

Local Authority Complaints Received 2018-19

Orkney Islands Council						
Subject Group	Orkney Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Legal & Admin	2	1	33.33%	67	8	5.15%
Housing	1	2=	16.67%	251	1	19.29%
Planning	1	2=	16.67%	130	4	9.99%
Environmental Health & Cleansing	1	2=	16.67%	101	6	7.76%
Social Work	0	-	0.00%	206	2	15.83%
Education	0	-	0.00%	143	3	10.99%
Roads & Transport	0	-	0.00%	111	5	8.53%
Finance	0	-	0.00%	98	7	7.53%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
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	1	-	16.67%	110	-	8.46%
Total	6		100.00%	1,301		100.00%

Complaints as % of Sector 0.5% 100.0%

Local Authority Complaints Received 2017-18

Orkney Islands Council						
Subject Group	Orkney Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	1	1=	50.00%	316	1	21.44%
Planning	1	1=	50.00%	134	4	9.09%
Social Work	0	-	0.00%	254	2	17.23%
Education	0	-	0.00%	151	3	10.24%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Finance	0	-	0.00%	112	6	7.60%
Roads & Transport	0	-	0.00%	104	7	7.06%
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	2		100.00%	1,474		100.00%

Complaints as % of Sector 0.1% 100.0%

Local Authority Complaints Determined 2018-19

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Advice	Not duly made or withdrawn	1	255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Early Resolution	Not duly made or withdrawn	0	45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

<i>Total Premature Complaints</i>	0	299
<i>Premature Rate</i>	0.0%	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	
		Orkney Islands Council	Sector Total
Advice	Not duly made or withdrawn	0	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	1	381
	Total	1	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	0	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	0	314
	Resolved	0	29
Total	2	731	
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
Total	1	169	
Total Complaints		4	1,542

<i>Total Premature Complaints</i>	1	434
<i>Premature Rate</i>	25.0%	28.1%
<i>Total Investigation Decisions</i>	1	165
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	169
<i>Total Upholds</i>	0	96
<i>Uphold Rate</i>	0.0%	56.8%