

Local Authority Complaints Received 2018-19

Clackmannanshire Council						
Subject Group	Clackmannanshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	4	1	50.00%	206	2	15.83%
Education	3	2	37.50%	143	3	10.99%
Housing	0	-	0.00%	251	1	19.29%
Planning	0	-	0.00%	130	4	9.99%
Roads & Transport	0	-	0.00%	111	5	8.53%
Environmental Health & Cleansing	0	-	0.00%	101	6	7.76%
Finance	0	-	0.00%	98	7	7.53%
Legal & Admin	0	-	0.00%	67	8	5.15%
Recreation & Leisure	0	-	0.00%	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 G	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	1	-	12.50%	110	-	8.46%
<b>Total</b>	<b>8</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector

0.6%

100.0%

Local Authority Complaints Received 2017-18

Clackmannanshire Council						
Subject Group	Clackmannanshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	4	1	66.67%	316	1	21.44%
Social Work	1	2=	16.67%	254	2	17.23%
Finance	1	2=	16.67%	112	6	7.60%
Education	0	-	0.00%	151	3	10.24%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Roads & Transport	0	-	0.00%	104	7	7.06%
Legal & Admin	0	-	0.00%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
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	0	-	0.00%	119	-	8.07%
<b>Total</b>	<b>6</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector

0.4%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Clackmannanshire Council	Sector Total
Advice	Not duly made or withdrawn	2	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	1	244
	<b>Total</b>	<b>3</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	0	71
	Premature	0	55
	Proportionality	1	358
	Resolved	0	26
	<b>Total</b>	<b>2</b>	<b>672</b>
Investigation	Fully upheld	0	34
	Some upheld	0	23
	Not upheld	0	40
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>98</b>
<b>Total Complaints</b>		<b>5</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	1	299
<i>Premature Rate</i>	20.0%	23.5%
<i>Total Investigation Decisions</i>	0	97
<i>Total Upholds</i>	0	57
<i>Uphold Rate</i>	-	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Clackmannanshire Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	3	381
	<b>Total</b>	<b>4</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	0	99
	Out of jurisdiction (non-discretionary)	0	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	1	314
	Resolved	0	29
	<b>Total</b>	<b>2</b>	<b>731</b>
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>2</b>	<b>169</b>
<b>Total Complaints</b>		<b>8</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	3	434
<i>Premature Rate</i>	37.5%	28.1%
<i>Total Investigation Decisions</i>	2	165
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	2	169
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	56.8%