

Local Authority Complaints Received 2018-19

North Lanarkshire Council						
Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	29.63%	251	1	19.29%
Education	9	2	16.67%	143	3	10.99%
Social Work	8	3	14.81%	206	2	15.83%
Roads & Transport	4	4=	7.41%	111	5	8.53%
Finance	4	4=	7.41%	98	7	7.53%
Planning	2	6=	3.70%	130	4	9.99%
Environmental Health & Cleansing	2	6=	3.70%	101	6	7.76%
Personnel	2	6=	3.70%	7	12	0.54%
Legal & Admin	1	9=	1.85%	67	8	5.15%
Building Control	1	9=	1.85%	15	11	1.15%
Welfare Fund - Community Care Grants	1	9=	1.85%	3	15=	0.23%
Recreation & Leisure	0		0.00%	26	9	2.00%
Land & Property	0		0.00%	16	10	1.23%
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	4		7.41%	110	-	8.46%
Total	54		100.00%	1,301		100.00%

Complaints as % of Sector 4.2% 100.0%

Local Authority Complaints Received 2017-18

North Lanarkshire Council						
Subject Group	North Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	14	1	17.95%	316	1	21.44%
Social Work	13	2	16.67%	254	2	17.23%
Education	12	3	15.38%	151	3	10.24%
Finance	10	4	12.82%	112	6	7.60%
Environmental Health & Cleansing	8	5	10.26%	116	5	7.87%
Planning	4	6=	5.13%	134	4	9.09%
Roads & Transport	4	6=	5.13%	104	7	7.06%
Legal & Admin	1	8=	1.28%	71	8	4.82%
Recreation & Leisure	1	8=	1.28%	24	9	1.63%
Land & Property	1	8=	1.28%	17	10	1.15%
Building Control	1	8=	1.28%	16	11	1.09%
Other	1	8=	1.28%	6	14	0.41%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
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	8	-	10.26%	119	-	8.07%
Total	78		100.00%	1,474		100.00%

Complaints as % of Sector 5.3% 100.0%

Local Authority Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	North Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	13	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	9	244
	Total	22	501
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	0	70
	Out of jurisdiction (non-discretionary)	2	47
	Outcome not achievable	3	71
	Premature	3	55
	Proportionality	10	358
	Resolved	0	26
Total	18	672	
Investigation	Fully upheld	3	34
	Some upheld	0	23
	Not upheld	3	40
	Resolved	0	1
Total	6	98	
Total Complaints		46	1,271

<i>Total Premature Complaints</i>	12	299
<i>Premature Rate</i>	26.1%	23.5%

<i>Total Investigation Decisions</i>	6	97
<i>Total Upholds</i>	3	57
<i>Uphold Rate</i>	50.0%	58.8%

Local Authority Complaints Determined 2017-18

		2017-18	
Stage	Outcome Group	North Lanarkshire 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	21	381
	Total	38	642
Early Resolution	Not duly made or withdrawn	2	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	5	113
	Outcome not achievable	8	85
	Premature	1	53
	Proportionality	13	314
	Resolved	2	29
Total	36	731	
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	2	169
Total Complaints		76	1,542

<i>Total Premature Complaints</i>	22	434
<i>Premature Rate</i>	28.9%	28.1%

<i>Total Investigation Decisions</i>	2	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	50.0%	58.2%

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