

SPSO Information

The SPSO publishes information on complaints received by subject and authority on the [Statistics](#) page of its website.

It should be noted that the SPSO will only consider complaints which have completed the Council's CHP.

Complaints made to the SPSO in relation to Perth and Kinross Council

Stage (SPSO Classification)	SPSO Outcome Group	2018/19 Complaints	2017/18 Complaints
Advice	Not duly made or withdrawn	4	7
	Out of jurisdiction (discretionary)	0	0
	Out of jurisdiction (non-discretionary)	0	0
	Premature	6	1
	Total	10	8
Early Resolution	Out of jurisdiction (discretionary)	3	3
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	2	1
	Outcome not achievable	4	4
	Resolved	1	0
	Premature	0	0
	Proportionality	24	13
	Total	34	22
Investigation	Fully upheld	0	3
	Some upheld	2	4
	Not upheld	2	5
	Total	4	12

2018/19	Perth and Kinross Council	All Local Authorities
Total Premature Complaints	6	299
Premature Rate	12.5%	23.5%

2018/19	Perth and Kinross Council	All Local Authorities
Total Investigation Decisions	4	97
Total Upholds	2	57
Uphold Rate	50%	58.8%