

Annual Complaints Performance 2022-23

This report provides additional details to accompany the full annual complaints report for 2022-23, which is based on the 8 indicators set by the Scottish Public Service Ombudsman (SPSO).

1. All Complaints listed by theme

Complaint theme	Number	Complaint theme	Number
Staff Issue - Communication	52	Piers & Harbours	3
Staff Issue - Conduct	50	Noise Control	3
Council Service Error	37	Payroll	2
Parking Services	36	Care Funding	2
Missed Bin	36	Civic Amenity	2
Planning Applications	33	Homelessness Service	2
Domestic Refuse Collection	30	Disabled Parking Bays	2
Education Other	27	School Crossings	2
Social Work Decisions	23	Local Development Plan	2
Staff Issue – Other	21	Fleet	2
Education - Treatment of Child	19	Pavements/Footpaths	2
Ground Maintenance	18	Private Sector Grants	2
Street Lighting	15	Dog Fouling	2
Quality of Care	14	Benefit Payments	2
Public Transport	13	Pothole	2
Council Decision	13	Road Markings	1
Council Tax - Other	12	Procurement	1
Road Works	9	Dangerous Buildings	1
Commercial Refuse	9	Road Closure	1
Road Signage	8	Library Services	1
Council Payments	7	Special Uplift	1
Recycling	7	Housing Strategy	1
Non Domestic Rates	7	Cost of Council Service	1
Winter Maintenance	7	Licensing	1
Public Health	6	Core Paths	1
Data Protection	6	Speed Limits	1
Public Conveniences	5	Flooding	1
Traffic Management	5		
School Transport	5		
Enforcement	5		
Play Parks	5		
Drainage	5		
Failure of care	4		
Litter	4		
Council Property/Buildings	4		
Cemeteries	3		
Private Water Supplies	3		
Committee/Governance	3		
Benefits Other	3		
Scottish Welfare Fund	3		

Table 1 provides a full breakdown of complaints into relevant themes. From the data in the complaints system, we have assigned each case a theme, based on our understanding of the main issue raised in the complaint. Where complaints have been in connection with a number of issues, or could fall into various themes, we have assigned it the theme we believe to be the main issue. The larger themes are explored further within this report.

2. General breakdown by complaint category and department

Details about some of the larger themes / areas of complaints are provided in this section. A more in depth breakdown within the main service areas is provided at section 4 below

Table 1 – Categories of complaints by department

	Chief Executive's Unit, Financial Services & Community Planning	Education, Legal & Regulatory & Commercial	Customer Support, Road and Infrastructure & Development & Economic Growth	Health and Social Care Partnership	Live Argyll
Damage/Injury		5	6		
Inadequate Information	10	2	30		
Late Delivery	1		18	1	
Non Delivery	1	2	129	11	1
Policy Restriction	4	2	21		
Substandard Delivery	19	44	159	34	
Unacceptable Behaviour	2	27	66	21	
Grand Total	37	82	429	67	1

Table 2 – Number of complaints by area

Details of complaint themes within ward areas are provided below.

Area	Count of Ward Area
Bute and Cowal	128
Helensburgh and Lomond	223
Mid Argyll Kintyre and the Islands	113
Oban Lorn and the Isles	146
Area Not Identified	6
Grand Total	616

Section 3 – Complaints themes by Area**Table 3a Mid Argyll, Kintyre and Islands**

Theme	Count of Ward Area
Staff Issue - Conduct	10
Council Service Error	8
Staff Issue - Communication	8
Education - Other	7
Public Transport	7
Planning Applications	7
Education - Treatment of Child	5
Social Work Decisions	5
Street Lighting	5
Quality of Care	4
Data Protection	4
Commercial Refuse	4
Public Health	3
Council Decision	3
Winter Maintenance	3
Council Property/Buildings	2
Piers & Harbours	2
Council Payments	2
Pothole	2
School Transport	2
Enforcement	2
Parking Services	2
Benefit Payments	1
Committee/Governance	1
Local Development Plan	1
Private Water Supplies	1
Cemeteries	1
Private Sector Grants	1
Missed Bin	1
Traffic Management	1
Core Paths	1
Domestic Refuse Collection	1
Litter	1
Road Works	1
Benefits Other	1
Road Closure	1
Failure of Care	1
Public Conveniences	1
Grand Total	113

