

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	20	1	25.6%	172	5	10.0%
Housing	16	2	20.5%	423	1	24.6%
Finance	11	3	14.1%	179	3	10.4%
Social Work	7	4	9.0%	231	2	13.4%
Education	6	5	7.7%	173	4	10.0%
Environmental Health & Cleansing	6	5=	7.7%	126	6	7.3%
Roads & Transport	6	5=	7.7%	120	7	7.0%
Legal & Admin	1	7=	1.3%	61	8	3.5%
Other	1	7=	1.3%	17	13	1.0%
Personnel	1	7=	1.3%	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%
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%
Total	78	-	100.0%	1,722	-	100.0%

Complaints as % of Sector

4.5%

100.0%

Complaints Received by Subject 2014-15

Subject Group	Highland Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	21	1	29.2%	217	3	11.5%
Social Work	12	2	16.7%	253	2	13.5%
Education	9	3	12.5%	174	4=	9.3%
Housing	7	4	9.7%	468	1	24.9%
Finance	6	5=	8.3%	174	4=	9.3%
Land & Property	6	5=	8.3%	29	10	1.5%
Environmental Health & Cleansing	4	7	5.6%	148	6	7.9%
Legal & Admin	3	8	4.2%	76	8	4.0%
Economic Development	2	9	2.8%	8	16=	0.4%
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	2	-	2.8%	51	-	2.7%
Total	72	-	100.0%	1,880	-	100.0%

Complaints as % of Sector

3.8%

100.0%

TABLE 2
Local Authority Complaints Determined 2015-16

Stage	Outcome Group	2015-16		2014-15	
		Highland Council	Sector Total	Highland Council	Sector Total
Advice	Not duly made or withdrawn	9	321	12	380
	Out of jurisdiction (discretionary)	2	6	2	29
	Out of jurisdiction (non-discretionary)	0	5	0	25
	Outcome not achievable	0	6	1	42
	Premature	35	606	23	713
	Resolved	0	0	0	4
	Total	46	944	38	1,193
Early Resolution 1	Not duly made or withdrawn	2	54	4	36
	Out of jurisdiction (discretionary)	5	104	2	56
	Out of jurisdiction (non-discretionary)	8	196	12	140
	Outcome not achievable	7	185	4	107
	Premature	1	58	2	42
	Resolved	1	29	0	35
Total	24	626	24	416	
Early Resolution 2	Fully upheld	2	27	1	33
	Some upheld	1	20	1	18
	Not upheld	1	37	1	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
Total	4	86	3	110	
Investigation 1	Fully upheld	2	23	1	28
	Some upheld	0	36	2	26
	Not upheld	1	40	7	63
	Not duly made or withdrawn	1	4	0	1
	Resolved	0	4	0	1
Total	4	107	10	119	
Investigation 2	Fully upheld	0	1	1	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
Total	0	1	1	4	
Total Complaints		78	1,764	76	1,842
Total Premature Complaints		36	664	25	755
Premature Rate		46.2%	37.6%	32.9%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		8	194	14	233
Total Cases Upheld / Some Upheld		5	107	6	109
Uphold Rate (total upheld / total fit for SPSO)		62.5%	55.2%	42.9%	46.8%