

Local Authority Complaints Received 2018-19

South Ayrshire Council						
Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	6	1	20.69%	251	1	19.29%
Social Work	4	2=	13.79%	206	2	15.83%
Planning	4	2=	13.79%	130	4	9.99%
Education	3	4	10.34%	143	3	10.99%
Environmental Health & Cleansing	2	5=	6.90%	101	6	7.76%
Land & Property	2	5=	6.90%	16	10	1.23%
Finance	1	7=	3.45%	98	7	7.53%
Recreation & Leisure	1	7=	3.45%	26	9	2.00%
Economic Development	1	7=	3.45%	5	14	0.38%
Roads & Transport	0	-	0.00%	111	5	8.53%
Legal & Admin	0	-	0.00%	67	8	5.15%
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%
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	5	-	17.24%	110	-	8.46%
Total	29		100.00%	1,301		100.00%
<i>Complaints as % of Sector</i>			2.2%			100.0%

Local Authority Complaints Received 2017-18

South Ayrshire Council						
Subject Group	South Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	31.03%	316	1	21.44%
Social Work	3	2=	10.34%	254	2	17.23%
Education	3	2=	10.34%	151	3	10.24%
Planning	3	2=	10.34%	134	4	9.09%
Finance	3	2=	10.34%	112	6	7.60%
Roads & Transport	2	6	6.90%	104	7	7.06%
Environmental Health & Cleansing	1	7=	3.45%	116	5	7.87%
Welfare Fund - Community Care Grants	1	7=	3.45%	7	13	0.47%
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%
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	4	-	13.79%	119	-	8.07%
Total	29		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>			2.0%			100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		South Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	5	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	5	244
	Total	10	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	3	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	2	71
	Premature	0	55
	Proportionality	5	358
	Resolved	0	26
Total	12	672	
Investigation	Fully upheld	1	34
	Some upheld	0	23
	Not upheld	0	40
	Resolved	0	1
Total	1	98	
Total Complaints		23	1,271

<i>Total Premature Complaints</i>	5	299
<i>Premature Rate</i>	21.7%	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	
		South Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	7	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	7	381
	Total	14	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	2	85
	Premature	2	53
	Proportionality	5	314
	Resolved	0	29
Total	15	731	
Investigation	Fully upheld	1	47
	Some upheld	1	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	3	169
Total Complaints		32	1,542

<i>Total Premature Complaints</i>	9	434
<i>Premature Rate</i>	28.1%	28.1%
<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	2	96
<i>Uphold Rate</i>	66.7%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	3	169
<i>Total Upholds</i>	2	96
<i>Uphold Rate</i>	66.7%	56.8%