

TABLE 1
Complaints Received by Subject 2016-17

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	18	1	24.7%	388	1	25.4%
Education	14	2	19.2%	144	4	9.4%
Roads & Transport	9	3	12.3%	112	7	7.3%
Finance	8	4	11.0%	120	6	7.9%
Social Work	6	5	8.2%	219	2	14.3%
Planning	4	6=	5.5%	160	3	10.5%
Environmental Health & Cleansing	4	6=	5.5%	124	5	8.1%
Land & Property	2	8=	2.7%	19	11	1.2%
Welfare Fund - Community Care Grants	2	8=	2.7%	14	12	0.9%
Legal & Admin	1	10=	1.4%	73	8	4.8%
Other	1	10=	1.4%	8	13=	0.5%
Economic Development	1	10=	1.4%	5	16=	0.3%
Welfare Fund - Crisis Grants	1	10=	1.4%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Recreation & Leisure	0	-	0.0%	29	10	1.9%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
Personnel	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	2	-	2.7%	48	-	3.1%
Total	73		100.0%	1528		100.0%

Complaints as % of Sector

4.8%

100.0%

TABLE 1
Complaints Received by Subject 2015-16

Subject Group	West Lothian Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	25	1	34.7%	423	1	24.6%
Education	19	2	26.4%	173	4	10.0%
Social Work	7	3	9.7%	231	2	13.4%
Roads & Transport	6	4	8.3%	120	7	7.0%
Planning	5	5	6.9%	172	5	10.0%
Finance	4	6	5.6%	179	3	10.4%
Environmental Health & Cleansing	3	7	4.2%	126	6	7.3%
Legal & Admin	1	8=	1.4%	61	8	3.5%
Recreation & Leisure	1	8=	1.4%	32	10	1.9%
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%
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	1	-	1.4%	33	-	1.9%
Total	72		100.0%	1,722		100.0%

Complaints as % of Sector

4.2%

100.0%

TABLE 2
Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	13	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	18	467
	Total	31	750
Early Resolution	Not duly made or withdrawn	4	43
	Out of jurisdiction (discretionary)	3	82
	Out of jurisdiction (non-discretionary)	7	111
	Outcome not achievable	9	115
	Premature	1	57
	Proportionality	11	132
	Resolved	1	20
Total	36	560	
Investigation	Fully upheld	0	52
	Some upheld	1	42
	Not upheld	7	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
Total	8	156	
Total Complaints		75	1,466

Total Premature Complaints	19	524
Premature Rate	25.3%	35.7%
Fit for SPSO Total (Investigations)	8	156
Total Cases Upheld / Some Upheld	1	94
Uphold Rate (total upheld / total fit for SPSO)	12.5%	60.3%

		2015-16	
Stage	Outcome Group	West Lothian Council	Sector Total
Advice	Not duly made or withdrawn	13	321
	Out of jurisdiction (discretionary)	0	6
	Out of jurisdiction (non-discretionary)	0	5
	Outcome not achievable	0	6
	Premature	23	606
	Resolved	0	0
	Total	36	944
Early Resolution 1	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	2	104
	Out of jurisdiction (non-discretionary)	10	196
	Outcome not achievable	11	185
	Premature	2	58
	Resolved	1	29
	Total	26	626
Early Resolution 2	Fully upheld	2	27
	Some upheld	1	20
	Not upheld	0	37
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	86
Investigation 1	Fully upheld	1	23
	Some upheld	1	36
	Not upheld	3	40
	Not duly made or withdrawn	0	4
	Resolved	0	4
	Total	5	107
Investigation 2	Fully upheld	0	1
	Some upheld	0	0
	Not upheld	0	0
	Total	0	1
Total Complaints		70	1,764

Total Premature Complaints	25	664
Premature Rate	35.7%	37.6%
Fit for SPSO Total (ER2, Inv1 & Inv2)	8	194
Total Cases Upheld / Some Upheld	5	107
Uphold Rate (total upheld / total fit for SPSO)	62.5%	55.2%