

Local Authority Complaints Received 2018-19

Subject Group	Angus Council			Sector Total	Rank	Complaints as % of total
	Angus Council	Rank	Complaints as % of total			
Social Work	6	1	27.27%	206	2	15.83%
Roads & Transport	4	2	18.18%	111	5	8.53%
Housing	3	3=	13.64%	251	1	19.29%
Education	3	3=	13.64%	143	3	10.99%
Planning	1	5=	4.55%	130	4	9.99%
Environmental Health & Cleansing	1	5=	4.55%	101	6	7.76%
Legal & Admin	1	5=	4.55%	67	8	5.15%
Recreation & Leisure	1	5=	4.55%	26	9	2.00%
Building Control	1	5=	4.55%	15	11	1.15%
Finance	0	-	0.00%	98	7	7.53%
Land & Property	0	-	0.00%	16	10	1.23%
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	-	4.55%	110	-	8.46%
Total	22		100.00%	1,301		100.00%

Complaints as % of Sector

1.7%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	2017-18			Sector Total	Rank	Complaints as % of total
	Angus Council	Rank	Complaints as % of total			
Social Work	7	1	21.88%	254	2	17.23%
Housing	6	2	18.75%	316	1	21.44%
Education	5	3	15.63%	151	3	10.24%
Planning	4	4	12.50%	134	4	9.09%
Environmental Health & Cleansing	1	5=	3.13%	116	5	7.87%
Finance	1	5=	3.13%	112	6	7.60%
Roads & Transport	1	5=	3.13%	104	7	7.06%
Legal & Admin	1	5=	3.13%	71	8	4.82%
Recreation & Leisure	1	5=	3.13%	24	9	1.63%
Land & Property	1	5=	3.13%	17	10	1.15%
Other	1	5=	3.13%	6	14	0.41%
Consumer Protection	1	5=	3.13%	4	15=	0.27%
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%
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	-	6.25%	119	-	8.07%
Total	32		100.00%	1,474		100.00%

Complaints as % of Sector

2.2%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Angus Council	Sector Total
Advice	Not duly made or withdrawn	5	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	5	244
	Total	10	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	2	71
	Premature	1	55
	Proportionality	5	358
	Resolved	1	26
Total	11	672	
Investigation	Fully upheld	0	34
	Some upheld	2	23
	Not upheld	3	40
	Resolved	0	1
Total	5	98	
Total Complaints		26	1,271

<i>Total Premature Complaints</i>	6	299
<i>Premature Rate</i>	23.1%	23.5%
<i>Total Investigation Decisions</i>	5	97
<i>Total Upholds</i>	2	57
<i>Uphold Rate</i>	40.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Angus Council	Sector Total
Advice	Not duly made or withdrawn	3	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	13	381
	Total	16	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	0	53
	Proportionality	5	314
	Resolved	1	29
Total	10	731	
Investigation	Fully upheld	1	47
	Some upheld	0	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	1	169
	Total Complaints		27

<i>Total Premature Complaints</i>	13	434
<i>Premature Rate</i>	48.1%	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%