

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Argyll and Bute Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	8	1	34.8%	172	5	10.0%
Roads & Transport	5	2	21.7%	120	7	7.0%
Finance	2	3=	8.7%	179	3	10.4%
Land & Property	2	3=	8.7%	20	12	1.2%
Housing	1	5=	4.3%	423	1	24.6%
Social Work	1	5=	4.3%	231	2	13.4%
Education	1	5=	4.3%	173	4	10.0%
Environmental Health & Cleansing	1	5=	4.3%	126	6	7.3%
Welfare Fund - Community Care Grants	1	5=	4.3%	31	11	1.8%
Economic Development	1	5=	4.3%	11	14	0.6%
Legal & Admin	0	-	0.0%	61	8	3.5%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Other	0	-	0.0%	17	13	1.0%
Personnel	0	-	0.0%	9	15=	0.5%
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	0	-	0.0%	33	-	1.9%
Total	23	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

1.3%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Argyll and Bute Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	8	1	25.0%	217	3	11.5%
Social Work	7	2	21.9%	253	2	13.5%
Education	6	3	18.8%	174	4=	9.3%
Legal & Admin	4	4	12.5%	76	8	4.0%
Housing	2	5=	6.3%	468	1	24.9%
Environmental Health & Cleansing	2	5=	6.3%	148	6	7.9%
Roads & Transport	1	7=	3.1%	119	7	6.3%
Other	1	7=	3.1%	21	12	1.1%
Personnel	1	7=	3.1%	10	15	0.5%
Finance	0	-	0.0%	174	4=	9.3%
Building Control	0	-	0.0%	61	9	3.2%
Land & Property	0	-	0.0%	29	10	1.5%
Recreation & Leisure	0	-	0.0%	24	11	1.3%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
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%
Total	32	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

1.7%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Argyll and Bute Council	Sector Total	Argyll and Bute Council	Sector Total
Advice	Not duly made or withdrawn	5	321	8	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	2	25
	Outcome not achievable	1	6	1	42
	Premature	6	606	11	713
	Resolved	0	0	0	4
	Total	12	944	22	1,193
Early Resolution 1	Not duly made or withdrawn	2	54	0	36
	Out of jurisdiction (discretionary)	1	104	0	56
	Out of jurisdiction (non-discretionary)	2	196	4	140
	Outcome not achievable	2	185	3	107
	Premature	0	58	2	42
	Resolved	0	29	2	35
	Total	7	626	11	416
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	1	37	1	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total	1	86	1	110
Investigation 1	Fully upheld	0	23	2	28
	Some upheld	0	36	1	26
	Not upheld	1	40	2	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total	1	107	5	119
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total	0	1	0	4
Total Complaints	21	1,764	39	1,842	
Total Premature Complaints		6	664	13	755
Premature Rate		28.6%	37.6%	33.3%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		2	194	6	233
Total Cases Upheld / Some Upheld		0	107	3	109
Uphold Rate (total upheld / total fit for SPSO)		0.0%	55.2%	50.0%	46.8%