

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	11	1	33.3%	388	1	25.4%
Social Work	8	2	24.2%	219	2	14.3%
Planning	3	3=	9.1%	160	3	10.5%
Education	3	3=	9.1%	144	4	9.4%
Finance	3	3=	9.1%	120	6	7.9%
Environmental Health & Cleansing	1	6=	3.0%	124	5	8.1%
Legal & Admin	1	6=	3.0%	73	8	4.8%
Building Control	1	6=	3.0%	34	9	2.2%
Personnel	1	6=	3.0%	5	16=	0.3%
Roads & Transport	0	-	0.0%	112	7	7.3%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
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%
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	-	3.0%	48	-	3.1%
Total	33		100.0%	1528		100.0%

Complaints as % of Sector

2.2%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	North Ayrshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	16	1	39.0%	423	1	24.6%
Planning	8	2	19.5%	172	5	10.0%
Social Work	6	3	14.6%	231	2	13.4%
Education	3	4=	7.3%	173	4	10.0%
Land & Property	3	4=	7.3%	20	12	1.2%
Legal & Admin	2	6	4.9%	61	8	3.5%
Environmental Health & Cleansing	1	7=	2.4%	126	6	7.3%
Roads & Transport	1	7=	2.4%	120	7	7.0%
Recreation & Leisure	1	7=	2.4%	32	10	1.9%
Finance	0	-	0.0%	179	3	10.4%
Building Control	0	-	0.0%	54	9	3.1%
Welfare Fund - Community Care Grants	0	-	0.0%	31	11	1.8%
Other	0	-	0.0%	17	13	1.0%
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	41		100.0%	1,722		100.0%

Complaints as % of Sector

2.4%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	7	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	10	467
	Total	17	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	5	115
	Premature	0	57
	Proportionality	2	132
	Resolved	0	20
Total	11	560	
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	2	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	3	156	
Total Complaints		31	1,466

Total Premature Complaints	10	524
Premature Rate	32.3%	35.7%
Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	33.3%	60.3%

Stage	Outcome Group	2015-16	
		North Ayrshire Council	Sector Total
Advice	Not duly made or withdrawn	8	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	18	606
	Resolved	0	0
	Total	26	944
Early Resolution 1	Not duly made or withdrawn	1	54
	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	5	196
	Outcome not achievable	4	185
	Premature	0	58
	Resolved	0	29
	Total	12	626
Early Resolution 2	Fully upheld	0	27
	Some upheld	1	20
	Not upheld	3	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	4	86	
Investigation 1	Fully upheld	0	23
	Some upheld	0	36
	Not upheld	0	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
Total	0	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	18	664
Premature Rate	42.9%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	4	194
Total Cases Upheld / Some Upheld	1	107
Uphold Rate (total upheld / total fit for SPSO)	25.0%	55.2%