

Local Authority Complaints Received 2017-18

Subject Group	West Lothian Council			Sector Total	Rank	Complaints as % of total
	West Lothian Council	Rank	Complaints as % of total			
Housing	23	1	32.39%	316	1	21.44%
Social Work	11	2	15.49%	254	2	17.23%
Education	8	3	11.27%	151	3	10.24%
Roads & Transport	6	4	8.45%	104	7	7.06%
Environmental Health & Cleansing	5	5	7.04%	116	5	7.87%
Planning	4	6	5.63%	134	4	9.09%
Finance	1	7=	1.41%	112	6	7.60%
Legal & Admin	1	7=	1.41%	71	8	4.82%
Recreation & Leisure	1	7=	1.41%	24	9	1.63%
Land & Property	1	7=	1.41%	17	10	1.15%
Personnel	1	7=	1.41%	12	12	0.81%
Building Control	0	-	0.00%	16	11	1.09%
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	9	-	12.68%	119	-	8.07%
Total	71		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>		4.8%			100.0%	

Complaints Received by Subject 2016-17

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	18	1	24.7%	388	1	25.4%
Education	14	2	19.2%	144	4	9.4%
Roads & Transport	9	3	12.3%	112	7	7.3%
Finance	8	4	11.0%	120	6	7.9%
Social Work	6	5	8.2%	219	2	14.3%
Planning	4	6=	5.5%	160	3	10.5%
Environmental Health & Cleansing	4	6=	5.5%	124	5	8.1%
Land & Property	2	8=	2.7%	19	11	1.2%
Welfare Fund - Community Care Grants	2	8=	2.7%	14	12	0.9%
Legal & Admin	1	10=	1.4%	73	8	4.8%
Other	1	10=	1.4%	8	13=	0.5%
Economic Development	1	10=	1.4%	5	16=	0.3%
Welfare Fund - Crisis Grants	1	10=	1.4%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
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	2	-	2.7%	48	-	3.1%
Total	73		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>		4.8%			100.0%	

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	West Lothian Council	
		West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	14	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	14	381
	Total	28	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	11	113
	Outcome not achievable	3	85
	Premature	3	53
	Proportionality	14	314
	Resolved	1	29
	Total	34	731
Investigation	Fully upheld	4	47
	Some upheld	1	49
	Not upheld	6	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
	Total	12	169
Total Complaints		74	1,542

Total Premature Complaints	17	434
Premature Rate	23.0%	28.1%

Total Investigation Decisions	11	165
Total Upholds	5	96
Uphold Rate	45.5%	58.2%

Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	12	169
Total Upholds	5	96
Uphold Rate	41.7%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	13	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	18	467
	Total	31	750
Early Resolution	Not duly made or withdrawn	4	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	7	111
	Outcome not achievable	9	115
	Premature	1	57
	Proportionality	11	132
	Resolved	1	20
	Total	36	560
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	7	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	8	156
Total Complaints		75	1,466

Total Premature Complaints	19	524
Premature Rate	25.3%	35.7%

Fit for SPSO Total (Investigations)	8	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	12.5%	60.3%