

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	11	1	44.0%	388	1	25.4%
Social Work	3	2=	12.0%	219	2	14.3%
Education	3	2=	12.0%	144	4	9.4%
Roads & Transport	3	2=	12.0%	112	7	7.3%
Planning	2	5	8.0%	160	3	10.5%
Legal & Admin	1	6=	4.0%	73	8	4.8%
Recreation & Leisure	1	6=	4.0%	29	10	1.9%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Finance	0	-	0.0%	120	6	7.9%
Building Control	0	-	0.0%	34	9	2.2%
Land & Property	0	-	0.0%	19	11	1.2%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Other	0	-	0.0%	8	13=	0.5%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
Economic Development	0	-	0.0%	5	16=	0.3%
Personnel	0	-	0.0%	5	16=	0.3%
Welfare Fund - Crisis Grants	0	-	0.0%	5	16=	0.3%
Consumer Protection	0	-	0.0%	4	16=	0.3%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	1	-	4.0%	48	-	3.1%
Total	25		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>		1.6%		100.0%		

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	East Renfrewshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	8	1	21.1%	423	1	24.6%
Social Work	6	2=	15.8%	231	2	13.4%
Education	6	2=	15.8%	173	4	10.0%
Planning	4	4	10.5%	172	5	10.0%
Roads & Transport	3	5=	7.9%	120	7	7.0%
Other	3	5=	7.9%	17	13	1.0%
Finance	2	7=	5.3%	179	3	10.4%
Legal & Admin	2	7=	5.3%	61	8	3.5%
Welfare Fund - Community Care Grants	2	7=	5.3%	31	11	1.8%
Building Control	1	10=	2.6%	54	9	3.1%
Recreation & Leisure	1	10=	2.6%	32	10	1.9%
Environmental Health & Cleansing	0	-	0.0%	126	6	7.3%
Land & Property	0	-	0.0%	20	12	1.2%
Economic Development	0	-	0.0%	11	14	0.6%
Personnel	0	-	0.0%	9	15=	0.5%
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	38		100.0%	1,722		100.0%

Complaints as % of Sector

2.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		East Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	4	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	9	467
	Total	13	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	0	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	4	115
	Premature	1	57
	Proportionality	3	132
	Resolved	0	20
Total	9	560	
Investigation	Fully upheld	1	52
	Some upheld	1	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	156	
Total Complaints		25	1,466

Total Premature Complaints	10	524
Premature Rate	40.0%	35.7%
Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	2	94
Uphold Rate (total upheld / total fit for SPSO)	66.7%	60.3%

Stage	Outcome Group	2015-16	
		East Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	8	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	2	5
	Outcome not achievable	0	6
	Premature	11	606
	Resolved	0	0
	Total	21	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	3	104
	Out of jurisdiction (non-discretionary)	7	196
	Outcome not achievable	6	185
	Premature	0	58
	Resolved	0	29
	Total	17	626
Early Resolution 2	Fully upheld	1	27
	Some upheld	1	20
	Not upheld	1	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	86
Investigation 1	Fully upheld	0	23
	Some upheld	1	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	1	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		42	1,764

Total Premature Complaints	11	664
Premature Rate	26.2%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	4	194
Total Cases Upheld / Some Upheld	3	107
Uphold Rate (total upheld / total fit for SPSO)	75.0%	55.2%