

Local Authority Complaints Received 2018-19

Subject Group	Fife Council			Sector Total	Rank	Complaints as % of total
	Fife Council	Rank	Complaints as % of total			
Housing	27	1	25.96%	251	1	19.29%
Social Work	14	2	13.46%	206	2	15.83%
Roads & Transport	11	3	10.58%	111	5	8.53%
Education	10	4	9.62%	143	3	10.99%
Planning	8	5	7.69%	130	4	9.99%
Finance	7	6=	6.73%	98	7	7.53%
Legal & Admin	7	6=	6.73%	67	8	5.15%
Environmental Health & Cleansing	6	8	5.77%	101	6	7.76%
Land & Property	2	9	1.92%	16	10	1.23%
Personnel	1	10	0.96%	7	12	0.54%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Building Control	0	-	0.00%	15	11	1.15%
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	11	-	10.58%	110	-	8.46%
Total	104		100.00%	1,301		100.00%

Complaints as % of Sector

8.0%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	Fife Council			Sector Total	Rank	Complaints as % of total
	Fife Council	Rank	Complaints as % of total			
Housing	29	1	30.53%	316	1	21.44%
Social Work	17	2	17.89%	254	2	17.23%
Education	12	3	12.63%	151	3	10.24%
Roads & Transport	8	4	8.42%	104	7	7.06%
Environmental Health & Cleansing	6	5=	6.32%	116	5	7.87%
Finance	6	5=	6.32%	112	6	7.60%
Planning	3	7=	3.16%	134	4	9.09%
Legal & Admin	3	7=	3.16%	71	8	4.82%
Recreation & Leisure	1	9=	1.05%	24	9	1.63%
Land & Property	1	9=	1.05%	17	10	1.15%
Building Control	1	9=	1.05%	16	11	1.09%
Welfare Fund - Community Care Grants	1	9=	1.05%	7	13	0.47%
Other	1	9=	1.05%	6	14	0.41%
Personnel	0	-	0.00%	12	12	0.81%
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	6	-	6.32%	119	-	8.07%
Total	95		100.00%	1,474		100.00%

Complaints as % of Sector

6.4%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	17	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	19	244
	Total	36	501
Early Resolution	Not duly made or withdrawn	9	45
	Out of jurisdiction (discretionary)	6	70
	Out of jurisdiction (non-discretionary)	4	47
	Outcome not achievable	4	71
	Premature	7	55
	Proportionality	25	358
	Resolved	2	26
	Total	57	672
Investigation	Fully upheld	4	34
	Some upheld	0	23
	Not upheld	3	40
	Resolved	0	1
Total	7	98	
Total Complaints		100	1,271

<i>Total Premature Complaints</i>	26	299
<i>Premature Rate</i>	26.0%	23.5%

<i>Total Investigation Decisions</i>	7	97
<i>Total Upholds</i>	4	57
<i>Uphold Rate</i>	57.1%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Fife Council	Sector Total
Advice	Not duly made or withdrawn	17	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	24	381
	Total	41	642
Early Resolution	Not duly made or withdrawn	3	38
	Out of jurisdiction (discretionary)	7	99
	Out of jurisdiction (non-discretionary)	10	113
	Outcome not achievable	5	85
	Premature	5	53
	Proportionality	14	314
	Resolved	1	29
	Total	45	731
Investigation	Fully upheld	3	47
	Some upheld	3	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	10	169
Total Complaints		96	1,542

<i>Total Premature Complaints</i>	29	434
<i>Premature Rate</i>	30.2%	28.1%

<i>Total Investigation Decisions</i>	10	165
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	60.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	10	169
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	60.0%	56.8%