheld	3	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	86
Investigation 1	Fully upheld	1	23
	Some upheld	1	36
	Not upheld	1	40
	Not duly made or withdrawn	0	4
	Resolved	1	4
	Total	4	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		91	1,764

Total Premature Complaints	38	664
Premature Rate	41.8%	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%