

Local Authority Complaints Received 2018-19

Subject Group	Aberdeenshire Council			Sector Total	Rank	Complaints as % of total
	Aberdeenshire Council	Rank	Complaints as % of total			
Social Work	15	1	25.00%	206	2	15.83%
Housing	10	2=	16.67%	251	1	19.29%
Planning	10	2=	16.67%	130	4	9.99%
Education	8	4	13.33%	143	3	10.99%
Roads & Transport	7	5	11.67%	111	5	8.53%
Finance	4	6	6.67%	98	7	7.53%
Environmental Health & Cleansing	2	7=	3.33%	101	6	7.76%
Land & Property	2	7=	3.33%	16	10	1.23%
Legal & Admin	1	9	1.67%	67	8	5.15%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Building Control	0	-	0.00%	15	11	1.15%
Personnel	0	-	0.00%	7	12	0.54%
Other	0	-	0.00%	6	13	0.46%
Economic Development	0	-	0.00%	5	14	0.38%
Valuation Joint Boards	0	-	0.00%	3	15=	0.23%
Welfare Fund - Community Care Grants	0	-	0.00%	3	15=	0.23%
National Park Authorities	0	-	0.00%	2	17	0.15%
Welfare Fund - Crisis Grants	0	-	0.00%	1	18	0.08%
Subject unknown or Out of Jurisdiction	1	-	1.67%	110	-	8.46%
Total	60		100.00%	1,301		100.00%
<i>Complaints as % of Sector</i>						
		4.6%		100.0%		

Local Authority Complaints Received 2017-18

Subject Group	Aberdeenshire Council			Sector Total	Rank	Complaints as % of total
	Aberdeenshire Council	Rank	Complaints as % of total			
Social Work	17	1	22.97%	254	2	17.23%
Planning	14	2	18.92%	134	4	9.09%
Education	10	3	13.51%	151	3	10.24%
Housing	7	4=	9.46%	316	1	21.44%
Roads & Transport	7	4=	9.46%	104	7	7.06%
Environmental Health & Cleansing	6	6	8.11%	116	5	7.87%
Legal & Admin	4	7	5.41%	71	8	4.82%
Finance	1	8=	1.35%	112	6	7.60%
Land & Property	1	8=	1.35%	17	10	1.15%
Building Control	1	8=	1.35%	16	11	1.09%
Personnel	1	8=	1.35%	12	12	0.81%
Consumer Protection	1	8=	1.35%	4	15=	0.27%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
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	-	5.41%	119	-	8.07%
Total	74		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>						
		5.0%		100.0%		

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Aberdeenshire Council	Sector Total
Advice	Not duly made or withdrawn	9	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	5	244
	Total	14	501
Early Resolution	Not duly made or withdrawn	2	45
	Out of jurisdiction (discretionary)	6	70
	Out of jurisdiction (non-discretionary)	2	47
	Outcome not achievable	7	71
	Premature	2	55
	Proportionality	19	358
	Resolved	3	26
	Total	41	672
Investigation	Fully upheld	1	34
	Some upheld	0	23
	Not upheld	3	40
	Resolved	0	1
	Total	4	98
Total Complaints		59	1,271

Total Premature Complaints	7	299
Premature Rate	11.9%	23.5%

Total Investigation Decisions	4	97
Total Upholds	1	57
Uphold Rate	25.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Aberdeenshire 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	14	381
	Total	23	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	10	113
	Outcome not achievable	4	85
	Premature	6	53
	Proportionality	23	314
	Resolved	1	29
	Total	53	731
Investigation	Fully upheld	0	47
	Some upheld	2	49
	Not upheld	3	69
	Not duly made or withdrawn	0	1
	Resolved	1	3
	Total	6	169
Total Complaints		82	1,542

Total Premature Complaints	20	434
Premature Rate	24.4%	28.1%

Total Investigation Decisions	5	165
Total Upholds	2	96
Uphold Rate	40.0%	58.2%

Old Uphold Rate Calculation		
Total Cases 'Fit for SPSO'	6	169
Total Upholds	2	96
Uphold Rate	33.3%	56.8%