

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Glasgow City Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Environmental Health & Cleansing	38	1	22.2%	148	6	7.9%
Roads & Transport	27	2	15.8%	119	7	6.3%
Social Work	24	3	14.0%	253	2	13.5%
Education	17	4=	9.9%	174	4=	9.3%
Finance	17	4=	9.9%	174	4=	9.3%
Housing	7	6	4.1%	468	1	24.9%
Other	6	7=	3.5%	21	12	1.1%
Welfare Fund - Community Care Grants	6	7=	3.5%	14	13	0.7%
Planning	5	9=	2.9%	217	3	11.5%
Legal & Admin	5	9=	2.9%	76	8	4.0%
Recreation & Leisure	5	9=	2.9%	24	11	1.3%
Welfare Fund - Crisis Grants	4	12	2.3%	12	14	0.6%
Land & Property	3	13	1.8%	29	10	1.5%
Building Control	2	14	1.2%	61	9	3.2%
Personnel	1	15=	0.6%	10	15	0.5%
Economic Development	1	15=	0.6%	8	16=	0.4%
Consumer Protection	0	-	0.0%	8	16=	0.4%
Valuation Joint Boards	0	-	0.0%	6	18	0.3%
Fire & Police Boards	0	-	0.0%	4	19	0.2%
National Park Authorities	0	-	0.0%	3	20	0.2%
Subject Unknown or Out Of Jurisdiction	3	-	1.8%	51	-	2.7%
Total	171	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			9.1%			100.0%

Complaints Received by Subject 2013-14

Subject Group	Glasgow City Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Roads & Transport	29	1	18.4%	119	6	6.8%
Finance	27	2	17.1%	173	4	9.9%
Social Work	22	3=	13.9%	229	2	13.1%
Environmental Health & Cleansing	22	3=	13.9%	98	7	5.6%
Education	18	5	11.4%	171	5	9.8%
Housing	11	6	7.0%	446	1	25.5%
Legal & Admin	7	7	4.4%	75	8	4.3%
Planning	4	8=	2.5%	223	3	12.7%
Recreation & Leisure	4	8=	2.5%	30	10	1.7%
Land & Property	4	8=	2.5%	28	11	1.6%
Building Control	2	11=	1.3%	62	9	3.5%
Welfare Fund - Community Care Grants	2	11=	1.3%	10	12=	0.6%
Valuation Joint Boards	1	13	0.6%	10	12=	0.6%
Other	0	-	0.0%	9	14	0.5%
Consumer Protection	0	-	0.0%	8	15	0.5%
Personnel	0	-	0.0%	7	16	0.4%
Welfare Fund - Crisis Grants	0	-	0.0%	6	17	0.3%
Economic Development	0	-	0.0%	3	18=	0.2%
Fire & Police Boards	0	-	0.0%	3	18=	0.2%
National Park Authorities	0	-	0.0%	2	20	0.1%
Subject Unknown or Out Of Jurisdiction	5	-	3.2%	38	-	2.2%
Total	158	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			9.0%			100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Glasgow City Council	Sector Total	Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	41	380	30	328
	Out of jurisdiction (discretionary)	6	29	8	56
	Out of jurisdiction (non-discretionary)	2	25	3	42
	Outcome not achievable	4	42	8	129
	Premature	69	713	69	659
	Resolved	0	4	3	6
	Total	122	1,193	121	1,220
Early Resolution 1	Not duly made or withdrawn	4	36	0	36
	Out of jurisdiction (discretionary)	3	56	3	57
	Out of jurisdiction (non-discretionary)	3	140	12	110
	Outcome not achievable	10	107	3	40
	Premature	3	42	2	33
	Resolved	8	35	1	18
Total	31	416	21	294	
Early Resolution 2	Fully upheld	9	33	0	31
	Some upheld	4	18	2	25
	Not upheld	3	56	3	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	1	4
Total	16	110	6	111	
Investigation 1	Fully upheld	0	28	1	20
	Some upheld	1	26	2	39
	Not upheld	3	63	2	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	4	119	5	122
Investigation 2	Fully upheld	1	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total	1	4	0	0
Total Complaints		174	1,842	153	1,747
Total Premature Complaints		72	755	71	692
Premature Rate		41.4%	41.0%	46.4%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		21	233	11	233
Total Cases Upheld / Some Upheld		15	109	5	115
Uphold Rate (total upheld / total fit for SPSO)		71.4%	46.8%	45.5%	49.4%