

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

<b>Subject Group</b>	<b>South Ayrshire Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Social Work	5	1	17.9%	231	2	13.4%
Housing	4	2=	14.3%	423	1	24.6%
Finance	4	2=	14.3%	179	3	10.4%
Environmental Health & Cleansing	3	4	10.7%	126	6	7.3%
Education	2	5=	7.1%	173	4	10.0%
Roads & Transport	2	5=	7.1%	120	7	7.0%
Welfare Fund - Community Care Grants	2	5=	7.1%	31	11	1.8%
Planning	1	8=	3.6%	172	5	10.0%
Economic Development	1	8=	3.6%	11	14	0.6%
Welfare Fund - Crisis Grants	1	8=	3.6%	9	15=	0.5%
Consumer Protection	1	8=	3.6%	4	20	0.2%
Legal & Admin	0	-	0.0%	61	8	3.5%
Building Control	0	-	0.0%	54	9	3.1%
Recreation & Leisure	0	-	0.0%	32	10	1.9%
Land & Property	0	-	0.0%	20	12	1.2%
Other	0	-	0.0%	17	13	1.0%
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%
Subject Unknown or Out Of Jurisdiction	2	-	7.1%	33	-	1.9%
<b>Total</b>	<b>28</b>	<b>-</b>	<b>100.0%</b>	<b>1,722</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>1.6%</i>			<i>100.0%</i>	

**Complaints Received by Subject 2014-15**

<b>Subject Group</b>	<b>South Ayrshire Council</b>	<b>Rank</b>	<i>Complaints as % of total</i>	<b>Sector Total</b>	<b>Rank</b>	<i>Complaints as % of total</i>
Housing	9	1	22.0%	468	1	24.9%
Social Work	8	2	19.5%	253	2	13.5%
Planning	7	3	17.1%	217	3	11.5%
Education	4	4=	9.8%	174	4=	9.3%
Legal & Admin	4	4=	9.8%	76	8	4.0%
Environmental Health & Cleansing	2	6=	4.9%	148	6	7.9%
Roads & Transport	2	6=	4.9%	119	7	6.3%
Finance	1	8=	2.4%	174	4=	9.3%
Building Control	1	8=	2.4%	61	9	3.2%
Other	1	8=	2.4%	21	12	1.1%
Welfare Fund - Crisis Grants	1	8=	2.4%	12	14	0.6%
Economic Development	1	8=	2.4%	8	16=	0.4%
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%
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	0	-	0.0%	51	-	2.7%
<b>Total</b>	<b>41</b>	<b>-</b>	<b>100.0%</b>	<b>1,880</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of Sector</i>		<i>2.2%</i>			<i>100.0%</i>	

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

Stage	Outcome Group	2015-16		2014-15	
		South Ayrshire Council	Sector Total	South Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	321	3	380
	Out of jurisdiction (discretionary)	0	6	2	29
	Out of jurisdiction (non-discretionary)	1	5	0	25
	Outcome not achievable	0	6	0	42
	Premature	7	606	19	713
	Resolved	0	0	0	4
	<b>Total</b>	<b>16</b>	<b>944</b>	<b>24</b>	<b>1,193</b>
Early Resolution 1	Not duly made or withdrawn	1	54	0	36
	Out of jurisdiction (discretionary)	3	104	1	56
	Out of jurisdiction (non-discretionary)	6	196	2	140
	Outcome not achievable	1	185	4	107
	Premature	1	58	1	42
	Resolved	1	29	1	35
<b>Total</b>	<b>13</b>	<b>626</b>	<b>9</b>	<b>416</b>	
Early Resolution 2	Fully upheld	0	27	0	33
	Some upheld	0	20	0	18
	Not upheld	0	37	2	56
	Not duly made or withdrawn	0	1	0	0
	Resolved	0	1	0	3
	<b>Total</b>	<b>0</b>	<b>86</b>	<b>2</b>	<b>110</b>
Investigation 1	Fully upheld	0	23	2	28
	Some upheld	1	36	0	26
	Not upheld	1	40	2	63
	Not duly made or withdrawn	0	4	0	1
	Resolved	0	4	0	1
	<b>Total</b>	<b>2</b>	<b>107</b>	<b>4</b>	<b>119</b>
Investigation 2	Fully upheld	0	1	1	3
	Some upheld	0	0	0	1
	Not upheld	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Total Complaints</b>	<b>31</b>	<b>1,764</b>	<b>40</b>	<b>1,842</b>	
Total Premature Complaints		8	664	20	755
Premature Rate		25.8%	37.6%	50.0%	41.0%
Fit for SPSO Total (ER2, Inv1 & Inv2)		2	194	7	233
Total Cases Upheld / Some Upheld		1	107	3	109
Uphold Rate (total upheld / total fit for SPSO)		50.0%	55.2%	42.9%	46.8%