

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	7	1	22.6%	217	3	11.5%
Housing	6	2	19.4%	468	1	24.9%
Social Work	4	3	12.9%	253	2	13.5%
Education	2	4=	6.5%	174	4=	9.3%
Finance	2	4=	6.5%	174	4=	9.3%
Environmental Health & Cleansing	2	4=	6.5%	148	6	7.9%
Roads & Transport	2	4=	6.5%	119	7	6.3%
Legal & Admin	1	8=	3.2%	76	8	4.0%
Building Control	1	8=	3.2%	61	9	3.2%
Land & Property	1	8=	3.2%	29	10	1.5%
Other	1	8=	3.2%	21	12	1.1%
Welfare Fund - Crisis Grants	1	8=	3.2%	12	14	0.6%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
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	-	3.2%	51	-	2.7%
Total	31	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.6%

100.0%

Complaints Received by Subject 2013-14

Subject Group	Midlothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	32.0%	446	1	25.5%
Planning	3	2=	12.0%	223	3	12.7%
Education	3	2=	12.0%	171	5	9.8%
Social Work	2	4=	8.0%	229	2	13.1%
Environmental Health & Cleansing	2	4=	8.0%	98	7	5.6%
Land & Property	2	4=	8.0%	28	11	1.6%
Legal & Admin	1	7=	4.0%	75	8	4.3%
Recreation & Leisure	1	7=	4.0%	30	10	1.7%
Consumer Protection	1	7=	4.0%	8	15	0.5%
Personnel	1	7=	4.0%	7	16	0.4%
Finance	0	-	0.0%	173	4	9.9%
Roads & Transport	0	-	0.0%	119	6	6.8%
Building Control	0	-	0.0%	62	9	3.5%
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%
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	1	-	4.0%	38	-	2.2%
Total	25	-	100.0%	1,750	-	100.0%

Complaints as % of Sector

1.4%

100.0%

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		Midlothian Council	Sector Total	Midlothian Council	Sector Total
Advice	Not duly made or withdrawn	2	380	4	328
	Out of jurisdiction (discretionary)	0	29	0	56
	Out of jurisdiction (non-discretionary)	0	25	1	42
	Outcome not achievable	0	42	0	129
	Premature	22	713	16	659
	Resolved	0	4	0	6
	Total	24	1,193	21	1,220
Early Resolution 1	Not duly made or withdrawn	0	36	0	36
	Out of jurisdiction (discretionary)	1	56	0	57
	Out of jurisdiction (non-discretionary)	2	140	1	110
	Outcome not achievable	1	107	0	40
	Premature	0	42	0	33
	Resolved	0	35	0	18
	Total	4	416	1	294
Early Resolution 2	Fully upheld	0	33	1	31
	Some upheld	0	18	0	25
	Not upheld	1	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	Total	1	110	1	111
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	1	26	0	39
	Not upheld	1	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total	2	119	0	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		31	1,842	23	1,747
Total Premature Complaints		22	755	16	692
Premature Rate		71.0%	41.0%	69.6%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		3	233	1	233
Total Cases Upheld / Some Upheld		1	109	1	115
Uphold Rate (total upheld / total fit for SPSO)		33.3%	46.8%	100.0%	49.4%