

West Dunbartonshire Council complaints closed 2020-21

Stage	Outcome Group	2020-21	
		West Dunbartonshire Council	Sector Total
Advice	Discretion – alternative action proposed	0	1
	Organisation not in jurisdiction	0	1
	Premature	10	244
	Subject matter not in jurisdiction	0	1
	Unable to proceed	4	140
	Total	14	387
Early Resolution	Cause and impact test not met (s 5 (3))	0	7
	Discretion – alternative route used or available	1	7
	Discretion – Insufficient benefit would be achieved by investigation	1	85
	Discretion – alternative action proposed	2	17
	Discretion - Good complaint handling	10	291
	Discretion – referred back	0	25
	Member of the public test not met (s 5 (6))	0	1
	Premature	1	11
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	8
	Subject matter not in jurisdiction	0	23
	Time limit (s 10)	0	7
	Unable to proceed	1	21
	Total	16	503
	Investigation	Fully upheld	0
Not upheld		1	22
Some upheld		1	12
Total		2	63
Total Complaints		32	953

West Dunbartonshire Council complaints closed 2019-20

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Advice	Complaint - Not duly made or withdrawn	6	248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Early Resolution	Not duly made or withdrawn	3	42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