

Local Authority Complaints Received 2018-19

Glasgow City Council						
Subject Group	Glasgow City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Environmental Health & Cleansing	17	1	18.68%	101	6	7.76%
Roads & Transport	14	2	15.38%	111	5	8.53%
Education	13	3=	14.29%	143	3	10.99%
Finance	13	3=	14.29%	98	7	7.53%
Housing	8	5=	8.79%	251	1	19.29%
Social Work	8	5=	8.79%	206	2	15.83%
Planning	5	7=	5.49%	130	4	9.99%
Legal & Admin	5	7=	5.49%	67	8	5.15%
Land & Property	1	9=	1.10%	16	10	1.23%
Personnel	1	9=	1.10%	7	12	0.54%
Valuation Joint Boards	1	9=	1.10%	3	15=	0.23%
Welfare Fund - Community Care Grants	1	9=	1.10%	3	15=	0.23%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Building Control	0	-	0.00%	15	11	1.15%
Other	0	-	0.00%	6	13	0.46%
Economic Development	0	-	0.00%	5	14	0.38%
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	-	4.40%	110	-	8.46%
Total	91		100.00%	1,301		100.00%

Complaints as % of Sector

7.0%

100.0%

Local Authority Complaints Received 2017-18

Glasgow City Council						
Subject Group	Glasgow City Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Environmental Health & Cleansing	25	1	20.33%	116	5	7.87%
Social Work	19	2	15.45%	254	2	17.23%
Roads & Transport	17	3	13.82%	104	7	7.06%
Finance	11	4	8.94%	112	6	7.60%
Planning	10	5	8.13%	134	4	9.09%
Education	8	6=	6.50%	151	3	10.24%
Legal & Admin	8	6=	6.50%	71	8	4.82%
Housing	5	8	4.07%	316	1	21.44%
Building Control	3	9	2.44%	16	11	1.09%
Recreation & Leisure	2	10	1.63%	24	9	1.63%
Welfare Fund - Crisis Grants	1	11	0.81%	2	18=	0.14%
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%
Subject Unknown or Out Of Jurisdiction	14	-	11.38%	119	-	8.07%
Total	123		100.00%	1,474		100.00%

Complaints as % of Sector

8.3%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	15	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	26	244
	Total	41	501
Early Resolution	Not duly made or withdrawn	3	45
	Out of jurisdiction (discretionary)	6	70
	Out of jurisdiction (non-discretionary)	4	47
	Outcome not achievable	6	71
	Premature	9	55
	Proportionality	15	358
	Resolved	1	26
Total	44	672	
Investigation	Fully upheld	1	34
	Some upheld	1	23
	Not upheld	2	40
	Resolved	0	1
	Total	4	98
Total Complaints		89	1,271

<i>Total Premature Complaints</i>	35	299
<i>Premature Rate</i>	39.3%	23.5%

<i>Total Investigation Decisions</i>	4	97
<i>Total Upholds</i>	2	57
<i>Uphold Rate</i>	50.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		Glasgow City Council	Sector Total
Advice	Not duly made or withdrawn	24	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	42	381
	Total	66	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	5	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	3	85
	Premature	9	53
	Proportionality	25	314
	Resolved	2	29
	Total	49	731
Investigation	Fully upheld	7	47
	Some upheld	6	49
	Not upheld	6	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	19	169
Total Complaints		134	1,542

<i>Total Premature Complaints</i>	51	434
<i>Premature Rate</i>	38.1%	28.1%

<i>Total Investigation Decisions</i>	19	165
<i>Total Upholds</i>	13	96
<i>Uphold Rate</i>	68.4%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	19	169
<i>Total Upholds</i>	13	96
<i>Uphold Rate</i>	68.4%	56.8%