

Local Authority complaints by subject received by the SPSO

Subject	2019-20		2020-21	
	PKC	All	PKC	All
Building Control	0	15	0	6
Consumer Protection	0	4	1 (3%)	4 (1%)
Economic Development	N/A	N/A	0	4
Education	12 (21%)	171 (8%)	3 (10%)	109 (11%)
Environmental Health & Cleansing	2 (4%)	93 (7%)	1 (3%)	62 (6%)
Finance	4 (7%)	94 (7%)	1 (3%)	68 (7%)
Fire & Police Boards	0	1	0	3
Housing	11 (19%)	271 (20%)	9 (30%)	232 (24%)
Land & Property	2 (4%)	11 (1%)	1 (3%)	12 (1%)
Legal & Admin	1 (2%)	66 (5%)	0	54
National Park Authorities	0	1	0	2
Other	0	10	0	9
Personnel	0	6	0	4
Planning	11 (19%)	135 (10%)	6 (20%)	115 (12%)
Recreation & Leisure	0	22	0	13
Roads & Transport	4 (7%)	111 (8%)	2 (8%)	63 (6%)
Social Work	7 (12%)	199 (15%)	5 (17%)	135 (14%)
Subject unknown or Out of Jurisdiction	0	2	1 (3%)	48 (5%)
Valuation Joint Boards	0	5	0	2
Welfare Fund - Community Care Grants	0	2	0	3
Welfare Fund - Crisis Grants	3 (5%)	108 (8%)	0	3 (1%)
Total	57	1,327	30	951