

TABLE 1
Complaints Received by Subject 2014-15

Subject Group	South Lanarkshire Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	27	1	27.6%	468	1	24.9%
Roads & Transport	16	2	16.3%	119	7	6.3%
Social Work	15	3	15.3%	253	2	13.5%
Finance	12	4	12.2%	174	4=	9.3%
Planning	8	5	8.2%	217	3	11.5%
Environmental Health & Cleansing	5	6	5.1%	148	6	7.9%
Education	4	7	4.1%	174	4=	9.3%
Legal & Admin	3	8	3.1%	76	8	4.0%
Building Control	2	9=	2.0%	61	9	3.2%
Other	2	9=	2.0%	21	12	1.1%
Welfare Fund - Community Care Grants	2	9=	2.0%	14	13	0.7%
Welfare Fund - Crisis Grants	1	12	1.0%	12	14	0.6%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
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	-	1.0%	51	-	2.7%
Total	98	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>	5.2%			100.0%		

Complaints Received by Subject 2013-14

Subject Group	South Lanarkshire Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	26	1	33.8%	446	1	25.5%
Planning	15	2	19.5%	223	3	12.7%
Social Work	12	3	15.6%	229	2	13.1%
Finance	7	4=	9.1%	173	4	9.9%
Education	7	4=	9.1%	171	5	9.8%
Roads & Transport	3	6=	3.9%	119	6	6.8%
Legal & Admin	3	6=	3.9%	75	8	4.3%
Environmental Health & Cleansing	1	8=	1.3%	98	7	5.6%
Recreation & Leisure	1	8=	1.3%	30	10	1.7%
Land & Property	1	8=	1.3%	28	11	1.6%
Welfare Fund - Community Care Grants	1	8=	1.3%	10	12=	0.6%
Building Control	0	-	0.0%	62	9	3.5%
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	77	-	100.0%	1,750	-	100.0%
<i>Complaints as % of Sector</i>	4.4%			100.0%		

TABLE 2
Complaints Determined by Outcome

Stage	Outcome Group	2014-15		2013-14	
		South Lanarkshire Council	Sector Total	South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	17	380	9	328
	Out of jurisdiction (discretionary)	1	29	1	56
	Out of jurisdiction (non-discretionary)	4	25	3	42
	Outcome not achievable	5	42	5	129
	Premature	35	713	30	659
	Resolved	0	4	1	6
	Total	62	1,193	49	1,220
Early Resolution 1	Not duly made or withdrawn	4	36	2	36
	Out of jurisdiction (discretionary)	2	56	2	57
	Out of jurisdiction (non-discretionary)	13	140	6	110
	Outcome not achievable	6	107	3	40
	Premature	2	42	2	33
	Resolved	1	35	0	18
Total	28	416	15	294	
Early Resolution 2	Fully upheld	2	33	1	31
	Some upheld	1	18	0	25
	Not upheld	2	56	3	50
	Not duly made or withdrawn	0	0	1	1
	Resolved	0	3	0	4
Total	5	110	5	111	
Investigation 1	Fully upheld	1	28	2	20
	Some upheld	2	26	1	39
	Not upheld	4	63	4	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
Total	7	119	7	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		102	1,842	76	1,747
Total Premature Complaints		37	755	32	692
Premature Rate		36.3%	41.0%	42.1%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		12	233	12	233
Total Cases Upheld / Some Upheld		6	109	4	115
Uphold Rate (total upheld / total fit for SPSO)		50.0%	46.8%	33.3%	49.4%