

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	21	1	38.9%	468	1	24.9%
Social Work	7	2	13.0%	253	2	13.5%
Planning	5	3=	9.3%	217	3	11.5%
Education	5	3=	9.3%	174	4=	9.3%
Roads & Transport	5	3=	9.3%	119	7	6.3%
Building Control	3	6	5.6%	61	9	3.2%
Legal & Admin	2	7	3.7%	76	8	4.0%
Finance	1	8=	1.9%	174	4=	9.3%
Environmental Health & Cleansing	1	8=	1.9%	148	6	7.9%
Other	1	8=	1.9%	21	12	1.1%
Welfare Fund - Community Care Grants	1	8=	1.9%	14	13	0.7%
Consumer Protection	1	8=	1.9%	8	16=	0.4%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
Economic Development	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	-	1.9%	51	-	2.7%
Total	54	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		2.9%		100.0%		

Complaints Received by Subject 2013-14

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	7	1=	21.2%	446	1	25.5%
Social Work	7	1=	21.2%	229	2	13.1%
Planning	7	1=	21.2%	223	3	12.7%
Legal & Admin	3	4	9.1%	75	8	4.3%
Roads & Transport	2	5	6.1%	119	6	6.8%
Finance	1	6=	3.0%	173	4	9.9%
Education	1	6=	3.0%	171	5	9.8%
Environmental Health & Cleansing	1	6=	3.0%	98	7	5.6%
Land & Property	1	6=	3.0%	28	11	1.6%
Consumer Protection	1	6=	3.0%	8	15	0.5%
Economic Development	1	6=	3.0%	3	18=	0.2%
Building Control	0	-	0.0%	62	9	3.5%
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%
Personnel	0	-	0.0%	7	16	0.4%
Welfare Fund - Crisis Grants	0	-	0.0%	6	17	0.3%
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	-	3.0%	38	-	2.2%
Total	33	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>		1.9%		100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		North Ayrshire Council	Sector Total	North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	9	380	7	328
	Out of jurisdiction (discretionary)	0	29	1	56
	Out of jurisdiction (non-discretionary)	0	25	1	42
	Outcome not achievable	3	42	1	129
	Premature	15	713	15	659
	Resolved	0	4	0	6
	Total		27	1,193	25
Early Resolution 1	Not duly made or withdrawn	1	36	0	36
	Out of jurisdiction (discretionary)	3	56	2	57
	Out of jurisdiction (non-discretionary)	6	140	2	110
	Outcome not achievable	7	107	1	40
	Premature	0	42	0	33
	Resolved	0	35	0	18
Total		17	416	5	294
Early Resolution 2	Fully upheld	0	33	0	31
	Some upheld	1	18	0	25
	Not upheld	3	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	1	3	0	4
Total		5	110	0	111
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	0	26	0	39
	Not upheld	2	63	4	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	Total		2	119	4
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	Total		0	4	0
Total Complaints		51	1,842	34	1,747
Total Premature Complaints		15	755	15	692
Premature Rate		29.4%	41.0%	44.1%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		7	233	4	233
Total Cases Upheld / Some Upheld		1	109	0	115
Uphold Rate (total upheld / total fit for SPSO)		14.3%	46.8%	0.0%	49.4%