

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Fife Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	25	1	24.0%	423	1	24.6%
Social Work	19	2=	18.3%	231	2	13.4%
Planning	19	2=	18.3%	172	5	10.0%
Finance	11	4=	10.6%	179	3	10.4%
Education	11	4=	10.6%	173	4	10.0%
Legal & Admin	5	6	4.8%	61	8	3.5%
Environmental Health & Cleansing	4	7=	3.8%	126	6	7.3%
Roads & Transport	4	7=	3.8%	120	7	7.0%
Building Control	2	9=	1.9%	54	9	3.1%
Recreation & Leisure	2	9=	1.9%	32	10	1.9%
Welfare Fund - Community Care Grants	1	11=	1.0%	31	11	1.8%
Personnel	1	11=	1.0%	9	15=	0.5%
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	104	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

6.0%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Fife Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	48	1	35.6%	468	1	24.9%
Social Work	18	2	13.3%	253	2	13.5%
Planning	13	3	9.6%	217	3	11.5%
Education	11	4	8.1%	174	4=	9.3%
Environmental Health & Cleansing	10	5	7.4%	148	6	7.9%
Finance	9	6	6.7%	174	4=	9.3%
Legal & Admin	8	7	5.9%	76	8	4.0%
Roads & Transport	4	8	3.0%	119	7	6.3%
Land & Property	3	9	2.2%	29	10	1.5%
Recreation & Leisure	2	10=	1.5%	24	11	1.3%
Personnel	2	10=	1.5%	10	15	0.5%
Consumer Protection	2	10=	1.5%	8	16=	0.4%
Building Control	1	13=	0.7%	61	9	3.2%
Other	1	13=	0.7%	21	12	1.1%
Valuation Joint Boards	1	13=	0.7%	6	18	0.3%
Welfare Fund - Community Care Grants	0	-	0.0%	14	13	0.7%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Economic Development	0	-	0.0%	8	16=	0.4%
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	-	1.5%	51	-	2.7%
Total	135	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

7.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Fife Council	Sector Total	Fife Council	Sector Total
Advice	Not duly made or withdrawn	16	321	28	380
	Out of jurisdiction (discretionary)	0	6	1	29
	Out of jurisdiction (non-discretionary)	0	5	1	25
	Outcome not achievable	1	6	3	42
	Premature	31	606	53	713
	Resolved	0	0	1	4
	Total		48	944	87
Early Resolution 1	Not duly made or withdrawn	3	54	4	36
	Out of jurisdiction (discretionary)	10	104	3	56
	Out of jurisdiction (non-discretionary)	17	196	8	140
	Outcome not achievable	9	185	4	107
	Premature	4	58	5	42
	Resolved	2	29	4	35
	Total		45	626	28
Early Resolution 2	Fully upheld	3	27	4	33
	Some upheld	3	20	0	18
	Not upheld	3	37	4	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	Total		9	86	8
Investigation 1	Fully upheld	1	23	2	28
	Some upheld	2	36	0	26
	Not upheld	2	40	2	63
	Not duly made or withdrawn	1	4	0	1
	Resolved	0	4	0	1
	Total		6	107	4
Investigation 2	Fully upheld	1	1	0	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	Total		1	1	0
Total Complaints		109	1,764	127	1,842
Total Premature Complaints		35	664	58	755
Premature Rate		32.1%	37.6%	45.7%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		16	194	12	233
Total Cases Upheld / Some Upheld		10	107	6	109
Uphold Rate (total upheld / total fit for SPSO)		62.5%	55.2%	50.0%	46.8%