

SPSO Information

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

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

Stage	Outcome Group	2017/18 Complaints	2016/17 Complaints
Advice	Not duly made or withdrawn	7	10
	Out of jurisdiction (discretionary)	0	0
	Out of jurisdiction(non-discretionary)	0	0
	Premature	1	14
	Total	17	24
Early Resolution	Out of jurisdiction(discretionary)	3	1
	Out of jurisdiction(non-discretionary)	1	0
	Not duly made or withdrawn	1	0
	Outcome not achievable	4	8
	Resolved	0	0
	Premature	0	2
	Proportionality	13	5
	Total	22	16
Investigation	Fully upheld	3	1
	Some upheld	4	2
	Not upheld	5	3
	Total	12	6

2017/18	Perth and Kinross Council	All Local Authorities
Total Premature Complaints	10	434
Premature Rate	19.6%	28.1%

2017/18	Perth and Kinross Council	All Local Authorities
Total Investigation Decisions	12	165
Total Upholds	7	96
Uphold Rate	58.3%	58.2%