

**TABLE 1**  
**Complaints Received by Subject 2015-16**

Subject Group	Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	33.9%	423	1	24.6%
Education	8	2	14.3%	173	4	10.0%
Social Work	6	3=	10.7%	231	2	13.4%
Finance	6	3=	10.7%	179	3	10.4%
Roads & Transport	5	5	8.9%	120	7	7.0%
Legal & Admin	4	6	7.1%	61	8	3.5%
Recreation & Leisure	2	7	3.6%	32	10	1.9%
Planning	1	8=	1.8%	172	5	10.0%
Environmental Health & Cleansing	1	8=	1.8%	126	6	7.3%
Other	1	8=	1.8%	17	13	1.0%
Economic Development	1	8=	1.8%	11	14	0.6%
Personnel	1	8=	1.8%	9	15=	0.5%
Consumer Protection	1	8=	1.8%	4	20	0.2%
Building Control	0	-	0.0%	54	9	3.1%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Land & Property	0	-	0.0%	20	12	1.2%
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%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	33	-	1.9%
<b>Total</b>	<b>56</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

3.3%

100.0%

**Complaints Received by Subject 2014-15**

Subject Group	Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	29	1	46.0%	468	1	24.9%
Finance	6	2	9.5%	174	4=	9.3%
Legal & Admin	5	3	7.9%	76	8	4.0%
Social Work	4	4=	6.3%	253	2	13.5%
Planning	4	4=	6.3%	217	3	11.5%
Environmental Health & Cleansing	4	4=	6.3%	148	6	7.9%
Education	3	7	4.8%	174	4=	9.3%
Roads & Transport	2	8	3.2%	119	7	6.3%
Building Control	1	9=	1.6%	61	9	3.2%
Land & Property	1	9=	1.6%	29	10	1.5%
Recreation & Leisure	1	9=	1.6%	24	11	1.3%
Welfare Fund - Community Care Grants	1	9=	1.6%	14	13	0.7%
Consumer Protection	1	9=	1.6%	8	16=	0.4%
Other	0	-	0.0%	21	12	1.1%
Welfare Fund - Crisis Grants	0	-	0.0%	12	14	0.6%
Personnel	0	-	0.0%	10	15	0.5%
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	1	-	1.6%	51	-	2.7%
<b>Total</b>	<b>63</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of Sector

3.4%

100.0%

**TABLE 2**  
**Local Authority Complaints Determined 2015-16**

Stage	Outcome Group	2015-16	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	9	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	1	5
	Outcome not achievable	0	6
	Premature	26	606
	Resolved	0	0
	<b>Total</b>	<b>36</b>	<b>944</b>
Early Resolution 1	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	6	104
	Out of jurisdiction (non-discretionary)	3	196
	Outcome not achievable	2	185
	Premature	2	58
	Resolved	0	29
	<b>Total</b>	<b>13</b>	<b>626</b>
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>86</b>
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	2	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	<b>Total</b>	<b>2</b>	<b>107</b>
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>52</b>	<b>1,764</b>

2014-15	
Renfrewshire Council	Sector Total
14	380
0	29
0	25
1	42
34	713
0	4
<b>49</b>	<b>1,193</b>
0	36
0	56
4	140
3	107
0	42
1	35
<b>8</b>	<b>416</b>
2	33
1	18
1	56
0	0
0	3
<b>4</b>	<b>110</b>
1	28
0	26
0	63
0	1
0	1
<b>1</b>	<b>119</b>
0	3
0	1
0	0
<b>0</b>	<b>4</b>
<b>62</b>	<b>1,842</b>

Total Premature Complaints	28	664
Premature Rate	53.8%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	3	194
Total Cases Upheld / Some Upheld	1	107
Uphold Rate (total upheld / total fit for SPSO)	33.3%	55.2%

34	755
54.8%	41.0%
5	233
4	109
80.0%	46.8%