

Local Authority Complaints Received 2017-18

South Lanarkshire Council						
Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	21	1	27.63%	316	1	21.44%
Social Work	11	2=	14.47%	254	2	17.23%
Finance	11	2=	14.47%	112	6	7.60%
Education	8	4=	10.53%	151	3	10.24%
Planning	8	4=	10.53%	134	4	9.09%
Environmental Health & Cleansing	3	6=	3.95%	116	5	7.87%
Roads & Transport	3	6=	3.95%	104	7	7.06%
Legal & Admin	3	6=	3.95%	71	8	4.82%
Welfare Fund - Community Care Grants	2	9	2.63%	7	13	0.47%
Recreation & Leisure	1	10=	1.32%	24	9	1.63%
Consumer Protection	1	10=	1.32%	4	15=	0.27%
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%
Other	0	-	0.00%	6	14	0.41%
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	4	-	5.26%	119	-	8.07%
Total	76		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>	5.2%			100.0%		

Complaints Received by Subject 2016-17

Subject Group	South Lanarkshire Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	19	1	29.2%	388	1	25.4%
Social Work	11	2	16.9%	219	2	14.3%
Education	6	3=	9.2%	144	4	9.4%
Legal & Admin	6	3=	9.2%	73	8	4.8%
Finance	5	5	7.7%	120	6	7.9%
Planning	4	6=	6.2%	160	3	10.5%
Environmental Health & Cleansing	4	6=	6.2%	124	5	8.1%
Roads & Transport	4	6=	6.2%	112	7	7.3%
Recreation & Leisure	2	9=	3.1%	29	10	1.9%
Welfare Fund - Community Care Grants	2	9=	3.1%	14	12	0.9%
Consumer Protection	2	9=	3.1%	4	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Land & Property	0	-	0.0%	19	11	1.2%
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	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%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	48	-	3.1%
Total	65		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>	4.3%			100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	14	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	20	381
	Total	35	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	4	85
	Premature	1	53
	Proportionality	13	314
	Resolved	0	29
	Total	33	731
Investigation	Fully upheld	2	47
	Some upheld	1	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	7	169
Total Complaints		75	1,542

<i>Total Premature Complaints</i>	21	434
<i>Premature Rate</i>	28.0%	28.1%

<i>Total Investigation Decisions</i>	7	165
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	42.9%	58.2%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	7	169
<i>Total Upholds</i>	3	96
<i>Uphold Rate</i>	42.9%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		South Lanarkshire Council	Sector Total
Advice	Not duly made or withdrawn	9	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	31	467
	Total	40	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	4	82
	Out of jurisdiction (non-discretionary)	3	111
	Outcome not achievable	8	115
	Premature	1	57
	Proportionality	5	132
	Resolved	0	20
	Total	22	560
Investigation	Fully upheld	0	52
	Some upheld	2	42
	Not upheld	1	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	156
Total Complaints		65	1,466

<i>Total Premature Complaints</i>	32	524
<i>Premature Rate</i>	49.2%	35.7%

<i>Fit for SPSO Total (Investigations)</i>	3	156
<i>Total Cases Upheld / Some Upheld</i>	2	94
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	66.7%	60.3%