3b Oban, Lorn and the Isles

Theme	Count of Ward Area
Staff Issue - Communication	14
Staff Issue - Conduct	12
Parking Services	12
Staff Issue - Other	7
Missed Bin	7
Social Work Decisions	7
Education - Other	7
Domestic Refuse Collection	5
Planning Applications	5
Council Tax Other	5
Council Service Error	5
Road Works	4
Public Transport	4
Education - Treatment of Child	4
Ground Maintenance	3
Quality of Care	3
Council Decision	3
Winter Maintenance	3
Street Lighting	2
Commercial Refuse	2
Public Health	2
Failure of Care	2
School Transport	2
Enforcement	2
Council Payments	2
Road Signage	2
Recycling	2
Cemeteries	2
Non Domestic Rates	2
Noise Control	2
Cost of Council Service	1
Benefits Other	1
Procurement	1
Private Water Supplies	1
Traffic Management	1
Dog Fouling	1
Public Conveniences	1
Litter	1
Care Funding	1
Play Parks	1
Drainage	1
Scottish Welfare Fund	1
Grand Total	146

3c Bute and Cowal

Theme	Count of Ward Area
Council Service Error	14
Staff Issue - Communication	14
Staff Issue - Conduct	10
Education - Other	8
Parking Services	7
Education - Treatment of Child	6
Council Decision	5
Staff Issue - Other	5
Social Work Decisions	5
Planning Applications	4
Quality of Care	4
Non Domestic Rates	4
Council Tax Other	3
Road Works	3
Play Parks	3
Ground Maintenance	3
Council Property/Buildings	2
Missed Bin	2
Recycling	2
Street Lighting	2
Data Protection	2
Payroll	1
Public Health	1
Dog Fouling	1
Local Development Plan	1
Road Markings	1
Disabled Parking Bays	1
Domestic Refuse Collection	1
Private Water Supplies	1
Road Signage	1
Care Funding	1
Housing Strategy	1
Special Uplift	1
Commercial Refuse	1
Council Payments	1
Civic Amenity	1
Private Sector Grants	1
Enforcement	1
Public Conveniences	1
Failure of Care	1
Noise Control	1
Grand Total	128

3d Helensburgh and Lomond

Theme	Count of Ward Area
Missed Bin	26
Domestic Refuse Collection	23
Staff Issue - Conduct	18
Planning Applications	17
Staff Issue - Communication	16
Parking Services	14
Ground Maintenance	12
Council Service Error	10
Staff Issue - Other	8
Street Lighting	6
Social Work Decisions	6
Education - Other	5
Road Signage	5
Council Tax Other	4
Drainage	4
Education - Treatment of Child	4
Recycling	3
Quality of Care	3
Traffic Management	3
Council Payments	2
Homelessness Service	2
Commercial Refuse	2
Public Conveniences	2
Public Transport	2
School Crossings	2
Fleet	2
Pavements/Footpaths	2
Litter	2
Civic Amenity	1
Library Services	1
Speed Limits	1
Flooding	1
Committee/Governance	1
Piers & Harbours	1
Dangerous Buildings	1
School Transport	1
Licensing	1

Licensing	1
Benefits Other	1
Council Decision	1
Benefit Payments	1
Play Parks	1
Scottish Welfare Fund	1
Road Works	1
Disabled Parking Bays	1
Winter Maintenance	1
Non Domestic Rates	1
Grand Total	223

3e Top 10 complaint themes, broken down by ward area

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Staff Issue - Communication	14	16	8	14	52
Staff Issue - Conduct	10	18	10	12	50
Council Service Error	14	10	8	5	37
Parking Services	7	14	2	12	35
Missed Bin	2	26	1	7	36
Planning Applications	4	17	7	5	33
Domestic Refuse Collection	1	23	1	5	30
Education - Other	8	5	7	7	27
Social Work Decisions	5	6	5	7	23
Staff Issue - Other	5	8		7	20
Grand Total	70	143	49	81	343

*2 entries for unidentified area removed

Section 4 – Service breakdown by area and theme

Table 4a – Chief Executives Unit, Financial Services, Community Planning and Development

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Area Not Identified	Grand Total
Staff Issue - Conduct		1				1
Staff Issue - Communication	1					1
Scottish Welfare Fund		1		1	1	3
Payroll	1				1	2
Non Domestic Rates	2	1		2		5
Council Tax Other	3	4		5		12
Council Service Error			1			1
Council Payments		2	2	2		6
Council Decision					1	1
Benefits Other		1	1	1		3
Benefit Payments		1	1			2
Grand Total	7	11	5	11	3	37

