

Local Authority Complaints Received 2018-19

Dumfries and Galloway Council						
Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	13	1	35.14%	206	2	15.83%
Education	9	2	24.32%	143	3	10.99%
Planning	3	3=	8.11%	130	4	9.99%
Finance	3	3=	8.11%	98	7	7.53%
Roads & Transport	2	5=	5.41%	111	5	8.53%
Environmental Health & Cleansing	2	5=	5.41%	101	6	7.76%
Legal & Admin	1	7	2.70%	67	8	5.15%
Housing	0	-	0.00%	251	1	19.29%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
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	4	-	10.81%	110	-	8.46%
<b>Total</b>	<b>37</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>

Complaints as % of Sector

2.8%

100.0%

Local Authority Complaints Received 2017-18

Dumfries and Galloway Council						
Subject Group	Dumfries and Galloway Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	16	1	38.10%	254	2	17.23%
Education	7	2	16.67%	151	3	10.24%
Environmental Health & Cleansing	4	3=	9.52%	116	5	7.87%
Roads & Transport	4	3=	9.52%	104	7	7.06%
Planning	3	5	7.14%	134	4	9.09%
Finance	1	6=	2.38%	112	6	7.60%
Legal & Admin	1	6=	2.38%	71	8	4.82%
Recreation & Leisure	1	6=	2.38%	24	9	1.63%
Personnel	1	6=	2.38%	12	12	0.81%
Economic Development	1	6=	2.38%	2	18=	0.14%
Housing	0	-	0.00%	316	1	21.44%
Land & Property	0	-	0.00%	17	10	1.15%
Building Control	0	-	0.00%	16	11	1.09%
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%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	3	-	7.14%	119	-	8.07%
<b>Total</b>	<b>42</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>

Complaints as % of Sector

2.8%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Dumfries and Galloway Council	Sector Total
Advice	Not duly made or withdrawn	6	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	7	244
	<b>Total</b>	<b>13</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	4	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	0	71
	Premature	5	55
	Proportionality	8	358
	Resolved	1	26
	<b>Total</b>	<b>19</b>	<b>672</b>
Investigation	Fully upheld	3	34
	Some upheld	1	23
	Not upheld	4	40
	Resolved	0	1
	<b>Total</b>	<b>8</b>	<b>98</b>
<b>Total Complaints</b>		<b>40</b>	<b>1,271</b>

Total Premature Complaints	12	299
Premature Rate	30.0%	23.5%
Total Investigation Decisions	8	97
Total Upholds	4	57
Uphold Rate	50.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Dumfries and Galloway 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	8	381
	<b>Total</b>	<b>15</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	3	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	0	85
	Premature	0	53
	Proportionality	9	314
	Resolved	1	29
	<b>Total</b>	<b>14</b>	<b>731</b>
Investigation	Fully upheld	4	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	1	1
	Resolved	0	3
	<b>Total</b>	<b>7</b>	<b>169</b>
<b>Total Complaints</b>		<b>36</b>	<b>1,542</b>

Total Premature Complaints	8	434
Premature Rate	22.2%	28.1%
Total Investigation Decisions	6	165
Total Upholds	4	96
Uphold Rate	66.7%	58.2%

<i>Old Uphold Rate Calculation</i>		
Total Cases 'Fit for SPSO'	7	169
Total Upholds	4	96
Uphold Rate	57.1%	56.8%