

LOCAL AUTHORITY COMPLAINTS RECEIVED BY THE SPSO 2016/17

PKC Service	SPSO Category	PKC				All Local Authorities			
		Complaints to SPSO		%		Complaints to SPSO		%	
		15/16	16/17	15/16	16/17	15/16	16/17	15/16	16/17
Chief Exec / CS	Personnel	1	0	2.1	0	9	5	0.5	0.3
	Finance	4	1	8.5	1.7	179	120	10.4	7.9
	Legal & Admin	1	4	2.1	6.9	61	73	3.5	4.8
	Total	6	5	12.7	8.6	249	198	14.4	13.0
ECS	Education	7	4	15	6.9	173	144	10.0	9.4
	Recreation & Leisure	0	1	0	1.7	32	29	1.9	1.9
	Total	7	5	15	8.6	205	173	11.9	11.3
HCC	Housing	6	16	12.9	27.6	423	388	24.6	25.4
	Social Work	7	9	14.9	15.5	231	219	13.4	14.3
	Total	13	25	27.8	43.1	654	607	38.0	39.7
TES	Building Control	0	1	0	1.7	54	34	3.1	2.2
	Consumer Protection	0	0	0	0	4	4	0.2	0.3
	Env. Health & Cleansing	2	6	4.2	10.3	126	124	7.3	8.1
	Land & Property	1	1	2.1	1.7	20	19	1.2	1.2
	Planning	11	13	23.4	22.4	172	160	10.0	10.5
	Roads & Transport	4	0	8.5	0	120	112	7.0	7.3
	Economic Development	0	0	0	0	11	5	0.6	0.3
	Total	18	21	38.2	36.2	507	458	29.4	30.0
Fire & Police Boards		0	0	0	0	5	4	0.3	0.3
National Park Authorities		0	0	0	0	6	6	0.4	0.4
Other		1	0	2.1	0	17	8	1.0	0.5
Welfare Fund - Grants	Community Care / Crisis	0	0	0	0	40	19	2.3	1.2
Valuation Joint Boards		0	0	0	0	6	7	0.4	0.5
Subject Unknown or Out of Jurisdiction		2	2	4.2	3.4	33	48	1.9	3.1
Total		47	58	100	100	1722	1528	100	100