

**WHAT WAS COMPLAINED ABOUT?****Complaints by Service**

Stage 1	2016/17	2015/16
	Number (%)	Number (%)
Corporate & Democratic	18 (1)	22 (2)
Education & Children's Services	439 (29)	370 (28)
Housing & Community Care	586 (39)	417 (31)
The Environment Service	458 (31)	523(39)
<b>Total Stage 1</b>	<b>1501 (100%)</b>	<b>1332 (100%)</b>

Stage 2	2016/17	2015/16
	Number (%)	Number (%)
Corporate & Democratic	7 (5)	10 (8)
Education & Children's Services	42 (31)	32 (27)
Housing & Community Care	50 (38)	29 (25)*
The Environment Service	37 (27)	47 (40)
<b>Total Stage 2</b>	<b>136 (100%)</b>	<b>118 (100%)</b>

\* Includes 3 that were subsequently withdrawn

**Complaints by Category**

Stage 1	2016/17	2015/16
	Number (%)	Number (%)
Service Provision	678 (45)	591 (44)
Employee	293 (20)	247 (19)
Policy & Procedure	175 (12)	154 (12)
Communication	174 (<12)	159 (12)
Equality	7 (<1)	3 (<1)
Other	174 (<12)	178 (13)
<b>Total Stage 1</b>	<b>1501 (100%)</b>	<b>1332 (100%)</b>

Stage 2	2016/17	2015/16
	Number (%)	Number (%)
<b>Service Provision</b>	70 (52)	69 (58)
<b>Employee</b>	21* (15)	10* (9)
<b>Policy &amp; Procedure</b>	36 (27)	27 (23)
<b>Communication</b>	7 (5)	4 (3)
<b>Equality</b>	2 (1)	0 ( )
<b>Other</b>	0*	8* (7)
<b>Total Stage 2</b>	136 (100%)	118 (100%)

Stage 2 Complaints, which routinely contain a number of complaint points, must be categorised according to criteria set by the SPSO. It's believed that difficulties in assigning the most appropriate category account for variations in how complaints are classified.