

### **SPSO Information**

The SPSO publishes information on complaints received by subject and authority on the [Statistics](#) page of its website. Please note that 46 complaints about Perth and Kinross Council were received by the SPSO in 2015/16. Six of these were investigated, one of which was fully upheld, four were not upheld and one was partially upheld.

### **2016/17 Complaints made to the SPSO in relation to Perth and Kinross Council**

<b>Stage</b>	<b>Outcome Group</b>	<b>Complaints</b>
<b>Advice</b>	Not duly made or withdrawn	10
	Premature	14
	<b>Total</b>	<b>24</b>
<b>Early Resolution</b>	Out of jurisdiction	1
	Outcome not achievable	8
	Premature	2
	Proportionality	5
	<b>Total</b>	<b>16</b>
<b>Investigation</b>	Fully upheld	1
	Some upheld	2
	Not upheld	3
	<b>Total</b>	<b>6</b>

<b>2016/17</b>	<b>Perth and Kinross Council</b>	<b>All Local Authorities</b>
Fit for SPSO Investigation	6	156
Cases Upheld / Some Upheld	3	94
Upheld Rate	50%	60.3%