

Local Authority Complaints Received 2017-18

Subject Group	Clackmannanshire Council			Sector Total	Rank	Complaints as % of total
	Clackmannanshire Council	Rank	Complaints as % of total			
Housing	4	1	66.67%	316	1	21.44%
Social Work	1	2=	16.67%	254	2	17.23%
Finance	1	2=	16.67%	112	6	7.60%
Education	0	-	0.00%	151	3	10.24%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Roads & Transport	0	-	0.00%	104	7	7.06%
Legal & Admin	0	-	0.00%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
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	0	-	0.00%	119	-	8.07%
Total	6		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>						
		0.4%		100.0%		

Complaints Received by Subject 2016-17

Subject Group	Clackmannanshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1	42.9%	388	1	25.4%
Education	3	2	21.4%	144	4	9.4%
Social Work	2	3	14.3%	219	2	14.3%
Planning	1	4=	7.1%	160	3	10.5%
Legal & Admin	1	4=	7.1%	73	8	4.8%
Land & Property	1	4=	7.1%	19	11	1.2%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Finance	0	-	0.0%	120	6	7.9%
Roads & Transport	0	-	0.0%	112	7	7.3%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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	14		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>						
		0.9%		100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Clackmannanshire Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	3	381
	Total	4	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	0	99
	Out of jurisdiction (non-discretionary)	0	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	1	314
	Resolved	0	29
	Total	2	731
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	2	169
Total Complaints		8	1,542

<i>Total Premature Complaints</i>	3	434
<i>Premature Rate</i>	37.5%	28.1%

<i>Total Investigation Decisions</i>	2	165
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	2	169
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Clackmannanshire Council	Sector Total
Advice	Not duly made or withdrawn	4	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	2	467
	Total	6	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	1	115
	Premature	0	57
	Proportionality	0	132
	Resolved	0	20
	Total	5	560
Investigation	Fully upheld	0	52
	Some upheld	0	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	156
Total Complaints		14	1,466

<i>Total Premature Complaints</i>	2	524
<i>Premature Rate</i>	14.3%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	3	156
<i>Total Cases Upheld / Some Upheld</i>	0	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	0.0%	60.3%