

Annual Complaints Performance 2020-21

This report provides additional details to accompany the full annual complaints report for 2020-21, which is based on the 8 indicators set by the Scottish Public Service Ombudsman (SPSO).

1. All Complaints listed by theme

Themes	No. of Complaints
Domestic Refuse Collection	58
Staff Issue - Communication	40
Staff Issue - Conduct	35
Parking Services	22
Council Tax Other	16
Street Lighting	14
Recycling	12
Covid - Restrictions	11
Ground Maintenance	11
Education - Other	10
Education - Treatment of Child	10
Cemeteries	7
Planning Applications	7
Pothole	7
Enforcement	6
Litter	6
Staff Issue - Other	5
Civic Amenity	4
Covid - Grants	4
Covid - Staff Issue	4
Flooding	4
Piers & Harbours	4
Public Conveniences	4
Traffic Management	4
Winter Maintenance	4
Benefit Payments	3
Cost of Council Service	3
Council Decision	3
Council Property/Buildings	3
Pavements/Footpaths	3
Play Parks	3
Private Sector Grants	3
Public Health	3
Public Transport	3
Road Works	3
Commercial Refuse	2
Committee/Governance	2

Themes	No. of Complaints
Data Protection	2
Disabled Parking Bays	2
Education - Staffing	2
Library Services	2
Noise Control	2
Procurement	2
School Catering	2
Building Warrants	1
Council Payments	1
Council Service Error	1
Dangerous Buildings	1
Drainage	1
Homelessness Service	1
Leisure Services	1
Local Development Plan	1
Missed Bin	1
Non Domestic Rates	1
Payroll	1
Pest Control	1
Road Closure	1
School Crossings	1
School Transport	1
Scottish Welfare Fund	1
Speed Limits	1
Street Sweeping	1

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. Service breakdown of complaints

Details about some of the larger themes / areas of complaints are provided in this section.

Cross-Service Themes

Table 1 – Covid Restrictions

Department	Area	Avoidable Contact	Root Cause	No. of Complaints
Chief Executive's Unit	Bute & Cowal	Policy Decisions	Policy Restriction	1
		Policy Decisions Total		1
	Bute & Cowal Total			1
Chief Executive's Unit Total				1
Customer Services	Bute & Cowal	Non-avoidable contact	Substandard Delivery	1
		Non-avoidable contact Total		1
	Bute & Cowal Total			1
Customer Services Total				1
Development & Infrastructure Services	Bute & Cowal	Service Delivery Failure	Non Delivery	1
		Service Delivery Failure Total		1
	Bute & Cowal Total			1
	Helensburgh & Lomond	Non-avoidable contact	Policy Restriction	5
			Substandard Delivery	2
			Unacceptable Behaviour	1
		Non-avoidable contact Total		8
	Helensburgh & Lomond Total			8
Development & Infrastructure Services Total				9

Table 2 – Staff Communication

Department	Area	Avoidable Contact	Root Cause	No. of Complaints
Chief Executive's Unit	Oban Lorn & Isles	Employee Conduct	Unacceptable Behaviour	1
		Employee Conduct Total		1
	Oban Lorn & Isles Total			1
Chief Executive's Unit Total				1
Customer Services	Helensburgh & Lomond	Non-avoidable contact	Inadequate Information	1
		Non-avoidable contact Total		1
	Helensburgh & Lomond Total			1
	Mid Argyll Kintyre & Islands	Non-avoidable contact	Substandard Delivery	1
		Non-avoidable contact Total		1
	Mid Argyll Kintyre & Islands Total			1
	Oban Lorn & Isles	Information Provision Failure	Inadequate Information	1
		Information Provision Failure Total		1
	Oban Lorn & Isles Total			1
Customer Services Total				3
Development and Infrastructure Services	Bute & Cowal	Information Provision Failure	Non Delivery	1
		Information Provision Failure Total		1
		Non-avoidable contact	Late Delivery	1
			Non Delivery	1
		Non-avoidable contact Total		2
		Service Delivery Failure	Non Delivery	1
		Service Delivery Failure Total		1
	Bute & Cowal Total			4
	Helensburgh & Lomond	Equipment/System Failure	Substandard Delivery	1
		Equipment/System Failure Total		1

