

Local Authority Complaints Received 2018-19

Scottish Borders Council						
Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	8	1	28.57%	206	2	15.83%
Planning	6	2	21.43%	130	4	9.99%
Environmental Health & Cleansing	3	3	10.71%	101	6	7.76%
Education	2	4=	7.14%	143	3	10.99%
Finance	2	4=	7.14%	98	7	7.53%
Legal & Admin	2	4=	7.14%	67	8	5.15%
Roads & Transport	1	7=	3.57%	111	5	8.53%
Recreation & Leisure	1	7=	3.57%	26	9	2.00%
Building Control	1	7=	3.57%	15	11	1.15%
Housing	0	-	0.00%	251	1	19.29%
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%
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	2	-	7.14%	110	-	8.46%
<b>Total</b>	<b>28</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector 2.2% 100.0%

Local Authority Complaints Received 2017-18

Scottish Borders Council						
Subject Group	Scottish Borders Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Finance	6	1	22.22%	112	6	7.60%
Social Work	4	2=	14.81%	254	2	17.23%
Education	4	2=	14.81%	151	3	10.24%
Legal & Admin	3	4	11.11%	71	8	4.82%
Planning	2	5=	7.41%	134	4	9.09%
Roads & Transport	2	5=	7.41%	104	7	7.06%
Housing	1	7=	3.70%	316	1	21.44%
Environmental Health & Cleansing	1	7=	3.70%	116	5	7.87%
Recreation & Leisure	1	7=	3.70%	24	9	1.63%
Land & Property	1	7=	3.70%	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	2	-	7.41%	119	-	8.07%
<b>Total</b>	<b>27</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 1.8% 100.0%

## Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	2	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	1	244
	<b>Total</b>	<b>3</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	3	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	3	71
	Premature	0	55
	Proportionality	14	358
	Resolved	0	26
<b>Total</b>	<b>20</b>	<b>672</b>	
Investigation	Fully upheld	0	34
	Some upheld	1	23
	Not upheld	0	40
	Resolved	0	1
<b>Total</b>	<b>1</b>	<b>98</b>	
<b>Total Complaints</b>		<b>24</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	1	299
<i>Premature Rate</i>	4.2%	23.5%
<i>Total Investigation Decisions</i>	1	97
<i>Total Upholds</i>	1	57
<i>Uphold Rate</i>	100.0%	58.8%

## Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Scottish Borders Council	Sector Total
Advice	Not duly made or withdrawn	4	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	7	381
	<b>Total</b>	<b>12</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	4	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	2	85
	Premature	1	53
	Proportionality	4	314
	Resolved	1	29
<b>Total</b>	<b>14</b>	<b>731</b>	
Investigation	Fully upheld	1	47
	Some upheld	2	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
	<b>Total</b>	<b>4</b>	<b>169</b>
<b>Total Complaints</b>		<b>30</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	8	434
<i>Premature Rate</i>	26.7%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	100.0%	58.2%

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