

Local Authority Complaints Received 2017-18

Subject Group	North Lanarkshire Council			Sector Total	Rank	Complaints as % of total
	North Lanarkshire Council	Rank	Complaints as % of total			
Housing	14	1	17.95%	316	1	21.44%
Social Work	13	2	16.67%	254	2	17.23%
Education	12	3	15.38%	151	3	10.24%
Finance	10	4	12.82%	112	6	7.60%
Environmental Health & Cleansing	8	5	10.26%	116	5	7.87%
Planning	4	6=	5.13%	134	4	9.09%
Roads & Transport	4	6=	5.13%	104	7	7.06%
Legal & Admin	1	8=	1.28%	71	8	4.82%
Recreation & Leisure	1	8=	1.28%	24	9	1.63%
Land & Property	1	8=	1.28%	17	10	1.15%
Building Control	1	8=	1.28%	16	11	1.09%
Other	1	8=	1.28%	6	14	0.41%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
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	8	-	10.26%	119	-	8.07%
Total	78		100.00%	1,474		100.00%

Complaints as % of Sector

5.3%

100.0%

Complaints Received by Subject 2016-17

Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	23	1	41.8%	388	1	25.4%
Social Work	7	2=	12.7%	219	2	14.3%
Education	7	2=	12.7%	144	4	9.4%
Planning	3	4=	5.5%	160	3	10.5%
Roads & Transport	3	4=	5.5%	112	7	7.3%
Legal & Admin	2	6	3.6%	73	8	4.8%
Environmental Health & Cleansing	1	7=	1.8%	124	5	8.1%
Building Control	1	7=	1.8%	34	9	2.2%
Recreation & Leisure	1	7=	1.8%	29	10	1.9%
Land & Property	1	7=	1.8%	19	11	1.2%
Welfare Fund - Community Care Grants	1	7=	1.8%	14	12	0.9%
Welfare Fund - Crisis Grants	1	7=	1.8%	5	16=	0.3%
Finance	0	-	0.0%	120	6	7.9%
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%
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	4	-	7.3%	48	-	3.1%
Total	55		100.0%	1528		100.0%

Complaints as % of Sector

3.6%

100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		North Lanarkshire 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Advice	Not duly made or withdrawn	17	253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	21	381
	Total	38	642
Early Resolution	Not duly made or withdrawn	2	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	5	113
	Outcome not achievable	8	85
	Premature	1	53
	Proportionality	13	314
	Resolved	2	29
	Total	36	731
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	2	169
Total Complaints		76	1,542

Total Premature Complaints	22	434
Premature Rate	28.9%	28.1%

Total Investigation Decisions	2	165
Total Upholds	1	96
Uphold Rate	50.0%	58.2%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	2	169
Total Upholds	1	96
Uphold Rate	50.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	14	279
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	0	1
	Premature	22	467
	Total	37	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	0	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	5	115
	Premature	2	57
	Proportionality	2	132
	Resolved	2	20
	Total	16	560
Investigation	Fully upheld	1	52
	Some upheld	1	42
	Not upheld	4	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	6	156
Total Complaints		59	1,466

Total Premature Complaints	24	524
Premature Rate	40.7%	35.7%

Fit for SPSO Total (Investigations)	6	156
Total Cases Upheld / Some Upheld	2	94
Uphold Rate (total upheld / total fit for SPSO)	33.3%	60.3%