

Local Authority Complaints Received 2018-19

Subject Group	East Ayrshire Council			Sector Total	Rank	Complaints as % of total
	East Ayrshire Council	Rank	Complaints as % of total			
Finance	6	1	24.00%	98	7	7.53%
Planning	5	2	20.00%	130	4	9.99%
Housing	4	3	16.00%	251	1	19.29%
Social Work	2	4	8.00%	206	2	15.83%
Education	1	5=	4.00%	143	3	10.99%
Roads & Transport	1	5=	4.00%	111	5	8.53%
Environmental Health & Cleansing	1	5=	4.00%	101	6	7.76%
Land & Property	1	5=	4.00%	16	10	1.23%
Legal & Admin	0	-	0.00%	67	8	5.15%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
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	4	-	16.00%	110	-	8.46%
Total	25		100.00%	1,301		100.00%
<i>Complaints as % of Sector</i>	1.9%			100.0%		

Local Authority Complaints Received 2017-18

Subject Group	East Ayrshire Council			Sector Total	Rank	Complaints as % of total
	East Ayrshire Council	Rank	Complaints as % of total			
Housing	5	1	27.78%	316	1	21.44%
Education	4	2	22.22%	151	3	10.24%
Social Work	3	3=	16.67%	254	2	17.23%
Planning	3	3=	16.67%	134	4	9.09%
Roads & Transport	2	5	11.11%	104	7	7.06%
Finance	1	6	5.56%	112	6	7.60%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
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%
Total	18		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>	1.2%			100.0%		

Local Authority Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	East Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	9	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	3	244
	Total	12	501
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	3	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	1	71
	Premature	0	55
	Proportionality	6	358
	Resolved	0	26
Total	11	672	
Investigation	Fully upheld	1	34
	Some upheld	1	23
	Not upheld	0	40
	Resolved	0	1
	Total	2	98
Total Complaints		25	1,271

Total Premature Complaints	3	299
Premature Rate	12.0%	23.5%
Total Investigation Decisions	2	97
Total Upholds	2	57
Uphold Rate	100.0%	58.8%

Local Authority Complaints Determined 2017-18

		2017-18	
Stage	Outcome Group	East Ayrshire 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	5	381
	Total	6	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	1	85
	Premature	0	53
	Proportionality	8	314
	Resolved	0	29
Total	12	731	
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	0	169
Total Complaints		18	1,542

Total Premature Complaints	5	434
Premature Rate	27.8%	28.1%
Total Investigation Decisions	0	165
Total Upholds	0	96
Uphold Rate	-	58.2%
Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	0	169
Total Upholds	0	96
Uphold Rate	-	56.8%