

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Inverclyde Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Social Work	4	1	21.1%	253	2	13.5%
Housing	3	2=	15.8%	468	1	24.9%
Planning	3	2=	15.8%	217	3	11.5%
Education	2	4=	10.5%	174	4=	9.3%
Finance	2	4=	10.5%	174	4=	9.3%
Roads & Transport	1	6=	5.3%	119	7	6.3%
Legal & Admin	1	6=	5.3%	76	8	4.0%
Land & Property	1	6=	5.3%	29	10	1.5%
Welfare Fund - Crisis Grants	1	6=	5.3%	12	14	0.6%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
Personnel	0	-	0.0%	10	15	0.5%
Economic Development	0	-	0.0%	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	1	-	5.3%	51	-	2.7%
Total	19	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		1.0%				100.0%

Complaints Received by Subject 2013-14

Subject Group	Inverclyde Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Planning	4	1=	20.0%	223	3	12.7%
Building Control	4	1=	20.0%	62	9	3.5%
Social Work	3	3=	15.0%	229	2	13.1%
Finance	3	3=	15.0%	173	4	9.9%
Housing	2	5=	10.0%	446	1	25.5%
Environmental Health & Cleansing	2	5=	10.0%	98	7	5.6%
Education	1	7=	5.0%	171	5	9.8%
Land & Property	1	7=	5.0%	28	11	1.6%
Roads & Transport	0	-	0.0%	119	6	6.8%
Legal & Admin	0	-	0.0%	75	8	4.3%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
Welfare Fund - Community Care Grants	0	-	0.0%	10	12=	0.6%
Valuation Joint Boards	0	-	0.0%	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	0	-	0.0%	38	-	2.2%
Total	20	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		1.1%				100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Inverclyde Council	Sector Total	Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	3	380	1	328
	Out of jurisdiction (discretionary)	0	29	1	56
	Out of jurisdiction (non-discretionary)	0	25	0	42
	Outcome not achievable	0	42	1	129
	Premature	6	713	11	659
	Resolved	0	4	0	6
	Total	9	1,193	14	1,220
Early Resolution 1	Not duly made or withdrawn	1	36	0	36
	Out of jurisdiction (discretionary)	1	56	0	57
	Out of jurisdiction (non-discretionary)	2	140	3	110
	Outcome not achievable	1	107	1	40
	Premature	1	42	1	33
	Resolved	0	35	0	18
	Total	6	416	5	294
Early Resolution 2	Fully upheld	1	33	1	31
	Some upheld	0	18	0	25
	Not upheld	2	56	1	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total	3	110	2	111
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	1	39
	Not upheld	0	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	0	119	1	122
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total	0	4	0	0
Total Complaints		18	1,842	22	1,747
Total Premature Complaints		7	755	12	692
Premature Rate		38.9%	41.0%	54.5%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		3	233	3	233
Total Cases Upheld / Some Upheld		1	109	2	115
Uphold Rate (total upheld / total fit for SPSO)		33.3%	46.8%	66.7%	49.4%