

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	21	1	29.2%	217	3	11.5%
Social Work	12	2	16.7%	253	2	13.5%
Education	9	3	12.5%	174	4=	9.3%
Housing	7	4	9.7%	468	1	24.9%
Finance	6	5=	8.3%	174	4=	9.3%
Land & Property	6	5=	8.3%	29	10	1.5%
Environmental Health & Cleansing	4	7	5.6%	148	6	7.9%
Legal & Admin	3	8	4.2%	76	8	4.0%
Economic Development	2	9	2.8%	8	16=	0.4%
Roads & Transport	0	-	0.0%	119	7	6.3%
Building Control	0	-	0.0%	61	9	3.2%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
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	2	-	2.8%	51	-	2.7%
Total	72	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>			3.8%			100.0%

Complaints Received by Subject 2013-14

Subject Group	Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	18	1	22.2%	446	1	25.5%
Planning	13	2	16.0%	223	3	12.7%
Social Work	12	3	14.8%	229	2	13.1%
Education	9	4	11.1%	171	5	9.8%
Finance	7	5	8.6%	173	4	9.9%
Building Control	4	6	4.9%	62	9	3.5%
Roads & Transport	3	7=	3.7%	119	6	6.8%
Other	3	7=	3.7%	9	14	0.5%
Welfare Fund - Crisis Grants	2	9	2.5%	6	17	0.3%
Environmental Health & Cleansing	1	10=	1.2%	98	7	5.6%
Legal & Admin	1	10=	1.2%	75	8	4.3%
Recreation & Leisure	1	10=	1.2%	30	10	1.7%
Land & Property	1	10=	1.2%	28	11	1.6%
Welfare Fund - Community Care Grants	1	10=	1.2%	10	12=	0.6%
Valuation Joint Boards	0	-	0.0%	10	12=	0.6%
Consumer Protection	0	-	0.0%	8	15	0.5%
Personnel	0	-	0.0%	7	16	0.4%
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	-	6.2%	38	-	2.2%
Total	81	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>			4.6%			100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Highland Council	Sector Total	Highland Council	Sector Total
Advice	Not duly made or withdrawn	12	380	12	328
	Out of jurisdiction (discretionary)	2	29	2	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	1	42	7	129
	Premature	23	713	28	659
	Resolved	0	4	0	6
	Total	38	1,193	49	1,220
Early Resolution 1	Not duly made or withdrawn	4	36	3	36
	Out of jurisdiction (discretionary)	2	56	4	57
	Out of jurisdiction (non-discretionary)	12	140	7	110
	Outcome not achievable	4	107	3	40
	Premature	2	42	3	33
	Resolved	0	35	1	18
Total	24	416	21	294	
Early Resolution 2	Fully upheld	1	33	1	31
	Some upheld	1	18	1	25
	Not upheld	1	56	2	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
Total	3	110	4	111	
Investigation 1	Fully upheld	1	28	1	20
	Some upheld	2	26	1	39
	Not upheld	7	63	3	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	10	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	76	1,842	79	1,747	
Total Premature Complaints		25	755	31	692
Premature Rate		32.9%	41.0%	39.2%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		14	233	9	233
Total Cases Upheld / Some Upheld		6	109	4	115
Uphold Rate (total upheld / total fit for SPSO)		42.9%	46.8%	44.4%	49.4%