

Local Authority complaints by category received by the SPSO in 2018/19

PKC Service	SPSO category	PKC				All Local Authorities			
		Complaints to SPSO number		Complaints to SPSO %		Complaints to SPSO number		Complaints to SPSO %	
		18/19	17/18	18/19	17/18	18/19	17/18	18/19	17/18
CADS	Finance	3	4	6.25	8.70	98	112	7.53	7.6
	Legal and admin	0	2	0	4.35	67	71	5.15	4.82
	Sub total	3	6	6.25	13.05	165	183	12.68	12.42
ECS	Education	2	5	4.17	10.87	143	151	10.99	10.24
	Sub total	2	5	4.17	10.87	143	151	10.99	10.24
Housing and Environment	Housing	11	10	22.92	21.74	251	316	19.29	21.44
	Planning	9	9	18.75	19.57	130	134	9.99	9.09
	Roads and Transport	5	1	10.42	2.17	111	104	8.53	7.06
	Environmental Health and Cleansing	3	3	6.25	6.52	101	116	7.76	7.87
	Land and Property	1	1	2.08	2.17	16	17	1.23	1.15
	Building Control	1	0	2.08	0	15	16	1.15	1.09
	Recreation and Leisure	0	2	0	4.35	26	24	2.00	1.63
	Sub total	30	26	62.5	56.52	650	727	49.95	49.33
Community Care	Social Work	12	6	25	13.04	206	254	15.83	17.23
	Sub total	12	6	25	13.04	206	254	15.83	17.23
Not classified by Service Area	Unknown or Out of Jurisdiction	1	3	2.08	6.52	110	119	8.46	8.07
	Sub total	1	3	2.08	6.52	110	119	8.46	8.07
No complaints received by PKC	Personnel	0	0	0	0	7	12	0.54	0.81
	Other	0	0	0	0	6	6	0.46	0.41
	Economic Development	0	0	0	0	5	2	0.38	0.14
	Valuation Joint Board	0	0	0	0	3	0	0.23	0.00
	Welfare Fund-Community Care Grants	0	0	0	0	3	7	0.23	0.47
	Consumer Protection	0	0	0	0	0	4	0.00	0.27
	National Park Authorities	0	0	0	0	2	4	0.15	0.27
	Fire and Police Boards	0	0	0	0	0	3	0.00	0.2
	Welfare Fund Crisis Grants	0	0	0	0	1	2	0.08	0.14
	Sub Total	0	0	0	0	27	46	2.07	2.71