

Local Authority Complaints Received 2017-18

Aberdeen City Council						
Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	30	1	34.48%	316	1	21.44%
Social Work	18	2	20.69%	254	2	17.23%
Environmental Health & Cleansing	6	3=	6.90%	116	5	7.87%
Legal & Admin	6	3=	6.90%	71	8	4.82%
Education	5	5=	5.75%	151	3	10.24%
Finance	5	5=	5.75%	112	6	7.60%
Planning	3	7=	3.45%	134	4	9.09%
Roads & Transport	3	7=	3.45%	104	7	7.06%
Land & Property	2	9	2.30%	17	10	1.15%
Personnel	1	10	1.15%	12	12	0.81%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Building Control	0	-	0.00%	16	11	1.09%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Other	0	-	0.00%	6	14	0.41%
Consumer Protection	0	-	0.00%	4	15=	0.27%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Economic Development	0	-	0.00%	2	18=	0.14%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	8	-	9.20%	119	-	8.07%
Total	87		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>			5.9%			100.0%

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	33	1	54.1%	388	1	25.4%
Social Work	7	2	11.5%	219	2	14.3%
Roads & Transport	6	3	9.8%	112	7	7.3%
Finance	5	4=	8.2%	120	6	7.9%
Legal & Admin	5	4=	8.2%	73	8	4.8%
Education	2	6	3.3%	144	4	9.4%
Planning	1	7=	1.6%	160	3	10.5%
Environmental Health & Cleansing	1	7=	1.6%	124	5	8.1%
Recreation & Leisure	1	7=	1.6%	29	10	1.9%
Building Control	0	-	0.0%	34	9	2.2%
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	0	-	0.0%	48	-	3.1%
Total	61		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>			4.0%			100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	15	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	11	381
	Total	26	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	8	99
	Out of jurisdiction (non-discretionary)	8	113
	Outcome not achievable	7	85
	Premature	3	53
	Proportionality	22	314
	Resolved	2	29
	Total	51	731
Investigation	Fully upheld	2	47
	Some upheld	1	49
	Not upheld	5	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	8	169
Total Complaints		85	1,542

<i>Total Premature Complaints</i>	14	434
<i>Premature Rate</i>	16.5%	28.1%

<i>Total Investigation Decisions</i>	8	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	37.5%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	8	169
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	37.5%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	8	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	15	467
	Total	23	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	5	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	5	115
	Premature	3	57
	Proportionality	5	132
	Resolved	3	20
	Total	23	560
Investigation	Fully upheld	0	52
	Some upheld	2	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	4	156
Total Complaints		50	1,466

<i>Total Premature Complaints</i>	18	524
<i>Premature Rate</i>	36.0%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	4	156
<i>Total Cases Upheld / Some Upheld</i>	2	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	50.0%	60.3%