

## Appendix 3

### Local Authority complaints by subject received by the SPSO.

Subject	2022-23		2021-22	
	PKC	All LAs	PKC	All LAs
Building Control	0	10	0	11
Consumer Protection	0	7	0	2
Economic Development	0	6	0	11
Education	5 (13%)	140 (13%)	3 (10%)	135 (11%)
Environmental Health & Cleansing	4 (11%)	85 (8%)	1	107
Finance	1 (3%)	77 (7%)	1	82
Fire & Police Boards	0	3	0	13
Housing	6 (16%)	250 (24%)	7 (24%)	284 (24%)
Land & Property	0	13	0	15
Legal & Admin	4 (11%)	57 (5%)	0	55
National Park Authorities	0	2	0	2
Other	0	5	0	10
Personnel	0	6	0	5
Planning	1 (3%)	115 (11%)	9 (31%)	162 (14%)
Recreation & Leisure	0	23	0	11
Roads & Transport	3 (8%)	79 (6%)	2	98 (8%)
Social Work	11 (29%)	124 (12%)	5 (17%)	139 (12%)
Subject unknown or Out of Jurisdiction	3(8%)	43 (4%)	1	46
Valuation Joint Boards	0	3	0	6
Welfare Fund – Community Care Grants	0	1	0	5
Welfare Fund - Crisis Grants	0	2		
<b>Total</b>	<b>38</b>	<b>1051</b>	<b>29</b>	<b>1191</b>