

West Dunbartonshire Council complaints closed 2021-22

STAGE	OUTCOME GROUP	West Dunbartonshire Council
Advice	Member of the public test not met (s 5 (6))	0
	Premature	3
	Unable to proceed	2
	Total	5
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	5
	Discretion – referred back	2
	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	0
	Time limit (s 10)	0
	Unable to proceed	0
Total	9	
Investigation	Fully upheld	0
	Not upheld	1
	Outcome not achievable	0
	Resolved	0
	Some upheld	0
	Total	1
TOTAL COMPLAINTS		15

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Stage	Outcome Group	West Dunbartonshire Council
Advice	Discretion – alternative action proposed	0
	Organisation not in jurisdiction	0
	Premature	10
	Subject matter not in jurisdiction	0
	Unable to proceed	4
	Total	14
Early Resolution	Cause and impact test not met (s 5 (3))	0
	Discretion – alternative route used or available	1
	Discretion – Insufficient benefit would be achieved by investigation	1
	Discretion – alternative action proposed	2
	Discretion - Good complaint handling	10
	Discretion – referred back	0
	Member of the public test not met (s 5 (6))	0
	Premature	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0
	Subject matter not in jurisdiction	0
	Time limit (s 10)	0
	Unable to proceed	1
	Total	16
Investigation	Fully upheld	0
	Not upheld	1
	Some upheld	1
	Total	2
Total Complaints		32