

Local Authority Complaints Received 2018-19

Subject Group	North Ayrshire Council			Sector Total	Rank	Complaints as % of total
	North Ayrshire Council	Rank	Complaints as % of total			
Housing	11	1	26.83%	251	1	19.29%
Finance	7	2	17.07%	98	7	7.53%
Education	4	3	9.76%	143	3	10.99%
Social Work	3	4=	7.32%	206	2	15.83%
Planning	3	4=	7.32%	130	4	9.99%
Recreation & Leisure	3	4=	7.32%	26	9	2.00%
Land & Property	3	4=	7.32%	16	10	1.23%
Legal & Admin	2	8	4.88%	67	8	5.15%
Roads & Transport	1	9=	2.44%	111	5	8.53%
Environmental Health & Cleansing	1	9=	2.44%	101	6	7.76%
Building Control	1	9=	2.44%	15	11	1.15%
Economic Development	1	9=	2.44%	5	14	0.38%
Personnel	0	-	0.00%	7	12	0.54%
Other	0	-	0.00%	6	13	0.46%
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	1	-	2.44%	110	-	8.46%
Total	41		100.00%	1,301		100.00%

Complaints as % of Sector 3.2% 100.0%

Local Authority Complaints Received 2017-18

Subject Group	North Ayrshire Council			Sector Total	Rank	Complaints as % of total
	North Ayrshire Council	Rank	Complaints as % of total			
Housing	8	1	28.57%	316	1	21.44%
Social Work	6	2	21.43%	254	2	17.23%
Education	3	3	10.71%	151	3	10.24%
Environmental Health & Cleansing	2	4=	7.14%	116	5	7.87%
Finance	2	4=	7.14%	112	6	7.60%
Legal & Admin	2	4=	7.14%	71	8	4.82%
Recreation & Leisure	2	4=	7.14%	24	9	1.63%
Building Control	2	4=	7.14%	16	11	1.09%
Land & Property	1	9	3.57%	17	10	1.15%
Planning	0	-	0.00%	134	4	9.09%
Roads & Transport	0	-	0.00%	104	7	7.06%
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	28		100.00%	1,474		100.00%

Complaints as % of Sector 1.9% 100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	3	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	8	244
	Total	11	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	2	70
	Out of jurisdiction (non-discretionary)	2	47
	Outcome not achievable	1	71
	Premature	2	55
	Proportionality	17	358
	Resolved	2	26
Total	27	672	
Investigation	Fully upheld	0	34
	Some upheld	0	23
	Not upheld	0	40
	Resolved	0	1
Total	0	98	
Total Complaints		38	1,271

<i>Total Premature Complaints</i>	10	299
<i>Premature Rate</i>	26.3%	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	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	3	381
	Total	11	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	1	53
	Proportionality	7	314
	Resolved	0	29
Total	15	731	
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	3	169
Total Complaints		29	1,542

<i>Total Premature Complaints</i>	4	434
<i>Premature Rate</i>	13.8%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	3	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	56.8%