

Local Authority Complaints Received 2017-18

Subject Group	Inverclyde Council			Sector Total	Rank	Complaints as % of total
	Inverclyde Council	Rank	Complaints as % of total			
Finance	4	1	23.53%	112	6	7.60%
Roads & Transport	3	2	17.65%	104	7	7.06%
Environmental Health & Cleansing	2	3=	11.76%	116	5	7.87%
Legal & Admin	2	3=	11.76%	71	8	4.82%
Housing	1	5=	5.88%	316	1	21.44%
Social Work	1	5=	5.88%	254	2	17.23%
Education	1	5=	5.88%	151	3	10.24%
Planning	1	5=	5.88%	134	4	9.09%
Building Control	1	5=	5.88%	16	11	1.09%
Personnel	1	5=	5.88%	12	12	0.81%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
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%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	0	-	0.00%	119	-	8.07%
<b>Total</b>	<b>17</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>	<i>1.2%</i>			<i>100.0%</i>		

Complaints Received by Subject 2016-17

Subject Group	Inverclyde Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	2	2=	10.0%	388	1	25.4%
Education	2	2=	10.0%	144	4	9.4%
Finance	2	2=	10.0%	120	6	7.9%
Legal & Admin	2	2=	10.0%	73	8	4.8%
Welfare Fund - Community Care Grants	2	2=	10.0%	14	12	0.9%
Planning	1	7=	5.0%	160	3	10.5%
Roads & Transport	1	7=	5.0%	112	7	7.3%
Recreation & Leisure	1	7=	5.0%	29	10	1.9%
Land & Property	1	7=	5.0%	19	11	1.2%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Building Control	0	-	0.0%	34	9	2.2%
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	5	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	2	-	10.0%	48	-	3.1%
<b>Total</b>	<b>20</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>	<i>1.3%</i>			<i>100.0%</i>		

### Local Authority Complaints Determined 2017-18

Stage	Outcome Group	Inverclyde Council	
		Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	3	381
	<b>Total</b>	<b>4</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	2	85
	Premature	0	53
	Proportionality	3	314
	Resolved	1	29
	<b>Total</b>	<b>10</b>	<b>731</b>
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>1</b>	<b>169</b>
<b>Total Complaints</b>		<b>15</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	3	434
<i>Premature Rate</i>	20.0%	28.1%

<i>Total Investigation Decisions</i>	1	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	56.8%

### Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Inverclyde Council	Sector Total
Advice	Not duly made or withdrawn	1	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	8	467
	<b>Total</b>	<b>9</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	3	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	1	111
	Outcome not achievable	2	115
	Premature	0	57
	Proportionality	2	132
	Resolved	0	20
	<b>Total</b>	<b>9</b>	<b>560</b>
Investigation	Fully upheld	1	52
	Some upheld	2	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>3</b>	<b>156</b>
<b>Total Complaints</b>		<b>21</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	8	524
<i>Premature Rate</i>	38.1%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	3	156
<i>Total Cases Upheld / Some Upheld</i>	3	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	100.0%	60.3%