

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Lothian Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	22	1	55.0%	423	1	24.6%
Education	5	2	12.5%	173	4	10.0%
Social Work	3	3=	7.5%	231	2	13.4%
Planning	3	3=	7.5%	172	5	10.0%
Environmental Health & Cleansing	2	5=	5.0%	126	6	7.3%
Legal & Admin	2	5=	5.0%	61	8	3.5%
Finance	1	7=	2.5%	179	3	10.4%
Roads & Transport	1	7=	2.5%	120	7	7.0%
Personnel	1	7=	2.5%	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%
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	40	-	100.0%	1,722	-	100.0%
<i>Complaints as % of Sector</i>	2.3%			100.0%		

Complaints Received by Subject 2014-15

Subject Group	East Lothian Council	Rank	<i>Complaints as % of total</i>	Sector Total	Rank	<i>Complaints as % of total</i>
Housing	19	1	47.5%	468	1	24.9%
Social Work	5	2=	12.5%	253	2	13.5%
Planning	5	2=	12.5%	217	3	11.5%
Finance	3	4=	7.5%	174	4=	9.3%
Legal & Admin	3	4=	7.5%	76	8	4.0%
Education	2	6	5.0%	174	4=	9.3%
Land & Property	1	7=	2.5%	29	10	1.5%
Economic Development	1	7=	2.5%	8	16=	0.4%
Environmental Health & Cleansing	0	-	0.0%	148	6	7.9%
Roads & Transport	0	-	0.0%	119	7	6.3%
Building Control	0	-	0.0%	61	9	3.2%
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%
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	-	2.5%	51	-	2.7%
Total	40	-	100.0%	1,880	-	100.0%
<i>Complaints as % of Sector</i>	2.1%			100.0%		

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		East Lothian Council	Sector Total	East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	10	321	7	380
	Out of jurisdiction (discretionary)	0	6	0	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	1	42
	Premature	10	606	14	713
	Resolved	0	0	0	4
	Total		20	944	22
Early Resolution 1	Not duly made or withdrawn	2	54	0	36
	Out of jurisdiction (discretionary)	3	104	2	56
	Out of jurisdiction (non-discretionary)	3	196	3	140
	Outcome not achievable	5	185	3	107
	Premature	1	58	0	42
	Resolved	1	29	0	35
Total		15	626	8	416
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	2	37	2	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
Total		2	86	2	110
Investigation 1	Fully upheld	0	23	0	28
	Some upheld	2	36	0	26
	Not upheld	1	40	1	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	1	1
Total		3	107	2	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
Total Complaints		40	1,764	34	1,842
Total Premature Complaints		11	664	14	755
Premature Rate		27.5%	37.6%	41.2%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		5	194	4	233
Total Cases Upheld / Some Upheld		2	107	0	109
Uphold Rate (total upheld / total fit for SPSO)		40.0%	55.2%	0.0%	46.8%