

Local Authority Complaints Received 2018-19

Subject Group	West Lothian Council			Sector Total	Rank	Complaints as % of total
	West Lothian Council	Rank	Complaints as % of total			
Housing	13	1	24.07%	251	1	19.29%
Social Work	9	2	16.67%	206	2	15.83%
Planning	7	3	12.96%	130	4	9.99%
Education	5	4	9.26%	143	3	10.99%
Roads & Transport	4	5=	7.41%	111	5	8.53%
Environmental Health & Cleansing	4	5=	7.41%	101	6	7.76%
Legal & Admin	4	5=	7.41%	67	8	5.15%
Finance	3	8	5.56%	98	7	7.53%
Land & Property	2	9	3.70%	16	10	1.23%
Recreation & Leisure	1	10	1.85%	26	9	2.00%
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	2	-	3.70%	110	-	8.46%
Total	54		100.00%	1,301		100.00%

Complaints as % of Sector

4.2%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	West Lothian Council			Sector Total	Rank	Complaints as % of total
	West Lothian Council	Rank	Complaints as % of total			
Housing	23	1	32.39%	316	1	21.44%
Social Work	11	2	15.49%	254	2	17.23%
Education	8	3	11.27%	151	3	10.24%
Roads & Transport	6	4	8.45%	104	7	7.06%
Environmental Health & Cleansing	5	5	7.04%	116	5	7.87%
Planning	4	6	5.63%	134	4	9.09%
Finance	1	7=	1.41%	112	6	7.60%
Legal & Admin	1	7=	1.41%	71	8	4.82%
Recreation & Leisure	1	7=	1.41%	24	9	1.63%
Land & Property	1	7=	1.41%	17	10	1.15%
Personnel	1	7=	1.41%	12	12	0.81%
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	9	-	12.68%	119	-	8.07%
Total	71		100.00%	1,474		100.00%

Complaints as % of Sector

4.8%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	9	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	9	244
	Total	18	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	3	47
	Outcome not achievable	4	71
	Premature	2	55
	Proportionality	20	358
	Resolved	2	26
	Total	33	672
Investigation	Fully upheld	1	34
	Some upheld	0	23
	Not upheld	3	40
	Resolved	0	1
	Total	4	98
Total Complaints		55	1,271

<i>Total Premature Complaints</i>	11	299
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<i>Premature Rate</i>	20.0%	23.5%
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<i>Total Investigation Decisions</i>	4	97
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<i>Total Upholds</i>	1	57
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<i>Uphold Rate</i>	25.0%	58.8%
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Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	14	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	14	381
	Total	28	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	11	113
	Outcome not achievable	3	85
	Premature	3	53
	Proportionality	14	314
	Resolved	1	29
	Total	34	731
Investigation	Fully upheld	4	47
	Some upheld	1	49
	Not upheld	6	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
	Total	12	169
	Total Complaints	74	1,542

<i>Total Premature Complaints</i>	17	434
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<i>Premature Rate</i>	23.0%	28.1%
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<i>Total Investigation Decisions</i>	11	165
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<i>Total Upholds</i>	5	96
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<i>Uphold Rate</i>	45.5%	58.2%
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Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	12	169
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<i>Total Upholds</i>	5	96
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<i>Uphold Rate</i>	41.7%	56.8%
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