

Local Authority Complaints Received 2018-19

Subject Group	Midlothian Council			Sector Total	Rank	Complaints as % of total
	Midlothian Council	Rank	Complaints as % of total			
Social Work	8	1	32.00%	206	2	15.83%
Housing	3	2=	12.00%	251	1	19.29%
Education	3	2=	12.00%	143	3	10.99%
Planning	3	2=	12.00%	130	4	9.99%
Finance	3	2=	12.00%	98	7	7.53%
Legal & Admin	1	6=	4.00%	67	8	5.15%
Building Control	1	6=	4.00%	15	11	1.15%
Welfare Fund - Community Care Grants	1	6=	4.00%	3	15=	0.23%
Roads & Transport	0	-	0.00%	111	5	8.53%
Environmental Health & Cleansing	0	-	0.00%	101	6	7.76%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
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%
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	2	-	8.00%	110	-	8.46%
Total	25		100.00%	1,301		100.00%

Complaints as % of Sector

1.9%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	Midlothian Council			Sector Total	Rank	Complaints as % of total
	Midlothian Council	Rank	Complaints as % of total			
Housing	7	1	33.33%	316	1	21.44%
Social Work	6	2	28.57%	254	2	17.23%
Education	2	3	9.52%	151	3	10.24%
Planning	1	4=	4.76%	134	4	9.09%
Environmental Health & Cleansing	1	4=	4.76%	116	5	7.87%
Roads & Transport	1	4=	4.76%	104	7	7.06%
Legal & Admin	1	4=	4.76%	71	8	4.82%
Recreation & Leisure	1	4=	4.76%	24	9	1.63%
Finance	0	-	0.00%	112	6	7.60%
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	1	-	4.76%	119	-	8.07%
Total	21		100.00%	1,474		100.00%

Complaints as % of Sector

1.4%

100.0%

Local Authority Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	6	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	4	244
	Total	10	501
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	2	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	1	71
	Premature	1	55
	Proportionality	4	358
	Resolved	0	26
	Total	8	672
Investigation	Fully upheld	0	34
	Some upheld	0	23
	Not upheld	2	40
	Resolved	0	1
	Total	2	98
Total Complaints		20	1,271

<i>Total Premature Complaints</i>	5	299
<i>Premature Rate</i>	25.0%	23.5%
<i>Total Investigation Decisions</i>	2	97
<i>Total Upholds</i>	0	57
<i>Uphold Rate</i>	0.0%	58.8%

Local Authority Complaints Determined 2017-18

		2017-18	
Stage	Outcome Group	Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	3	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	10	381
	Total	13	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	0	113
	Outcome not achievable	1	85
	Premature	1	53
	Proportionality	5	314
	Resolved	0	29
	Total	8	731
	Investigation	Fully upheld	1
Some upheld		0	49
Not upheld		1	69
Not duly made or withdrawn		0	1
Resolved		0	3
Total		2	169
Total Complaints		23	1,542

<i>Total Premature Complaints</i>	11	434
<i>Premature Rate</i>	47.8%	28.1%
<i>Total Investigation Decisions</i>	2	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	50.0%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	2	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	50.0%	56.8%