

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	9	1	33.3%	423	1	24.6%
Finance	6	2	22.2%	179	3	10.4%
Social Work	3	3	11.1%	231	2	13.4%
Roads & Transport	2	4=	7.4%	120	7	7.0%
Legal & Admin	2	4=	7.4%	61	8	3.5%
Education	1	6=	3.7%	173	4	10.0%
Planning	1	6=	3.7%	172	5	10.0%
Environmental Health & Cleansing	1	6=	3.7%	126	6	7.3%
Welfare Fund - Crisis Grants	1	6=	3.7%	9	15=	0.5%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
Other	0	-	0.0%	17	13	1.0%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	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	1	-	3.7%	33	-	1.9%
Total	27	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>		1.6%		100.0%		

Complaints Received by Subject 2014-15

Subject Group	East Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	8	1	26.7%	253	2	13.5%
Housing	7	2	23.3%	468	1	24.9%
Finance	6	3	20.0%	174	4=	9.3%
Planning	4	4	13.3%	217	3	11.5%
Education	1	5=	3.3%	174	4=	9.3%
Roads & Transport	1	5=	3.3%	119	7	6.3%
Legal & Admin	1	5=	3.3%	76	8	4.0%
Building Control	1	5=	3.3%	61	9	3.2%
Other	1	5=	3.3%	21	12	1.1%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
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%
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%
Total	30	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>		1.6%		100.0%		

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		East Ayrshire Council	Sector Total	East Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	3	321	4	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	1	6	0	42
	Premature	14	606	22	713
	Resolved	0	0	1	4
	Total		18	944	27
Early Resolution 1	Not duly made or withdrawn	1	54	0	36
	Out of jurisdiction (discretionary)	0	104	0	56
	Out of jurisdiction (non-discretionary)	3	196	1	140
	Outcome not achievable	3	185	0	107
	Premature	2	58	0	42
	Resolved	1	29	0	35
	Total		10	626	1
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	0	37	0	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		0	86	0
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	0	36	0	26
	Not upheld	1	40	0	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	Total		1	107	0
Investigation 2	Fully upheld	0	1	0	3
	Some upheld	0	0	1	1
	Not upheld	0	0	0	0
	Total		0	1	1
Total Complaints		29	1,764	29	1,842
Total Premature Complaints		16	664	22	755
Premature Rate		55.2%	37.6%	75.9%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		1	194	1	233
Total Cases Upheld / Some Upheld		0	107	1	109
Uphold Rate (total upheld / total fit for SPSO)		0.0%	55.2%	100.0%	46.8%