

Local Authority Complaints Received 2018-19

Aberdeen City Council						
Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	30.19%	251	1	19.29%
Social Work	9	2	16.98%	206	2	15.83%
Education	5	3=	9.43%	143	3	10.99%
Planning	5	3=	9.43%	130	4	9.99%
Environmental Health & Cleansing	4	5=	7.55%	101	6	7.76%
Legal & Admin	4	5=	7.55%	67	8	5.15%
Finance	2	7	3.77%	98	7	7.53%
Roads & Transport	1	8=	1.89%	111	5	8.53%
Recreation & Leisure	1	8=	1.89%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
Building Control	0	-	0.00%	15	11	1.15%
Personnel	0	-	0.00%	7	12	0.54%
Other	0	-	0.00%	6	13	0.46%
Economic Development	0	-	0.00%	5	14	0.38%
Valuation Joint Boards	0	-	0.00%	3	15=	0.23%
Welfare Fund - Community Care Grants	0	-	0.00%	3	15=	0.23%
National Park Authorities	0	-	0.00%	2	17	0.15%
Welfare Fund - Crisis Grants	0	-	0.00%	1	18	0.08%
Subject unknown or Out of Jurisdiction	6	-	11.32%	110	-	8.46%
<b>Total</b>	<b>53</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector 4.1% 100.0%

Local Authority Complaints Received 2017-18

Aberdeen City Council						
Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	30	1	34.48%	316	1	21.44%
Social Work	18	2	20.69%	254	2	17.23%
Environmental Health & Cleansing	6	3=	6.90%	116	5	7.87%
Legal & Admin	6	3=	6.90%	71	8	4.82%
Education	5	5=	5.75%	151	3	10.24%
Finance	5	5=	5.75%	112	6	7.60%
Planning	3	7=	3.45%	134	4	9.09%
Roads & Transport	3	7=	3.45%	104	7	7.06%
Land & Property	2	9	2.30%	17	10	1.15%
Personnel	1	10	1.15%	12	12	0.81%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
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	8	-	9.20%	119	-	8.07%
<b>Total</b>	<b>87</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 5.9% 100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	14	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	10	244
	<b>Total</b>	<b>24</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	3	45
	Out of jurisdiction (discretionary)	2	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	2	71
	Premature	2	55
	Proportionality	20	358
	Resolved	0	26
<b>Total</b>	<b>30</b>	<b>672</b>	
Investigation	Fully upheld	4	34
	Some upheld	0	23
	Not upheld	4	40
	Resolved	0	1
	<b>Total</b>	<b>8</b>	<b>98</b>
<b>Total Complaints</b>		<b>62</b>	<b>1,271</b>

Total Premature Complaints	12	299
Premature Rate	19.4%	23.5%

Total Investigation Decisions	8	97
Total Upholds	4	57
Uphold Rate	50.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	15	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	11	381
	<b>Total</b>	<b>26</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	8	99
	Out of jurisdiction (non-discretionary)	8	113
	Outcome not achievable	7	85
	Premature	3	53
	Proportionality	22	314
	Resolved	2	29
<b>Total</b>	<b>51</b>	<b>731</b>	
Investigation	Fully upheld	2	47
	Some upheld	1	49
	Not upheld	5	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>8</b>	<b>169</b>
<b>Total Complaints</b>		<b>85</b>	<b>1,542</b>

Total Premature Complaints	14	434
Premature Rate	16.5%	28.1%

Total Investigation Decisions	8	165
Total Upholds	3	96
Uphold Rate	37.5%	58.2%

Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	8	169
Total Upholds	3	96
Uphold Rate	37.5%	56.8%