

Local Authority Complaints Received 2017-18

Subject Group	Shetland Islands Council					
	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	5	1	45.45%	254	2	17.23%
Housing	2	2	18.18%	316	1	21.44%
Education	2	3	18.18%	151	3	10.24%
Legal & Admin	1	4=	9.09%	71	8	4.82%
Personnel	1	4=	9.09%	12	12	0.81%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Finance	0	-	0.00%	112	6	7.60%
Roads & Transport	0	-	0.00%	104	7	7.06%
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	0	-	0.00%	119	-	8.07%
<b>Total</b>	<b>11</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>		0.7%		100.0%		

Complaints Received by Subject 2016-17

Subject Group	Shetland Islands Council					
	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Planning	4	1	66.7%	160	3	10.5%
Housing	1	2	16.7%	388	1	25.4%
Social Work	0	-	0.0%	219	2	14.3%
Education	0	-	0.0%	144	4	9.4%
Environmental Health & Cleansing	0	-	0.0%	124	5	8.1%
Finance	0	-	0.0%	120	6	7.9%
Roads & Transport	0	-	0.0%	112	7	7.3%
Legal & Admin	0	-	0.0%	73	8	4.8%
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%
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	-	16.7%	48	-	3.1%
<b>Total</b>	<b>6</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>		0.4%		100.0%		

**Local Authority Complaints Determined 2017-18**

Stage	Outcome Group	Shetland Islands	
		Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	1	381
	<b>Total</b>	<b>3</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	1	53
	Proportionality	0	314
	Resolved	0	29
	<b>Total</b>	<b>7</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>11</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	2	434
<i>Premature Rate</i>	18.2%	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	
		Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	1	1
	Premature	3	467
	<b>Total</b>	<b>5</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	0	43
	Out of jurisdiction (discretionary)	0	82
	Out of jurisdiction (non-discretionary)	0	111
	Outcome not achievable	0	115
	Premature	0	57
	Proportionality	0	132
	Resolved	0	20
	<b>Total</b>	<b>0</b>	<b>560</b>
Investigation	Fully upheld	1	52
	Some upheld	0	42
	Not upheld	0	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>156</b>
<b>Total Complaints</b>		<b>6</b>	<b>1,466</b>

<i>Total Premature Complaints</i>	3	524
<i>Premature Rate</i>	50.0%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	1	156
<i>Total Cases Upheld / Some Upheld</i>	1	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	100.0%	60.3%