

Local Authority Complaints Received 2017-18

Subject Group	East Lothian Council			Sector Total	Rank	Complaints as % of total
	East Lothian Council	Rank	Complaints as % of total			
Housing	9	1	40.91%	316	1	21.44%
Social Work	3	2=	13.64%	254	2	17.23%
Roads & Transport	3	2=	13.64%	104	7	7.06%
Education	2	4=	9.09%	151	3	10.24%
Legal & Admin	2	4=	9.09%	71	8	4.82%
Finance	1	6=	4.55%	112	6	7.60%
Recreation & Leisure	1	6=	4.55%	24	9	1.63%
Building Control	1	6=	4.55%	16	11	1.09%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Land & Property	0	-	0.00%	17	10	1.15%
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%
<b>Total</b>	<b>22</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>						
	1.5%			100.0%		

Complaints Received by Subject 2016-17

Subject Group	East Lothian Council			Sector Total	Rank	Complaints as % of total
	East Lothian Council	Rank	Complaints as % of total			
Housing	28	1	53.8%	388	1	25.4%
Social Work	5	2=	9.6%	219	2	14.3%
Planning	5	2=	9.6%	160	3	10.5%
Education	3	4=	5.8%	144	4	9.4%
Environmental Health & Cleansing	3	4=	5.8%	124	5	8.1%
Finance	1	6=	1.9%	120	6	7.9%
Roads & Transport	1	6=	1.9%	112	7	7.3%
Legal & Admin	1	6=	1.9%	73	8	4.8%
Building Control	1	6=	1.9%	34	9	2.2%
Recreation & Leisure	1	6=	1.9%	29	10	1.9%
Welfare Fund - Community Care Grants	1	6=	1.9%	14	11	0.9%
Land & Property	0	-	0.0%	19	12	1.2%
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	2	-	3.8%	48	-	3.1%
<b>Total</b>	<b>52</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>						
	3.4%			100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		East Lothian Council	Sector Total
<b>Advice</b>	Not duly made or withdrawn	4	253
	Out of jurisdiction (discretionary)	1	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	5	381
	<b>Total</b>	<b>10</b>	<b>642</b>
<b>Early Resolution</b>	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	3	85
	Premature	0	53
	Proportionality	6	314
	Resolved	1	29
	<b>Total</b>	<b>14</b>	<b>731</b>
<b>Investigation</b>	Fully upheld	0	47
	Some upheld	6	49
	Not upheld	3	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>9</b>	<b>169</b>
<b>Total Complaints</b>		<b>33</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	5	434
<i>Premature Rate</i>	15.2%	28.1%

<i>Total Investigation Decisions</i>	9	165
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	66.7%	58.2%

*Old Uphold Rate Calculation*

<i>Total Cases 'Fit for SPSO'</i>	9	169
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	66.7%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	East Lothian Council	Sector Total
<b>Advice</b>	Not duly made or withdrawn	14	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	8	467
	<b>Total</b>	<b>22</b>	<b>750</b>
<b>Early Resolution</b>	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	1	115
	Premature	4	57
	Proportionality	5	132
	Resolved	0	20
	<b>Total</b>	<b>20</b>	<b>560</b>
<b>Investigation</b>	Fully upheld	2	52
	Some upheld	2	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>5</b>	<b>156</b>
<b>Total Complaints</b>		<b>47</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	12	524
<i>Premature Rate</i>	25.5%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	5	156
<i>Total Cases Upheld / Some Upheld</i>	4	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	80.0%	60.3%