

Local Authority Complaints Received 2018-19

Shetland Islands Council						
Subject Group	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	4	1	36.36%	143	3	10.99%
Social Work	2	2=	18.18%	206	2	15.83%
Planning	2	2=	18.18%	130	4	9.99%
Housing	1	4=	9.09%	251	1	19.29%
Roads & Transport	1	4=	9.09%	111	5	8.53%
Environmental Health & Cleansing	0	-	0.00%	101	6	7.76%
Finance	0	-	0.00%	98	7	7.53%
Legal & Admin	0	-	0.00%	67	8	5.15%
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	1	-	9.09%	110	-	8.46%
Total	11		100.00%	1,301		100.00%

Complaints as % of Sector

0.8%

100.0%

Local Authority Complaints Received 2017-18

Shetland Islands Council						
Subject Group	Shetland Islands Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Social Work	5	1	45.45%	254	2	17.23%
Housing	2	2	18.18%	316	1	21.44%
Education	2	3	18.18%	151	3	10.24%
Legal & Admin	1	4=	9.09%	71	8	4.82%
Personnel	1	4=	9.09%	12	12	0.81%
Planning	0	-	0.00%	134	4	9.09%
Environmental Health & Cleansing	0	-	0.00%	116	5	7.87%
Finance	0	-	0.00%	112	6	7.60%
Roads & Transport	0	-	0.00%	104	7	7.06%
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%
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%
Total	11		100.00%	1,474		100.00%

Complaints as % of Sector

0.7%

100.0%

Local Authority Complaints Determined 2018-19

Stage	Outcome Group	2018-19	
		Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	2	255
	Out of jurisdiction (non-discretionary)	0	2
	Premature	2	244
	Total	4	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Early Resolution	Not duly made or withdrawn	0	45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	0	71
	Premature	0	55
	Proportionality	3	358
	Resolved	0	26
Total	4	672	
Investigation	Fully upheld	1	34
	Some upheld	0	23
	Not upheld	1	40
	Resolved	0	1
	Total	2	98
Total Complaints		10	1,271

<i>Total Premature Complaints</i>	2	299
<i>Premature Rate</i>	20.0%	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	
		Shetland Islands Council	Sector Total
Advice	Not duly made or withdrawn	1	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	1	5
	Premature	1	381
	Total	3	642
Early Resolution	Not duly made or withdrawn	1	38
	Out of jurisdiction (discretionary)	2	99
	Out of jurisdiction (non-discretionary)	2	113
	Outcome not achievable	1	85
	Premature	1	53
	Proportionality	0	314
	Resolved	0	29
	Total	7	731
Investigation	Fully upheld	0	47
	Some upheld	1	49
	Not upheld	0	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	1	169
Total Complaints		11	1,542

<i>Total Premature Complaints</i>	2	434
<i>Premature Rate</i>	18.2%	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>		
<i>Total Cases 'Fit for SPSO'</i>	1	169
<i>Total Upholds</i>	1	96
<i>Uphold Rate</i>	100.0%	56.8%