

Local Authority Complaints Received 2017-18

Subject Group	East Renfrewshire Council			Sector Total	Rank	Complaints as % of total
	East Renfrewshire Council	Rank	Complaints as % of total			
Housing	3	1=	23.08%	316	1	21.44%
Education	3	1=	23.08%	151	3	10.24%
Planning	3	1=	23.08%	134	4	9.09%
Social Work	1	4=	7.69%	254	2	17.23%
Finance	1	4=	7.69%	112	6	7.60%
Welfare Fund - Crisis Grants	1	4=	7.69%	2	18=	0.14%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Roads & Transport	0	-	0.00%	104	7	7.06%
Legal & Admin	0	-	0.00%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
Personnel	0	-	0.00%	12	12	0.81%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Other	0	-	0.00%	6	14	0.41%
Consumer Protection	0	-	0.00%	4	15=	0.27%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Economic Development	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	1	-	7.69%	119	-	8.07%
Total	13		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>		<i>0.9%</i>		<i>100.0%</i>		

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>		<i>1.6%</i>		<i>100.0%</i>		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	East Renfrewshire Council	
		East Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	4	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	2	381
	Total	6	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	0	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	5	314
	Resolved	0	29
	Total	7	731
Investigation	Fully upheld	0	47
	Some upheld	0	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	1	169
Total Complaints		14	1,542

Total Premature Complaints	2	434
Premature Rate	14.3%	28.1%

Total Investigation Decisions	1	165
Total Upholds	0	96
Uphold Rate	0.0%	58.2%

Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	1	169
Total Upholds	0	96
Uphold Rate	0.0%	56.8%

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%