

Local Authority Complaints Received 2017-18

The City of Edinburgh Council						
Subject Group	The City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	40	1	24.69%	316	1	21.44%
Social Work	20	2=	12.35%	254	2	17.23%
Environmental Health & Cleansing	20	2=	12.35%	116	5	7.87%
Education	15	4	9.26%	151	3	10.24%
Planning	11	5=	6.79%	134	4	9.09%
Roads & Transport	11	5=	6.79%	104	7	7.06%
Finance	10	7	6.17%	112	6	7.60%
Legal & Admin	5	8	3.09%	71	8	4.82%
Building Control	4	9	2.47%	16	11	1.09%
Welfare Fund - Community Care Grants	2	10=	1.23%	7	13	0.47%
Other	2	10=	1.23%	6	14	0.41%
Personnel	1	12=	0.62%	12	12	0.81%
Consumer Protection	1	12=	0.62%	4	15=	0.27%
Economic Development	1	12=	0.62%	2	18=	0.14%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	19	-	11.73%	119	-	8.07%
Total	162		100.00%	1,474		100.00%

Complaints as % of Sector

11.0%

100.0%

Complaints Received by Subject 2016-17

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	38	1	19.8%	388	1	25.4%
Environmental Health & Cleansing	31	2	16.1%	124	5	8.1%
Finance	26	3	13.5%	120	6	7.9%
Building Control	21	4	10.9%	34	9	2.2%
Social Work	19	5	9.9%	219	2	14.3%
Roads & Transport	17	6	8.9%	112	7	7.3%
Education	12	7	6.3%	144	4	9.4%
Planning	10	8	5.2%	160	3	10.5%
Legal & Admin	8	9	4.2%	73	8	4.8%
Land & Property	2	10=	1.0%	19	11	1.2%
Welfare Fund - Community Care Grants	2	10=	1.0%	14	12	0.9%
Recreation & Leisure	1	12=	0.5%	29	10	1.9%
Consumer Protection	1	12=	0.5%	4	16=	0.3%
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	4	-	2.1%	48	-	3.1%
Total	192		100.0%	1528		100.0%

Complaints as % of Sector

12.6%

100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	The City of Edinburgh Council	
		The City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	27	253
	Out of jurisdiction (discretionary)	2	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	59	381
	Total	89	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	10	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	9	85
	Premature	3	53
	Proportionality	33	314
	Resolved	7	29
	Total	72	731
Investigation	Fully upheld	8	47
	Some upheld	4	49
	Not upheld	8	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	20	169
Total Complaints		181	1,542

Total Premature Complaints	62	434
Premature Rate	34.3%	28.1%

Total Investigation Decisions	20	165
Total Upholds	12	96
Uphold Rate	60.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
Total Cases 'Fit for SPSO'	20	169
Total Upholds	12	96
Uphold Rate	60.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	32	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	60	467
	Total	92	750
Early Resolution	Not duly made or withdrawn	7	43
	Out of jurisdiction (discretionary)	12	82
	Out of jurisdiction (non-discretionary)	13	111
	Outcome not achievable	11	115
	Premature	8	57
	Proportionality	16	132
	Resolved	4	20
	Total	71	560
Investigation	Fully upheld	14	52
	Some upheld	7	42
	Not upheld	12	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	33	156
Total Complaints		196	1,466

Total Premature Complaints	68	524
Premature Rate	34.7%	35.7%

Fit for SPSO Total (Investigations)	33	156
Total Cases Upheld / Some Upheld	21	94
Uphold Rate (total upheld / total fit for SPSO)	63.6%	60.3%