

Local Authority Complaints Received 2017-18

Subject Group	Aberdeenshire Council			Sector Total	Rank	Complaints as % of total
	Aberdeenshire Council	Rank	Complaints as % of total			
Social Work	17	1	22.97%	254	2	17.23%
Planning	14	2	18.92%	134	4	9.09%
Education	10	3	13.51%	151	3	10.24%
Housing	7	4=	9.46%	316	1	21.44%
Roads & Transport	7	4=	9.46%	104	7	7.06%
Environmental Health & Cleansing	6	6	8.11%	116	5	7.87%
Legal & Admin	4	7	5.41%	71	8	4.82%
Finance	1	8=	1.35%	112	6	7.60%
Land & Property	1	8=	1.35%	17	10	1.15%
Building Control	1	8=	1.35%	16	11	1.09%
Personnel	1	8=	1.35%	12	12	0.81%
Consumer Protection	1	8=	1.35%	4	15=	0.27%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Other	0	-	0.00%	6	14	0.41%
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	4	-	5.41%	119	-	8.07%
<b>Total</b>	<b>74</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>			5.0%			100.0%

Complaints Received by Subject 2016-17

Subject Group	Aberdeenshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	17	2	22.4%	219	2	14.3%
Housing	13	3	17.1%	388	1	25.4%
Education	10	4	13.2%	144	4	9.4%
Finance	6	5	7.9%	120	6	7.9%
Legal & Admin	4	6	5.3%	73	8	4.8%
Land & Property	2	7	2.6%	19	11	1.2%
Roads & Transport	1	8=	1.3%	112	7	7.3%
Building Control	1	8=	1.3%	34	9	2.2%
Welfare Fund - Community Care Grants	1	8=	1.3%	14	12	0.9%
Personnel	1	8=	1.3%	5	16=	0.3%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
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%
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	2	-	2.6%	48	-	3.1%
<b>Total</b>	<b>76</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>			5.0%			100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	9	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	14	381
	<b>Total</b>	<b>23</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	10	113
	Outcome not achievable	4	85
	Premature	6	53
	Proportionality	23	314
	Resolved	1	29
	<b>Total</b>	<b>53</b>	<b>731</b>
Investigation	Fully upheld	0	47
	Some upheld	2	49
	Not upheld	3	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
<b>Total</b>	<b>6</b>	<b>169</b>	
<b>Total Complaints</b>		<b>82</b>	<b>1,542</b>

Total Premature Complaints	20	434
Premature Rate	24.4%	28.1%

Total Investigation Decisions	5	165
Total Upholds	2	96
Uphold Rate	40.0%	58.2%

Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	6	169
Total Upholds	2	96
Uphold Rate	33.3%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	16	279
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	1
	Premature	12	467
	<b>Total</b>	<b>29</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	2	43
	Out of jurisdiction (discretionary)	6	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	3	115
	Premature	5	57
	Proportionality	3	132
	Resolved	1	20
	<b>Total</b>	<b>25</b>	<b>560</b>
Investigation	Fully upheld	8	52
	Some upheld	2	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	1	1
<b>Total</b>	<b>14</b>	<b>156</b>	
<b>Total Complaints</b>		<b>68</b>	<b>1,466</b>

Total Premature Complaints	17	524
Premature Rate	25.0%	35.7%

Fit for SPSO Total (Investigations)	14	156
Total Cases Upheld / Some Upheld	10	94
Uphold Rate (total upheld / total fit for SPSO)	71.4%	60.3%