

**TABLE 1**  
**Complaints Received by Subject 2015-16**

Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	42	1	52.5%	423	1	24.6%
Social Work	11	2	13.8%	231	2	13.4%
Finance	4	3=	5.0%	179	3	10.4%
Planning	4	3=	5.0%	172	5	10.0%
Roads & Transport	4	3=	5.0%	120	7	7.0%
Legal & Admin	3	6	3.8%	61	8	3.5%
Education	2	7=	2.5%	173	4	10.0%
Environmental Health & Cleansing	2	7=	2.5%	126	6	7.3%
Building Control	1	9=	1.3%	54	9	3.1%
Recreation & Leisure	1	9=	1.3%	32	10	1.9%
Land & Property	1	9=	1.3%	20	12	1.2%
Other	1	9=	1.3%	17	13	1.0%
Personnel	1	9=	1.3%	9	15=	0.5%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Economic Development	0	-	0.0%	11	14	0.6%
Welfare Fund - Crisis Grants	0	-	0.0%	9	15=	0.5%
National Park Authorities	0	-	0.0%	6	17=	0.3%
Valuation Joint Boards	0	-	0.0%	6	17=	0.3%
Fire & Police Boards	0	-	0.0%	5	19	0.3%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	3	-	3.8%	33	-	1.9%
<b>Total</b>	<b>80</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

4.6%

100.0%

**Complaints Received by Subject 2014-15**

Subject Group	Aberdeen City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	35	1	37.6%	468	1	24.9%
Finance	14	2	15.1%	174	4=	9.3%
Social Work	8	3	8.6%	253	2	13.5%
Planning	7	4=	7.5%	217	3	11.5%
Roads & Transport	7	4=	7.5%	119	7	6.3%
Environmental Health & Cleansing	6	6	6.5%	148	6	7.9%
Legal & Admin	5	7	5.4%	76	8	4.0%
Education	4	8	4.3%	174	4=	9.3%
Building Control	1	9=	1.1%	61	9	3.2%
Recreation & Leisure	1	9=	1.1%	24	11	1.3%
Land & Property	0	-	0.0%	29	10	1.5%
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%
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	5	-	5.4%	51	-	2.7%
<b>Total</b>	<b>93</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

4.9%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2015-16**

Stage	Outcome Group	2015-16		2014-15	
		Aberdeen City Council	Sector Total	Aberdeen City Council	Sector Total
Advice	Not duly made or withdrawn	15	321	22	380
	Out of jurisdiction (discretionary)	0	6	3	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	0	6	1	42
	Premature	25	606	25	713
	Resolved	0	0	0	4
	<b>Total</b>	<b>40</b>	<b>944</b>	<b>53</b>	<b>1,193</b>
Early Resolution 1	Not duly made or withdrawn	2	54	1	36
	Out of jurisdiction (discretionary)	6	104	8	56
	Out of jurisdiction (non-discretionary)	12	196	12	140
	Outcome not achievable	9	185	2	107
	Premature	5	58	1	42
	Resolved	2	29	3	35
	<b>Total</b>	<b>36</b>	<b>626</b>	<b>27</b>	<b>416</b>
Early Resolution 2	Fully upheld	2	27	3	33
	Some upheld	0	20	2	18
	Not upheld	3	37	0	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	1	1	0	3
	<b>Total</b>	<b>6</b>	<b>86</b>	<b>5</b>	<b>110</b>
Investigation 1	Fully upheld	1	23	1	28
	Some upheld	3	36	1	26
	Not upheld	1	40	4	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	<b>Total</b>	<b>5</b>	<b>107</b>	<b>6</b>	<b>119</b>
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Total Complaints</b>		<b>87</b>	<b>1,764</b>	<b>91</b>	<b>1,842</b>
Total Premature Complaints		30	664	26	755
Premature Rate		34.5%	37.6%	28.6%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		11	194	11	233
Total Cases Upheld / Some Upheld		6	107	7	109
Uphold Rate (total upheld / total fit for SPSO)		54.5%	55.2%	63.6%	46.8%