

Local Authority Complaints Received 2018-19

Subject Group	East Lothian Council			Sector Total	Rank	Complaints as % of total
	East Lothian Council	Rank	Complaints as % of total			
Housing	6	1	30.00%	251	1	19.29%
Social Work	4	2	20.00%	206	2	15.83%
Education	2	3=	10.00%	143	3	10.99%
Environmental Health & Cleansing	2	3=	10.00%	101	6	7.76%
Planning	1	5=	5.00%	130	4	9.99%
Roads & Transport	1	5=	5.00%	111	5	8.53%
Finance	1	5=	5.00%	98	7	7.53%
Legal & Admin	1	5=	5.00%	67	8	5.15%
Land & Property	1	5=	5.00%	16	10	1.23%
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	-	5.00%	110	-	8.46%
<b>Total</b>	<b>20</b>		<b>100.00%</b>	<b>1,301</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>	1.5%			100.0%		

Local Authority Complaints Received 2017-18

Subject Group	East Lothian Council			Sector Total	Rank	Complaints as % of total
	East Lothian Council	Rank	Complaints as % of total			
Housing	9	1	40.91%	316	1	21.44%
Social Work	3	2=	13.64%	254	2	17.23%
Roads & Transport	3	2=	13.64%	104	7	7.06%
Education	2	4=	9.09%	151	3	10.24%
Legal & Admin	2	4=	9.09%	71	8	4.82%
Finance	1	6=	4.55%	112	6	7.60%
Recreation & Leisure	1	6=	4.55%	24	9	1.63%
Building Control	1	6=	4.55%	16	11	1.09%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Land & Property	0	-	0.00%	17	10	1.15%
Personnel	0	-	0.00%	12	12	0.81%
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%
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	0	-	0.00%	119	-	8.07%
<b>Total</b>	<b>22</b>		<b>100.00%</b>	<b>1,474</b>		<b>100.00%</b>
<i>Complaints as % of Sector</i>	1.5%			100.0%		

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	4	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	4	244
	<b>Total</b>	<b>8</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	45
	Out of jurisdiction (discretionary)	1	70
	Out of jurisdiction (non-discretionary)	0	47
	Outcome not achievable	1	71
	Premature	0	55
	Proportionality	5	358
	Resolved	1	26
<b>Total</b>	<b>8</b>	<b>672</b>	
Investigation	Fully upheld	0	34
	Some upheld	0	23
	Not upheld	0	40
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>98</b>
<b>Total Complaints</b>		<b>16</b>	<b>1,271</b>

<i>Total Premature Complaints</i>	4	299
<i>Premature Rate</i>	25.0%	23.5%
<i>Total Investigation Decisions</i>	0	97
<i>Total Upholds</i>	0	57
<i>Uphold Rate</i>	-	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		East Lothian Council	Sector Total
Advice	Not duly made or withdrawn	4	253
	Out of jurisdiction (discretionary)	1	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	5	381
	<b>Total</b>	<b>10</b>	<b>642</b>
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	1	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	3	85
	Premature	0	53
	Proportionality	6	314
	Resolved	1	29
	<b>Total</b>	<b>14</b>	<b>731</b>
Investigation	Fully upheld	0	47
	Some upheld	6	49
	Not upheld	3	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	<b>Total</b>	<b>9</b>	<b>169</b>
<b>Total Complaints</b>		<b>33</b>	<b>1,542</b>

<i>Total Premature Complaints</i>	5	434
<i>Premature Rate</i>	15.2%	28.1%
<i>Total Investigation Decisions</i>	9	165
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	66.7%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	9	169
<i>Total Upholds</i>	6	96
<i>Uphold Rate</i>	66.7%	56.8%