

Local Authority Complaints Received 2017-18

| Subject Group | West Dunbartonshire Council | | | Sector Total | Rank | Complaints as % of total |
|--|-----------------------------|------|--------------------------|--------------|------|--------------------------|
| | West Dunbartonshire Council | Rank | Complaints as % of total | | | |
| Housing | 13 | 1 | 38.24% | 316 | 1 | 21.44% |
| Social Work | 4 | 2 | 11.76% | 254 | 2 | 17.23% |
| Education | 2 | 3= | 5.88% | 151 | 3 | 10.24% |
| Environmental Health & Cleansing | 2 | 3= | 5.88% | 116 | 5 | 7.87% |
| Finance | 2 | 3= | 5.88% | 112 | 6 | 7.60% |
| Legal & Admin | 2 | 3= | 5.88% | 71 | 8 | 4.82% |
| Planning | 1 | 7= | 2.94% | 134 | 4 | 9.09% |
| Roads & Transport | 1 | 7= | 2.94% | 104 | 7 | 7.06% |
| Land & Property | 1 | 7= | 2.94% | 17 | 10 | 1.15% |
| Personnel | 1 | 7= | 2.94% | 12 | 12 | 0.81% |
| Welfare Fund - Community Care Grants | 1 | 7= | 2.94% | 7 | 13 | 0.47% |
| Recreation & Leisure | 0 | - | 0.00% | 24 | 9 | 1.63% |
| Building Control | 0 | - | 0.00% | 16 | 11 | 1.09% |
| 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 | 4 | - | 11.76% | 119 | - | 8.07% |
| Total | 34 | | 100.00% | 1,474 | | 100.00% |
| <i>Complaints as % of Sector</i> | | | | | | |
| | 2.3% | | | 100.0% | | |

Local Authority Complaints Received 2016-17

| Subject Group | West Dunbartonshire Council | | | Sector Total | Rank | Complaints as % of total |
|--|-----------------------------|------|--------------------------|--------------|------|--------------------------|
| | West Dunbartonshire Council | Rank | Complaints as % of total | | | |
| Housing | 14 | 1 | 46.7% | 388 | 1 | 25.4% |
| Finance | 5 | 2 | 16.7% | 120 | 6 | 7.9% |
| Planning | 3 | 3 | 10.0% | 160 | 3 | 10.5% |
| Social Work | 2 | 4 | 6.7% | 219 | 2 | 14.3% |
| Education | 1 | 5= | 3.3% | 144 | 4 | 9.4% |
| Environmental Health & Cleansing | 1 | 5= | 3.3% | 124 | 5 | 8.1% |
| Roads & Transport | 1 | 5= | 3.3% | 112 | 7 | 7.3% |
| Land & Property | 1 | 5= | 3.3% | 19 | 11 | 1.2% |
| Welfare Fund - Community Care Grants | 1 | 5= | 3.3% | 14 | | |
| 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% |
| 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 | - | 3.3% | 48 | | |
| Total | 30 | | 100.0% | 1528 | | 100.0% |
| <i>Complaints as % of Sector</i> | | | | | | |
| | 2.0% | | | 100.0% | | |

Local Authority Complaints Determined 2017-18

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

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|----------------------------|-------|-------|
| Total Premature Complaints | 14 | 434 |
| Premature Rate | 40.0% | 28.1% |

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|-------------------------------|-------|-------|
| Total Investigation Decisions | 2 | 165 |
| Total Upholds | 1 | 96 |
| Uphold Rate | 50.0% | 58.2% |

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|-----------------------------|-------|-------|
| Old Uphold Rate Calculation | | |
| Total Cases 'Fit for SPSO' | 2 | 169 |
| Total Upholds | 1 | 96 |
| Uphold Rate | 50.0% | 56.8% |

Local Authority Complaints Determined 2016-17

| Stage | Outcome Group | 2016-17 | |
|-------------------------|---|-----------------------------|--------------|
| | | West Dunbartonshire Council | Sector Total |
| Advice | Not duly made or withdrawn | 6 | 279 |
| | Out of jurisdiction (non-discretionary) | 1 | 3 |
| | Outcome not achievable | 0 | 1 |
| | Premature | 10 | 467 |
| | Total | 17 | 750 |
| Early Resolution | Not duly made or withdrawn | 0 | 43 |
| | Out of jurisdiction (discretionary) | 2 | 82 |
| | Out of jurisdiction (non-discretionary) | 2 | 111 |
| | Outcome not achievable | 3 | 115 |
| | Premature | 0 | 57 |
| | Proportionality | 3 | 132 |
| | Resolved | 0 | 20 |
| | Total | 10 | 560 |
| Investigation | Fully upheld | 1 | 52 |
| | Some upheld | 0 | 42 |
| | Not upheld | 1 | 60 |
| | Not duly made or withdrawn | 0 | 1 |
| | Resolved | 0 | 1 |
| | Total | 2 | 156 |
| Total Complaints | | 29 | 1,466 |

| | | |
|----------------------------|-------|-------|
| Total Premature Complaints | 10 | 524 |
| Premature Rate | 34.5% | 35.7% |

| | | |
|---|-------|-------|
| Fit for SPSO Total (Investigations) | 2 | 156 |
| Total Cases Upheld / Some Upheld | 1 | 94 |
| Uphold Rate (total upheld / total fit for SPSO) | 50.0% | 60.3% |