

**TABLE 1**  
**Complaints Received by Subject 2014-15**

<b>Subject Group</b>	<b>Perth and Kinross Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Housing	16	1	34.0%	468	1	24.9%
Planning	10	2	21.3%	217	3	11.5%
Education	8	3	17.0%	174	4=	9.3%
Finance	3	4=	6.4%	174	4=	9.3%
Roads & Transport	3	4=	6.4%	119	7	6.3%
Environmental Health & Cleansing	2	6	4.3%	148	6	7.9%
Social Work	1	7=	2.1%	253	2	13.5%
Building Control	1	7=	2.1%	61	9	3.2%
Land & Property	1	7=	2.1%	29	10	1.5%
Recreation & Leisure	1	7=	2.1%	24	11	1.3%
Welfare Fund - Crisis Grants	1	7=	2.1%	12	14	0.6%
Legal & Admin	0	-	0.0%	76	8	4.0%
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%
Consumer Protection	0	-	0.0%	8	16=	0.4%
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	0	-	0.0%	51	-	2.7%
<b>Total</b>	<b>47</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>			2.5%			100.0%

**Complaints Received by Subject 2013-14**

<b>Subject Group</b>	<b>Perth and Kinross Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Planning	20	1	30.8%	223	3	12.7%
Housing	14	2	21.5%	446	1	25.5%
Education	8	3	12.3%	171	5	9.8%
Social Work	6	4	9.2%	229	2	13.1%
Finance	4	5	6.2%	173	4	9.9%
Roads & Transport	3	6=	4.6%	119	6	6.8%
Environmental Health & Cleansing	3	6=	4.6%	98	7	5.6%
Legal & Admin	3	6=	4.6%	75	8	4.3%
Building Control	3	6=	4.6%	62	9	3.5%
Other	1	10	1.5%	9	14	0.5%
Recreation & Leisure	0	-	0.0%	30	10	1.7%
Land & Property	0	-	0.0%	28	11	1.6%
Welfare Fund - Community Care Grants	0	-	0.0%	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%
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%
<b>Total</b>	<b>65</b>	<b>-</b>	<b>100.0%</b>	<b>1,750</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>			3.7%			100.0%

**TABLE 2**  
**Complaints Determined by Outcome**

Stage	Outcome Group	2014-15		2013-14	
		Perth and Kinross Council	Sector Total	Perth and Kinross Council	Sector Total
Advice	Not duly made or withdrawn	6	380	15	328
	Out of jurisdiction (discretionary)	0	29	3	56
	Out of jurisdiction (non-discretionary)	0	25	2	42
	Outcome not achievable	3	42	3	129
	Premature	14	713	13	659
	Resolved	0	4	0	6
	<b>Total</b>	<b>23</b>	<b>1,193</b>	<b>36</b>	<b>1,220</b>
Early Resolution 1	Not duly made or withdrawn	0	36	2	36
	Out of jurisdiction (discretionary)	2	56	1	57
	Out of jurisdiction (non-discretionary)	3	140	4	110
	Outcome not achievable	5	107	3	40
	Premature	2	42	1	33
	Resolved	0	35	1	18
	<b>Total</b>	<b>12</b>	<b>416</b>	<b>12</b>	<b>294</b>
Early Resolution 2	Fully upheld	1	33	2	31
	Some upheld	1	18	0	25
	Not upheld	3	56	2	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
	<b>Total</b>	<b>5</b>	<b>110</b>	<b>4</b>	<b>111</b>
Investigation 1	Fully upheld	2	28	1	20
	Some upheld	2	26	4	39
	Not upheld	6	63	3	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	<b>Total</b>	<b>10</b>	<b>119</b>	<b>8</b>	<b>122</b>
Investigation 2	Fully upheld	0	3	0	0
	Some upheld	0	1	0	0
	Not upheld	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>
<b>Total Complaints</b>		<b>50</b>	<b>1,842</b>	<b>60</b>	<b>1,747</b>
Total Premature Complaints		16	755	14	692
Premature Rate		32.0%	41.0%	23.3%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		15	233	12	233
Total Cases Upheld / Some Upheld		6	109	7	115
Uphold Rate (total upheld / total fit for SPSO)		40.0%	46.8%	58.3%	49.4%