

Local Authority Complaints Received 2018-19

The City of Edinburgh Council						
Subject Group	The City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Advice
Housing	32	1	24.06%	251	1	19.29%
Social Work	19	2	14.29%	206	2	15.83%
Roads & Transport	15	3	11.28%	111	5	8.53%
Environmental Health & Cleansing	13	4	9.77%	101	6	7.76%
Education	12	5	9.02%	143	3	10.99%
Planning	9	6	6.77%	130	4	9.99%
Finance	6	7=	4.51%	98	7	7.53%
Legal & Admin	6	7=	4.51%	67	8	5.15%
Building Control	3	9	2.26%	15	11	1.15%
Recreation & Leisure	2	10	1.50%	26	9	2.00%
Personnel	1	11=	0.75%	7	12	0.54%
Other	1	11=	0.75%	6	13	0.46%
Land & Property	0	-	0.00%	16	10	1.23%
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	14	-	10.53%	110	-	8.46%
Total	133		100.00%	1,301		100.00%
<i>Complaints as % of Sector</i>	10.2%			100.0%		

Local Authority Complaints Received 2017-18

The City of Edinburgh Council						
Subject Group	The City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	40	1	24.69%	316	1	21.44%
Social Work	20	2=	12.35%	254	2	17.23%
Environmental Health & Cleansing	20	2=	12.35%	116	5	7.87%
Education	15	4	9.26%	151	3	10.24%
Planning	11	5=	6.79%	134	4	9.09%
Roads & Transport	11	5=	6.79%	104	7	7.06%
Finance	10	7	6.17%	112	6	7.60%
Legal & Admin	5	8	3.09%	71	8	4.82%
Building Control	4	9	2.47%	16	11	1.09%
Welfare Fund - Community Care Grants	2	10=	1.23%	7	13	0.47%
Other	2	10=	1.23%	6	14	0.41%
Personnel	1	12=	0.62%	12	12	0.81%
Consumer Protection	1	12=	0.62%	4	15=	0.27%
Economic Development	1	12=	0.62%	2	18=	0.14%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	19	-	11.73%	119	-	8.07%
Total	162		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>	11.0%			100.0%		

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		The City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	33	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	31	244
	Total	64	501
Early Resolution	Not duly made or withdrawn	7	45
	Out of jurisdiction (discretionary)	4	70
	Out of jurisdiction (non-discretionary)	3	47
	Outcome not achievable	6	71
	Premature	7	55
	Proportionality	37	358
	Resolved	2	26
Total	66	672	
Investigation	Fully upheld	3	34
	Some upheld	5	23
	Not upheld	2	40
	Resolved	0	1
	Total	10	98
Total Complaints		140	1,271

<i>Total Premature Complaints</i>	38	299
<i>Premature Rate</i>	27.1%	23.5%
<i>Total Investigation Decisions</i>	10	97
<i>Total Upholds</i>	8	57
<i>Uphold Rate</i>	80.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		The City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	27	253
	Out of jurisdiction (discretionary)	2	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	59	381
	Total	89	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	10	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	9	85
	Premature	3	53
	Proportionality	33	314
	Resolved	7	29
Total	72	731	
Investigation	Fully upheld	8	47
	Some upheld	4	49
	Not upheld	8	69
	Not duly made or withdrawn	0	1
	Total	20	169
Total Complaints		181	1,542

<i>Total Premature Complaints</i>	62	434
<i>Premature Rate</i>	34.3%	28.1%
<i>Total Investigation Decisions</i>	20	165
<i>Total Upholds</i>	12	96
<i>Uphold Rate</i>	60.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	20	169
<i>Total Upholds</i>	12	96
<i>Uphold Rate</i>	60.0%	56.8%