

Local Authority Complaints Received 2018-19

Subject Group	The Highland Council			Sector Total	Rank	Complaints as % of total
	The Highland Council	Rank	Complaints as % of total			
Planning	17	1	30.91%	130	4	9.99%
Housing	7	2	12.73%	251	1	19.29%
Social Work	6	3	10.91%	206	2	15.83%
Education	5	4=	9.09%	143	3	10.99%
Roads & Transport	5	4=	9.09%	111	5	8.53%
Legal & Admin	4	6	7.27%	67	8	5.15%
Finance	2	7=	3.64%	98	7	7.53%
Other	2	7=	3.64%	6	13	0.46%
Environmental Health & Cleansing	1	9=	1.82%	101	6	7.76%
Building Control	1	9=	1.82%	15	11	1.15%
Welfare Fund - Crisis Grants	1	9=	1.82%	1	18	0.08%
Recreation & Leisure	0	-	0.00%	26	9	2.00%
Land & Property	0	-	0.00%	16	10	1.23%
Personnel	0	-	0.00%	7	12	0.54%
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%
Subject unknown or Out of Jurisdiction	4	-	7.27%	110	-	8.46%
Total	55		100.00%	1,301		100.00%

Complaints as % of Sector

4.2%

100.0%

Local Authority Complaints Received 2017-18

Subject Group	The Highland Council			Sector Total	Rank	Complaints as % of total
	The Highland Council	Rank	Complaints as % of total			
Planning	20	1	33.33%	134	4	9.09%
Housing	11	2	18.33%	316	1	21.44%
Social Work	8	3	13.33%	254	2	17.23%
Finance	7	4=	11.67%	112	6	7.60%
Roads & Transport	7	4=	11.67%	104	7	7.06%
Education	3	6	5.00%	151	3	10.24%
Environmental Health & Cleansing	1	7=	1.67%	116	5	7.87%
Legal & Admin	1	7=	1.67%	71	8	4.82%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Land & Property	0	-	0.00%	17	10	1.15%
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%
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	2	-	3.33%	119	-	8.07%
Total	60		100.00%	1,474		100.00%

Complaints as % of Sector

4.1%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		The Highland Council	Sector Total
Advice	Not duly made or withdrawn	7	255
	Out of jurisdiction (non-discretionary)	1	2
	Premature	13	244
	Total	21	501
Early Resolution	Not duly made or withdrawn	1	45
	Out of jurisdiction (discretionary)	5	70
	Out of jurisdiction (non-discretionary)	4	47
	Outcome not achievable	3	71
	Premature	2	55
	Proportionality	17	358
	Resolved	0	26
Total	32	672	
Investigation	Fully upheld	2	34
	Some upheld	1	23
	Not upheld	2	40
	Resolved	0	1
Total	5	98	
Total Complaints		58	1,271

<i>Total Premature Complaints</i>	15	299
<i>Premature Rate</i>	25.9%	23.5%

<i>Total Investigation Decisions</i>	5	97
<i>Total Upholds</i>	3	57
<i>Uphold Rate</i>	60.0%	58.8%

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	2017-18	
		The Highland Council	Sector Total
Advice	Not duly made or withdrawn	6	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	19	381
	Total	25	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	4	99
	Out of jurisdiction (non-discretionary)	6	113
	Outcome not achievable	4	85
	Premature	1	53
	Proportionality	15	314
	Resolved	0	29
Total	31	731	
Investigation	Fully upheld	1	47
	Some upheld	0	49
	Not upheld	2	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	3	169
Total Complaints		59	1,542

<i>Total Premature Complaints</i>	20	434
<i>Premature Rate</i>	33.9%	28.1%

<i>Total Investigation Decisions</i>	3	165
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	58.2%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	3	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	33.3%	56.8%