

Local Authority Complaints Received 2017-18

Subject Group	Stirling Council			Sector Total	Rank	Complaints as % of total
	Stirling Council	Rank	Complaints as % of total			
Housing	6	1	26.09%	316	1	21.44%
Social Work	4	2	17.39%	254	2	17.23%
Legal & Admin	3	3	13.04%	71	8	4.82%
Education	2	4=	8.70%	151	3	10.24%
Planning	2	4=	8.70%	134	4	9.09%
Environmental Health & Cleansing	1	6=	4.35%	116	5	7.87%
Roads & Transport	1	6=	4.35%	104	7	7.06%
Recreation & Leisure	1	6=	4.35%	24	9	1.63%
Land & Property	1	6=	4.35%	17	10	1.15%
Finance	0	-	0.00%	112	6	7.60%
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%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	2	-	8.70%	119	-	8.07%
<b>Total</b>	<b>23</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>		1.6%		100.0%		

Complaints Received by Subject 2016-17

Subject Group	Stirling Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Housing	4	2=	18.2%	388	1	25.4%
Planning	4	2=	18.2%	160	3	10.5%
Finance	3	4	13.6%	120	6	7.9%
Education	2	5=	9.1%	144	4	9.4%
Environmental Health & Cleansing	2	5=	9.1%	124	5	8.1%
Roads & Transport	1	7=	4.5%	112	7	7.3%
Legal & Admin	1	7=	4.5%	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	0	-	0.0%	48	-	3.1%
<b>Total</b>	<b>22</b>		<b>100.0%</b>	<b>1528</b>		<b>100.0%</b>
<i>Complaints as % of Sector</i>		1.4%		100.0%		

### Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Stirling 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Advice	Not duly made or withdrawn	1	253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	5	381
	<b>Total</b>	<b>6</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	3	113
	Outcome not achievable	2	85
	Premature	1	53
	Proportionality	3	314
	Resolved	0	29
	<b>Total</b>	<b>11</b>	<b>731</b>
Investigation	Fully upheld	3	47
	Some upheld	2	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>5</b>	<b>169</b>
<b>Total Complaints</b>		<b>22</b>	<b>1,542</b>

Total Premature Complaints	6	434
Premature Rate	27.3%	28.1%

Total Investigation Decisions	5	165
Total Upholds	5	96
Uphold Rate	100.0%	58.2%

#### Old Uphold Rate Calculation

Total Cases 'Fit for SPSO'	5	169
Total Upholds	5	96
Uphold Rate	100.0%	56.8%

### Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Stirling Council	Sector Total
Advice	Not duly made or withdrawn	3	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	10	467
	<b>Total</b>	<b>13</b>	<b>750</b>
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	2	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	0	115
	Premature	0	57
	Proportionality	0	132
	Resolved	0	20
	<b>Total</b>	<b>8</b>	<b>560</b>
Investigation	Fully upheld	0	52
	Some upheld	1	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>22</b>	<b>1,466</b>

Total Premature Complaints	10	524
Premature Rate	45.5%	35.7%

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