Table 4b – Education, Legal and Regulatory Support, Commercial Services

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Area Not Identified	Grand Total
Staff Issue - Other	1					1
Staff Issue - Conduct	3	1	3	1		8
Staff Issue - Communication	2	1	1	1		5
School Transport		1				1
Licensing		1				1
Education - Treatment of Child	6	4	5	4		19
Education - Other	8	5	7	7		27
Data Protection	2					2
Dangerous Buildings		1				1
Council Service Error		1				1
Council Property/Buildings	2		2			4
Council Decision	5	1	1	2		9
Committee/Governance		1	1		1	3
Grand Total	29	17	20	15	1	82

Table 4c – Customer & Support Services

Theme	Bute and Cowal	Helensburgh and Lomond	Oban Lorn and the Isles	Area Not Identified	Grand Total
Council Decision			1		1
Council Payments	1				1
Council Service Error	1	2	1		4
Disabled Parking Bays	1				1
Staff Issue - Communication	1		1		2
Staff Issue - Other				1	1
Grand Total	4	2	3	1	10

Table 4d – Roads & Infrastructure Services

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Area Not Identified	Grand Total
Cemeteries			1	2		3
Civic Amenity	1	1				2
Commercial Refuse	1	2	4	2		9
Cost of Council Service				1		1
Council Decision			1			1
Council Service Error	13	7	7	4		31
Data Protection			2			2
Disabled Parking Bays		1				1
Dog Fouling	1			1		2
Domestic Refuse Collection	1	23	1	5		30
Drainage		4		1		5
Fleet		2				2
Flooding		1				1
Ground Maintenance	3	12		3		18
Litter		2	1	1		4
Missed Bin	2	26	1	7		36
Parking Services	7	14	2	12	1	36
Pavements/Footpaths		2				2
Piers & Harbours		1	2			3
Play Parks	3	1		1		5
Pothole			2			2
Procurement				1		1
Public Conveniences	1	2	1	1		5
Public Health	1		2			3
Public Transport		2	7	4		13
Recycling	2	3		2		7
Road Markings	1					1
Road Signage	1	5		2		8
Road Works	3	1	1	4		9
School Crossings		2				2
School Transport			2	2		4
Special Uplift	1					1
Speed Limits		1				1
Staff Issue - Communication	5	4	1	6		16
Staff Issue - Conduct	3	13	5	8		29
Staff Issue - Other	2	5		4		11
Street Lighting	2	5	5	2		14
Traffic Management		3	1	1		5
Winter Maintenance		1	3	3		7
Grand Total	54	146	52	80	1	333

Table 4d – Development and Economic Growth

Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Core Paths			1		1
Council Decision			1		1
Data Protection			2		2
Enforcement	1		2	2	5
Homelessness Service		2			2
Housing Strategy	1				1
Local Development Plan	1		1		2
Noise Control	1			2	3
Non Domestic Rates	2				2
Planning Applications	4	17	7	5	33
Private Sector Grants	1		1		2
Private Water Supplies	1		1	1	3
Public Health			1	2	3
Road Closure			1		1
Staff Issue - Communication	1	7	6	4	18
Staff Issue - Conduct		2		1	3
Staff Issue - Other		2		1	3
Street Lighting		1			1
Grand Total	13	31	24	18	86

Health and Social Care Partnership

Table 5a – Area breakdown

Service	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Acute and Complex Care	4	1	3	7	15
Children and Families	12	10	4	3	29
Criminal Justice	1				1
Health and Community Care	4	4	5	9	22
Grand Total	21	15	12	19	67

Table 5b – Area & Theme breakdown

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Acute and Complex Care	4	1	3	7	15
Quality of Care	1		1	1	3
Social Work Decisions	1		2	3	6
Staff Issue - Communication		1			1
Staff Issue - Conduct	2			1	3
Staff Issue - Other				2	2
Children and Families	12	10	4	3	29
Care Funding	1				1
Failure of Care				1	1
Quality of Care	1	2	1		4
Social Work Decisions	3	5	1		9
Staff Issue - Communication	4	1		1	6
Staff Issue - Conduct	1	1	2	1	5
Staff Issue - Other	2	1			3
Criminal Justice	1				1
Staff Issue - Conduct	1				1
Health and Community Care	4	4	5	9	22
Care Funding				1	1
Failure of Care	1		1	1	3
Quality of Care	2	1	2	2	7
Social Work Decisions	1	1	2	4	8
Staff Issue - Communication		2		1	3
Grand Total	21	15	12	19	67

Notes

1. The total number of complaints does not exactly relate to the total number of themes reported, as many of the complaints escalated from stage 1 to stage 2 represent 1 theme.