

Local Authority Complaints Received 2017-18

Subject Group	Fife Council			Sector Total	Rank	Complaints as % of total
	Fife Council	Rank	Complaints as % of total			
Housing	29	1	30.53%	316	1	21.44%
Social Work	17	2	17.89%	254	2	17.23%
Education	12	3	12.63%	151	3	10.24%
Roads & Transport	8	4	8.42%	104	7	7.06%
Environmental Health & Cleansing	6	5=	6.32%	116	5	7.87%
Finance	6	5=	6.32%	112	6	7.60%
Planning	3	7=	3.16%	134	4	9.09%
Legal & Admin	3	7=	3.16%	71	8	4.82%
Recreation & Leisure	1	9=	1.05%	24	9	1.63%
Land & Property	1	9=	1.05%	17	10	1.15%
Building Control	1	9=	1.05%	16	11	1.09%
Welfare Fund - Community Care Grants	1	9=	1.05%	7	13	0.47%
Other	1	9=	1.05%	6	14	0.41%
Personnel	0	-	0.00%	12	12	0.81%
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	6	-	6.32%	119	-	8.07%
<b>Total</b>	<b>95</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector                      6.4%    100.0%

Complaints Received by Subject 2016-17

Subject Group	Fife Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	15	2	16.9%	160	3	10.5%
Education	9	3	10.1%	144	4	9.4%
Social Work	8	4	9.0%	219	2	14.3%
Roads & Transport	6	5=	6.7%	112	7	7.3%
Legal & Admin	6	5=	6.7%	73	8	4.8%
Finance	4	7	4.5%	120	6	7.9%
Environmental Health & Cleansing	2	8=	2.2%	124	5	8.1%
Land & Property	2	8=	2.2%	19	11	1.2%
Recreation & Leisure	1	10=	1.1%	29	10	1.9%
Personnel	1	10=	1.1%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
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%
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	3	-	3.4%	48	-	3.1%
<b>Total</b>	<b>89</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>

Complaints as % of Sector                      5.8%    100.0%

**Local Authority Complaints Determined 2017-18**

Stage	Outcome Group	201-7-18	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	17	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	24	381
	<b>Total</b>	<b>41</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	3	38
	Out of jurisdiction (discretionary)	7	99
	Out of jurisdiction (non-discretionary)	10	113
	Outcome not achievable	5	85
	Premature	5	53
	Proportionality	14	314
	Resolved	1	29
	<b>Total</b>	<b>45</b>	<b>731</b>
Investigation	Fully upheld	3	47
	Some upheld	3	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>10</b>	<b>169</b>
<b>Total Complaints</b>		<b>96</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	29	434
<i>Premature Rate</i>	30.2%	28.1%

<i>Total Investigation Decisions</i>	10	165
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	60.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	10	169
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	60.0%	56.8%

**Local Authority Complaints Determined 2016-17**

Stage	Outcome Group	2016-17	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	15	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	23	467
	<b>Total</b>	<b>38</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	2	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	12	111
	Outcome not achievable	9	115
	Premature	5	57
	Proportionality	10	132
	Resolved	0	20
<b>Total</b>	<b>41</b>	<b>560</b>	
Investigation	Fully upheld	3	52
	Some upheld	3	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>8</b>	<b>156</b>
<b>Total Complaints</b>		<b>87</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	28	524
<i>Premature Rate</i>	32.2%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	8	156
<i>Total Cases Upheld / Some Upheld</i>	6	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	75.0%	60.3%