

## SPSO Data

**West Dunbartonshire Council complaints closed 2019-20**

|                         |   | <b>2019-20</b>                     |                     |
|-------------------------|---|------------------------------------|---------------------|
| <b>Stage</b>            | <b>Outcome Group</b>                                | <b>West Dunbartonshire Council</b> | <b>Sector Total</b> |
| Advice                  | Complaint - Not duly made or withdrawn              | 6                                  | <b>248</b>          |
|                         | Complaint - Out of jurisdiction (discretionary)     | 0                                  | <b>1</b>            |
|                         | Complaint - Out of jurisdiction (non-discretionary) | 0                                  | <b>8</b>            |
|                         | Complaint - Outcome not achievable                  | 0                                  | <b>1</b>            |
|                         | Complaint - Premature                               | 5                                  | <b>233</b>          |
|                         | <b>Total</b>  | <b>11</b>                          | <b>491</b>          |
| Early Resolution        | Not duly made or withdrawn                          | 3                                  | <b>42</b>           |
|                         | Out of jurisdiction (discretionary)                 | 2                                  | <b>49</b>           |
|                         | Out of jurisdiction (non-discretionary)             | 1                                  | <b>44</b>           |
|                         | Outcome not achievable                              | 0                                  | <b>29</b>           |
|                         | Premature   | 1                                  | <b>34</b>           |
|                         | Proportionality                                     | 7                                  | <b>462</b>          |
|                         | Resolved  | 0                                  | <b>13</b>           |
|                         | <b>Total</b>  | <b>14</b>                          | <b>673</b>          |
| Investigation           | Fully upheld  | 0                                  | <b>29</b>           |
|                         | Not upheld  | 0                                  | <b>30</b>           |
|                         | Resolved  | 0                                  | <b>1</b>            |
|                         | Some upheld   | 0                                  | <b>25</b>           |
|                         | <b>Total</b>  | <b>0</b>                           | <b>85</b>           |
| <b>Total Complaints</b> |   | <b>25</b>                          | <b>1249</b>         |

Appendix 1 (cont'd)

West Dunbartonshire Council complaints closed 2018-19

| Stage            | Outcome Group                           | 2018-19                     |              |
|------------------|---|-----------------------------|--------------|
|                  |   | West Dunbartonshire Council | Sector Total |
| Advice           | Not duly made or withdrawn              | 6                           | 255          |
|                  | Out of jurisdiction (non-discretionary) | 0                           | 2            |
|                  | Premature                               | 6                           | 244          |
|                  | Total                                   | 12                          | 501          |
| Early Resolution | Not duly made or withdrawn              | 1                           | 45           |
|                  | Out of jurisdiction (discretionary)     | 2                           | 70           |
|                  | Out of jurisdiction (non-discretionary) | 0                           | 47           |
|                  | Outcome not achievable                  | 0                           | 71           |
|                  | Premature                               | 0                           | 55           |
|                  | Proportionality                         | 8                           | 358          |
|                  | Resolved                                | 0                           | 26           |
|                  | Total                                   | 11                          | 672          |
| Investigation    | Fully upheld                            | 1                           | 34           |
|                  | Some upheld                             | 1                           | 23           |
|                  | Not upheld                              | 0                           | 40           |
|                  | Resolved                                | 1                           | 1            |
|                  | Total                                   | 3                           | 98           |
| Total Complaints |   | 26                          | 1,271        |