

Local Authority Complaints Received 2018-19

Subject Group	Renfrewshire Council			Sector Total	Rank	Complaints as % of total
	Renfrewshire Council	Rank	Complaints as % of total			
Environmental Health & Cleansing	12	1	27.27%	101	6	7.76%
Housing	6	2	13.64%	251	1	19.29%
Roads & Transport	5	3=	11.36%	111	5	8.53%
Finance	5	3=	11.36%	98	7	7.53%
Legal & Admin	5	3=	11.36%	67	8	5.15%
Social Work	4	6	9.09%	206	2	15.83%
Planning	3	7	6.82%	130	4	9.99%
Education	0	-	0.00%	143	3	10.99%
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	4	-	9.09%	110	-	8.46%
Total	44		100.00%	1,301		100.00%

Complaints as % of Sector

3.4%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	Renfrewshire Council			Sector Total	Rank	Complaints as % of total
	Renfrewshire Council	Rank	Complaints as % of total			
Housing	9	1	18.37%	316	1	21.44%
Social Work	8	2=	16.33%	254	2	17.23%
Finance	8	2=	16.33%	112	6	7.60%
Legal & Admin	8	2=	16.33%	71	8	4.82%
Environmental Health & Cleansing	6	5	12.24%	116	5	7.87%
Roads & Transport	4	6	8.16%	104	7	7.06%
Planning	2	7	4.08%	134	4	9.09%
Personnel	1	8	2.04%	12	12	0.81%
Education	0	-	0.00%	151	3	10.24%
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%
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	3	-	6.12%	119	-	8.07%
Total	49		100.00%	1,474		100.00%

Complaints as % of Sector

3.3%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	12	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	9	244
	Total	21	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	5	47
	Outcome not achievable	2	71
	Premature	1	55
	Proportionality	9	358
	Resolved	5	26
Total	24	672	
Investigation	Fully upheld	1	34
	Some upheld	1	23
	Not upheld	0	40
	Resolved	0	1
Total	2	98	
Total Complaints		47	1,271

Total Premature Complaints	10	299
Premature Rate	21.3%	23.5%

Total Investigation Decisions	2	97
Total Upholds	2	57
Uphold Rate	100.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	9	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	16	381
	Total	25	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	5	113
	Outcome not achievable	5	85
	Premature	2	53
	Proportionality	3	314
	Resolved	2	29
Total	19	731	
Investigation	Fully upheld	0	47
	Some upheld	3	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	4	169
Total Complaints		48	1,542

Total Premature Complaints	18	434
Premature Rate	37.5%	28.1%

Total Investigation Decisions	4	165
Total Upholds	3	96
Uphold Rate	75.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
Total Cases 'Fit for SPSO'	4	169
Total Upholds	3	96
Uphold Rate	75.0%	56.8%