

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	38	1	19.8%	388	1	25.4%
Environmental Health & Cleansing	31	2	16.1%	124	5	8.1%
Finance	26	3	13.5%	120	6	7.9%
Building Control	21	4	10.9%	34	9	2.2%
Social Work	19	5	9.9%	219	2	14.3%
Roads & Transport	17	6	8.9%	112	7	7.3%
Education	12	7	6.3%	144	4	9.4%
Planning	10	8	5.2%	160	3	10.5%
Legal & Admin	8	9	4.2%	73	8	4.8%
Land & Property	2	10=	1.0%	19	11	1.2%
Welfare Fund - Community Care Grants	2	10=	1.0%	14	12	0.9%
Recreation & Leisure	1	12=	0.5%	29	10	1.9%
Consumer Protection	1	12=	0.5%	4	16=	0.3%
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%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	4	-	2.1%	48	-	3.1%
Total	192		100.0%	1528		100.0%

Complaints as % of Sector

12.6%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	City of Edinburgh Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	67	1	25.1%	423	1	24.6%
Finance	43	2	16.1%	179	3	10.4%
Building Control	42	3	15.7%	54	9	3.1%
Environmental Health & Cleansing	35	4	13.1%	126	6	7.3%
Social Work	17	5	6.4%	231	2	13.4%
Legal & Admin	14	6	5.2%	61	8	3.5%
Roads & Transport	13	7	4.9%	120	7	7.0%
Education	12	8	4.5%	173	4	10.0%
Planning	11	9	4.1%	172	5	10.0%
Economic Development	4	10	1.5%	11	14	0.6%
Recreation & Leisure	3	11	1.1%	32	10	1.9%
Other	2	12	0.7%	17	13	1.0%
Land & Property	1	13=	0.4%	20	12	1.2%
Welfare Fund - Crisis Grants	1	13=	0.4%	9	15=	0.5%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
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%
Consumer Protection	0	-	0.0%	4	20	0.2%
Subject Unknown or Out Of Jurisdiction	2	-	0.7%	33	-	1.9%
Total	267		100.0%	1,722		100.0%

Complaints as % of Sector

15.5%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	32	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	60	467
	Total	92	750
Early Resolution	Not duly made or withdrawn	7	43
	Out of jurisdiction (discretionary)	12	82
	Out of jurisdiction (non-discretionary)	13	111
	Outcome not achievable	11	115
	Premature	8	57
	Proportionality	16	132
	Resolved	4	20
Total	71	560	
Investigation	Fully upheld	14	52
	Some upheld	7	42
	Not upheld	12	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	33	156	
Total Complaints		196	1,466

Total Premature Complaints	68	524
Premature Rate	34.7%	35.7%
Fit for SPSO Total (Investigations)	33	156
Total Cases Upheld / Some Upheld	21	94
Uphold Rate (total upheld / total fit for SPSO)	63.6%	60.3%

Stage	Outcome Group	2015-16	
		City of Edinburgh Council	Sector Total
Advice	Not duly made or withdrawn	46	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	1	6
	Premature	93	606
	Resolved	0	0
	Total	140	944
	Early Resolution 1	Not duly made or withdrawn	14
Out of jurisdiction (discretionary)		5	104
Out of jurisdiction (non-discretionary)		24	196
Outcome not achievable		32	185
Premature		12	58
Resolved		4	29
Total		91	626
Early Resolution 2	Fully upheld	5	27
	Some upheld	5	20
	Not upheld	4	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	14	86
Investigation 1	Fully upheld	6	23
	Some upheld	9	36
	Not upheld	5	40
	Not duly made or withdrawn	1	4
	Resolved	1	4
	Total	22	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		267	1,764

Total Premature Complaints	105	664
Premature Rate	39.3%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	36	194
Total Cases Upheld / Some Upheld	25	107
Uphold Rate (total upheld / total fit for SPSO)	69.4%	55.2%