

Local Authority complaints received by the SPSO in 2017/18

PKC Service	SPSO Category	PKC				All Local Authorities			
		Complaints to SPSO		%		Complaints to SPSO		%	
		17/18	16/17	17/18	16/17	17/18	16/17	17/18	16/17
Chief Exec / CS	Personnel	0	0	0	0	12	5	0.81	0.3
	Finance	4	1	8.7	1.7	112	120	7.6	7.9
	Legal & Admin	2	4	4.35	6.9	71	73	4.82	4.8
	Sub-total	6	5	13.05	8.6	195	198	13.23	13.0
ECS	Education	5	4	10.87	6.9	151	144	10.24	9.4
	Recreation & Leisure	2	1	4.35	1.7	24	29	1.63	1.9
	Sub-total	7	5	15.22	8.6	175	173	11.87	11.3
HCC	Housing	10	16	21.74	27.6	316	388	21.44	25.4
	Social Work	6	9	13.04	15.5	254	219	17.23	14.3
	Sub-total	16	25	34.78	43.1	570	607	38.67	39.7
TES	Building Control	0	1	0	1.7	16	34	1.09	2.2
	Consumer Protection	0	0	0	0	4	4	0.27	0.3
	Env. Health & Cleansing	3	6	6.52	10.3	116	124	7.87	8.1
	Land & Property	1	1	2.17	1.7	17	19	1.15	1.2
	Planning	9	13	19.57	22.4	134	160	9.09	10.5
	Roads & Transport	1	0	2.17	0	104	112	7.06	7.3
	Economic Development	0	0	0	0	2	5	0.14	0.3
	Sub-total	14	21	30.43	36.2	393	458	26.67	30.0
Fire & Police Boards		0	0	0	0	3	4	0.20	0.3
National Park Authorities		0	0	0	0	4	6	0.27	0.4
Other		0	0	0	0	6	8	0.41	0.5
Welfare Fund - Grants	Community Care / Crisis	0	0	0	0	9	19	0.61	1.2
Valuation Joint Boards		0	0	0	0	0	7	0	0.5
Unknown or Out of Jurisdiction		3	2	6.52	3.4	119	48	8.07	3.1
	Sub-total	3	2	6.52	3.4	141	92	9.56	6.00
Total		46	58	100	100	1474	1528	100	100

Complaints in this Appendix are categorised according to the Council's previous Service structure.