

Local Authority Complaints Received 2017-18

Subject Group	Renfrewshire Council			Sector Total	Rank	Complaints as % of total
	Renfrewshire Council	Rank	Complaints as % of total			
Housing	9	1	18.37%	316	1	21.44%
Social Work	8	2=	16.33%	254	2	17.23%
Finance	8	2=	16.33%	112	6	7.60%
Legal & Admin	8	2=	16.33%	71	8	4.82%
Environmental Health & Cleansing	6	5	12.24%	116	5	7.87%
Roads & Transport	4	6	8.16%	104	7	7.06%
Planning	2	7	4.08%	134	4	9.09%
Personnel	1	8	2.04%	12	12	0.81%
Education	0	-	0.00%	151	3	10.24%
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%
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	3	-	6.12%	119	-	8.07%
Total	49		100.00%	1,474		100.00%

Complaints as % of Sector 3.3% 100.0%

Complaints Received by Subject 2016-17

Subject Group	Renfrewshire Council		Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Council	Rank				
Housing	9	1	19.1%	388	1	25.4%
Roads & Transport	7	2	14.9%	112	7	7.3%
Social Work	5	3=	10.6%	219	2	14.3%
Education	5	3=	10.6%	144	4	9.4%
Environmental Health & Cleansing	5	3=	10.6%	124	5	8.1%
Finance	5	3=	10.6%	120	6	7.9%
Planning	3	7	6.4%	160	3	10.5%
Legal & Admin	2	8=	4.3%	73	8	4.8%
Economic Development	2	8=	4.3%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
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%
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	4	-	8.5%	48	-	3.1%
Total	47		100.0%	1528		100.0%

Complaints as % of Sector 3.1% 100.0%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	9	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	16	381
	Total	25	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	5	113
	Outcome not achievable	5	85
	Premature	2	53
	Proportionality	3	314
	Resolved	2	29
	Total	19	731
Investigation	Fully upheld	0	47
	Some upheld	3	49
	Not upheld	1	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	4	169
Total Complaints		48	1,542

Total Premature Complaints	18	434
Premature Rate	37.5%	28.1%

Total Investigation Decisions	4	165
Total Upholds	3	96
Uphold Rate	75.0%	58.2%

Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	4	169
Total Upholds	3	96
Uphold Rate	75.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Renfrewshire Council	Sector Total
Advice	Not duly made or withdrawn	7	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	15	467
	Total	22	750
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	6	111
	Outcome not achievable	4	115
	Premature	1	57
	Proportionality	6	132
	Resolved	1	20
	Total	22	560
Investigation	Fully upheld	3	52
	Some upheld	1	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	5	156
Total Complaints		49	1,466

Total Premature Complaints	16	524
Premature Rate	32.7%	35.7%

Fit for SPSO Total (Investigations)	5	156
Total Cases Upheld / Some Upheld	4	94
Uphold Rate (total upheld / total fit for SPSO)	80.0%	60.3%