

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Dundee City Council	Sector Total
Advice	Not duly made or withdrawn	12	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	11	244
	Total	23	501
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	0	70
	Out of jurisdiction (non-discretionary)	1	47
	Outcome not achievable	1	71
	Premature	1	55
	Proportionality	8	358
	Resolved	0	26
Total	11	672	
Investigation	Fully upheld	0	34
	Some upheld	1	23
	Not upheld	1	40
	Resolved	0	1
Total	2	98	
Total Complaints		36	1,271

<i>Total Premature Complaints</i>	12	299
<i>Premature Rate</i>	33.3%	23.5%
<i>Total Investigation Decisions</i>	2	97
<i>Total Upholds</i>	1	57
<i>Uphold Rate</i>	50.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Dundee City 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Advice	Not duly made or withdrawn	9	253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	6	381
	Total	15	642
Early Resolution	Not duly made or withdrawn	0	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	1	113
	Outcome not achievable	1	85
	Premature	0	53
	Proportionality	5	314
	Resolved	0	29
Total	9	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	Not duly made or withdrawn	0	1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		25	1,542

<i>Total Premature Complaints</i>	6	434
<i>Premature Rate</i>	24.0%	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>	1	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	56.8%