

TABLE 1
Local Authority Complaints Received 2016-17

Subject Group	West Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	14	1	46.7%	388	1	25.4%
Finance	5	2	16.7%	120	6	7.9%
Planning	3	3	10.0%	160	3	10.5%
Social Work	2	4	6.7%	219	2	14.3%
Education	1	5=	3.3%	144	4	9.4%
Environmental Health & Cleansing	1	5=	3.3%	124	5	8.1%
Roads & Transport	1	5=	3.3%	112	7	7.3%
Land & Property	1	5=	3.3%	19	11	1.2%
Welfare Fund - Community Care Grants	1	5=	3.3%	14	12	0.9%
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%
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	-	3.3%	48	-	3.1%
Total	30	-	100.0%	1528	-	100.0%
<i>Complaints as % of Sector</i>						
	2.0%			100.0%		

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	West Dunbartonshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	12	1	42.9%	423	1	24.6%
Finance	5	2	17.9%	179	3	10.4%
Social Work	3	3	10.7%	231	2	13.4%
Education	2	4=	7.1%	173	4	10.0%
Planning	2	4=	7.1%	172	5	10.0%
Environmental Health & Cleansing	2	4=	7.1%	126	6	7.3%
Roads & Transport	1	7=	3.6%	120	7	7.0%
Welfare Fund - Community Care Grants	1	7=	3.6%	31	11	1.8%
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%
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%
Total	28	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>						
	1.6%			100.0%		

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		West Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	6	279
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	1
	Premature	10	467
	Total	17	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	2	111
	Outcome not achievable	3	115
	Premature	0	57
	Proportionality	3	132
	Resolved	0	20
Total	10	560	
Investigation	Fully upheld	1	52
	Some upheld	0	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	2	156	
Total Complaints		29	1,466

Total Premature Complaints	10	524
Premature Rate	34.5%	35.7%

Fit for SPSO Total (Investigations)	2	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	50.0%	60.3%

Stage	Outcome Group	2015-16	
		West Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	6	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	14	606
	Resolved	0	0
	Total	20	944
	Early Resolution 1	Not duly made or withdrawn	1
Out of jurisdiction (discretionary)		2	104
Out of jurisdiction (non-discretionary)		0	196
Outcome not achievable		1	185
Premature		0	58
Resolved		1	29
Total		5	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	1	36
	Not upheld	1	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		28	1,764

Total Premature Complaints	14	664
Premature Rate	50.0%	37.6%

Fit for SPSO Total (ER2, Inv1 & Inv2)	3	194
Total Cases Upheld / Some Upheld	2	107
Uphold Rate (total upheld / total fit for SPSO)	66.7%	55.2%