

Appendix 3

Local Authority complaint by subject received by the SPSO

	2021-22		2020-21	
Subject	PKC	All LAs	PKC	All LAs
Building Control	0	11	0	6
Consumer Protection	0	2	1 (3%)	4 (1%)
Economic Development	0	11	0	4
Education	3 (10%)	135 (11%)	3 (10%)	109 (11%)
Environmental Health & Cleansing	1	107	1 (3%)	62 (6%)
Finance	1	82	1 (3%)	68 (7%)
Fire & Police Boards	0	13	0	3
Housing	7 (24%)	284 (24%)	9 (30%)	232 (24%)
Land & Property	0	15	1 (3%)	12 (1%)
Legal & Admin	0	55	0	54
National Park Authorities	0	2	0	2
Other	0	10	0	9
Personnel	0	5	0	4
Planning	9 (31%)	162 (14%)	6 (20%)	115 (12%)
Recreation & Leisure	0	11	0	13
Roads & Transport	2	98 (8%)	2 (8%)	63 (6%)
Social Work	5 (17%)	139 (12%)	5 (17%)	135 (14%)
Subject unknown or Out of Jurisdiction	1	46	1 (3%)	48 (5%)
Valuation Joint Boards	0	6	0	2
Welfare Fund - Crisis Grants	0	5	0	3 (1%)
Total	29	1191	30	951