

Local Authority Complaints Received 2018-19

Subject Group	West Dunbartonshire Council			Sector Total	Rank	Complaints as % of total
	West Dunbartonshire Council	Rank	Complaints as % of total			
Housing	8	1	33.33%	251	1	19.29%
Environmental Health & Cleansing	4	2=	16.67%	101	6	7.76%
Finance	4	2=	16.67%	98	7	7.53%
Planning	3	4	12.50%	130	4	9.99%
Social Work	2	5	8.33%	206	2	15.83%
Recreation & Leisure	1	6=	4.17%	26	9	2.00%
Land & Property	1	6=	4.17%	16	10	1.23%
Education	0	-	0.00%	143	3	10.99%
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%
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	-	4.17%	110	-	8.46%
<b>Total</b>	<b>24</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector 1.8% 100.0%

Local Authority Complaints Received 2017-18

Subject Group	West Dunbartonshire Council			Sector Total	Rank	Complaints as % of total
	West Dunbartonshire Council	Rank	Complaints as % of total			
Housing	13	1	38.24%	316	1	21.44%
Social Work	4	2	11.76%	254	2	17.23%
Education	2	3=	5.88%	151	3	10.24%
Environmental Health & Cleansing	2	3=	5.88%	116	5	7.87%
Finance	2	3=	5.88%	112	6	7.60%
Legal & Admin	2	3=	5.88%	71	8	4.82%
Planning	1	7=	2.94%	134	4	9.09%
Roads & Transport	1	7=	2.94%	104	7	7.06%
Land & Property	1	7=	2.94%	17	10	1.15%
Personnel	1	7=	2.94%	12	12	0.81%
Welfare Fund - Community Care Grants	1	7=	2.94%	7	13	0.47%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Building Control	0	-	0.00%	16	11	1.09%
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	-	11.76%	119	-	8.07%
<b>Total</b>	<b>34</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector 2.3% 100.0%

## Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		West Dunbartonshire Council	Sector Total
Advice	Not duly made or withdrawn	6	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	6	244
	<b>Total</b>	<b>12</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	2	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	0	71
	Premature	0	55
	Proportionality	8	358
	Resolved	0	26
<b>Total</b>	<b>11</b>	<b>672</b>	
Investigation	Fully upheld	1	34
	Some upheld	1	23
	Not upheld	0	40
	Resolved	1	1
	<b>Total</b>	<b>3</b>	<b>98</b>
<b>Total Complaints</b>		<b>26</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	6	299
<i>Premature Rate</i>	23.1%	23.5%

<i>Total Investigation Decisions</i>	2	97
<i>Total Upholds</i>	2	57
<i>Uphold Rate</i>	100.0%	58.8%

## Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		West Dunbartonshire 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	13	381
	<b>Total</b>	<b>20</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	3	85
	Premature	1	53
	Proportionality	6	314
	Resolved	0	29
<b>Total</b>	<b>13</b>	<b>731</b>	
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>2</b>	<b>169</b>
	<b>Total Complaints</b>	<b>35</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	14	434
<i>Premature Rate</i>	40.0%	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%