

ITEM 10 APPENDIX 1

West Dunbartonshire Council complaints closed 2023-24

Stage	Outcome Group	Total
Advice	A&G - Complaint submissions - mature	0
	A&G - Complaint submissions - premature	10
	A&G - Enquiries	6
	Organisation not in jurisdiction	0
	Total	16
Early Resolution	Cause and impact test not met (s 5 (3))	0
	Discretion – Insufficient benefit would be achieved by investigation	2
	Discretion – Alternative action proposed	0
	Discretion – Alternative route used or available	0
	Discretion – Good complaint handling	4
	Discretion – Referred back	1
	Discretion – Resolved - both parties satisfied with proposed outcome	0
	Member of the public test not met (s 5 (6))	1
	No response to contact	0
	Organisation not in jurisdiction	0
	Premature	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0
	Subject matter not in jurisdiction	1
	Time limit (s 10)	1
	Unable to proceed	0
Total	10	
Investigation	Fully upheld	1
	Not duly made or withdrawn	0
	Not upheld	1
	Resolved	1
	Some upheld	0
	Total	3
Total		29

Appendix 1 (Cont'd)

West Dunbartonshire Council complaints closed 2022-23

Stage	Outcome Group	Total
Advice	A&G - Complaint submissions - mature	1
	A&G - Complaint submissions - premature	3
	A&G - Enquiries	6
	Organisation not in jurisdiction	0
	Unable to proceed	0
	Total	10
Early Resolution	Cause and impact test not met (s 5 (3))	0
	Discretion – Insufficient benefit would be achieved by investigation	2
	Discretion – alternative action proposed	0
	Discretion – Alternative route used or available	0
	Discretion - Good complaint handling	0
	Discretion – referred back	1
	Discretion - Resolved - both parties satisfied with proposed outcome	0
	Member of the public test not met (s 5 (6))	0
	Organisation not in jurisdiction	0
	Premature	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0
	Subject matter not in jurisdiction	3
	Time limit (s 10)	0
	Unable to proceed	0
Total	6	
Investigation	Fully upheld	1
	Not duly made or withdrawn	0
	Not upheld	0
	Resolved	0
	Some upheld	0
	Total	1
Total		17