

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

Subject Group	Stirling Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	30.8%	468	1	24.9%
Social Work	4	2	15.4%	253	2	13.5%
Planning	2	3=	7.7%	217	3	11.5%
Finance	2	3=	7.7%	174	4=	9.3%
Education	2	3=	7.7%	174	4=	9.3%
Environmental Health & Cleansing	2	3=	7.7%	148	6	7.9%
Roads & Transport	1	7=	3.8%	119	7	6.3%
Legal & Admin	1	7=	3.8%	76	8	4.0%
Building Control	1	7=	3.8%	61	9	3.2%
Land & Property	1	7=	3.8%	29	10	1.5%
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%
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%
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	2	-	7.7%	51	-	2.7%
<b>Total</b>	<b>26</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

1.4%

100.0%

**Complaints Received by Subject 2013-14**

Subject Group	Stirling Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	6	1	25.0%	229	2	13.1%
Housing	5	2	20.8%	446	1	25.5%
Planning	4	3	16.7%	223	3	12.7%
Education	3	4	12.5%	171	5	9.8%
Roads & Transport	2	5=	8.3%	119	6	6.8%
Legal & Admin	2	5=	8.3%	75	8	4.3%
Finance	1	7=	4.2%	173	4	9.9%
Environmental Health & Cleansing	1	7=	4.2%	98	7	5.6%
Building Control	0	-	0.0%	62	9	3.5%
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%
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%
<b>Total</b>	<b>24</b>	<b>-</b>	<b>100.0%</b>	<b>1,750</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

1.4%

100.0%

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

Stage	Outcome Group	2014-15		2013-14	
		Stirling Council	Sector Total	Stirling Council	Sector Total
Advice	Not duly made or withdrawn	3	380	4	328
	Out of jurisdiction (discretionary)	1	29	1	56
	Out of jurisdiction (non-discretionary)	2	25	1	42
	Outcome not achievable	0	42	1	129
	Premature	14	713	8	659
	Resolved	0	4	0	6
	<b>Total</b>	<b>20</b>	<b>1,193</b>	<b>15</b>	<b>1,220</b>
Early Resolution 1	Not duly made or withdrawn	1	36	0	36
	Out of jurisdiction (discretionary)	0	56	0	57
	Out of jurisdiction (non-discretionary)	4	140	2	110
	Outcome not achievable	0	107	2	40
	Premature	0	42	1	33
	Resolved	1	35	0	18
<b>Total</b>	<b>6</b>	<b>416</b>	<b>5</b>	<b>294</b>	
Early Resolution 2	Fully upheld	0	33	1	31
	Some upheld	0	18	1	25
	Not upheld	0	56	0	50
	Not duly made or withdrawn	0	0	0	1
	Resolved	0	3	0	4
<b>Total</b>	<b>0</b>	<b>110</b>	<b>2</b>	<b>111</b>	
Investigation 1	Fully upheld	0	28	0	20
	Some upheld	1	26	2	39
	Not upheld	1	63	0	60
	Not duly made or withdrawn	0	1	0	2
	Resolved	0	1	0	1
	<b>Total</b>	<b>2</b>	<b>119</b>	<b>2</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>28</b>	<b>1,842</b>	<b>24</b>	<b>1,747</b>
Total Premature Complaints		14	755	9	692
Premature Rate		50.0%	41.0%	37.5%	39.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)		2	233	4	233
Total Cases Upheld / Some Upheld		1	109	4	115
Uphold Rate (total upheld / total fit for SPSO)		50.0%	46.8%	100.0%	49.4%