		Information Provision Failure	Inadequate Information	1
		Information Provision Failure Total		1
		Needless Process Chasing	Inadequate Information	1
		Needless Process Chasing Total		1
		Non-avoidable contact	Inadequate Information	4
			Non Delivery	7
			Substandard Delivery	2
			Unacceptable Behaviour	2
		Non-avoidable contact Total		15
		Service Delivery Failure	Non Delivery	2
			Substandard Delivery	2
			Unacceptable Behaviour	1
		Service Delivery Failure Total		5
	Helensburgh & Lomond Total			23
	Mid Argyll Kintyre & Islands	Non-avoidable contact	Inadequate Information	1
			Non Delivery	4
			Substandard Delivery	1
		Non-avoidable contact Total		6
	Mid Argyll Kintyre & Islands Total			6
	Oban Lorn & Isles	Non-avoidable contact	Non Delivery	2
			Substandard Delivery	1
		Non-avoidable contact Total		3
	Oban Lorn & Isles Total			3
Development & Infrastructure Services Total				36

Table 3 – Staff Conduct

Department	Area	Avoidable Contact	Root Cause	No. of Complaints
Customer Services	Helensburgh & Lomond	Employee Conduct	Unacceptable Behaviour	1
		Employee Conduct Total		1
		Non-avoidable contact	Unacceptable Behaviour	1
		Non-avoidable contact Total		1
	Helensburgh & Lomond Total			2
Customer Services Total				2
Development & Infrastructure Services	Bute & Cowal	Non-avoidable contact	Unacceptable Behaviour	1
		Non-avoidable contact Total		1
	Bute & Cowal Total			1
	Helensburgh & Lomond	Employee Conduct	Unacceptable Behaviour	5
		Employee Conduct Total		5
		Non-avoidable contact	Unacceptable Behaviour	10
		Non-avoidable contact Total		10
	Helensburgh & Lomond Total			15
	Mid Argyll Kintyre & Islands	Employee Conduct	Unacceptable Behaviour	3
		Employee Conduct Total		3
		Non-avoidable contact	Unacceptable Behaviour	6
		Non-avoidable contact Total		6
	Mid Argyll Kintyre & Islands Total			9
	Oban Lorn & Isles	Employee Conduct	Unacceptable Behaviour	2
		Employee Conduct Total		2
		Non-avoidable contact	Unacceptable Behaviour	6
		Non-avoidable contact Total		6
	Oban Lorn & Isles Total			8
Development & Infrastructure Services Total				33

Chief Executive's Unit

Table 4 - Financial Services – Council Tax

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Inadequate Information	2
		Substandard Delivery	2
	Non-avoidable contact Total		4
	Service Delivery Failure	Substandard Delivery	3
	Service Delivery Failure Total		3
Bute & Cowal Total			7
Helensburgh & Lomond	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Substandard Delivery	2
	Service Delivery Failure Total		2
Helensburgh & Lomond Total			3
Mid Argyll Kintyre & Islands	Non-avoidable contact	Inadequate Information	1
		Substandard Delivery	1
	Non-avoidable contact Total		2
	Service Delivery Failure	Substandard Delivery	1
	Service Delivery Failure Total		1
Mid Argyll Kintyre & Islands Total			3
Oban Lorn & Isles	Information Gathering Failure	Substandard Delivery	1
	Information Gathering Failure Total		1
	Non-avoidable contact	Non Delivery	1
		Substandard Delivery	1
	Non-avoidable contact Total		2
Oban Lorn & Isles Total			3

Customer Services

Table 5 – Education - Other

Area	Avoidable Contact	Root Cause	No. of Complaints
Helensburgh & Lomond	Equipment/System Failure	Unacceptable Behaviour	1
	Equipment/System Failure Total		1
	Policy Decisions	Policy Restriction	2
	Policy Decisions Total		2
	Service Delivery Failure	Policy Restriction	1
	Service Delivery Failure Total		1
Helensburgh & Lomond Total			4
Mid Argyll Kintyre & Islands	Non-avoidable contact	Unacceptable Behaviour	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Unacceptable Behaviour	3
	Service Delivery Failure Total		3
Mid Argyll Kintyre & Islands Total			4
Oban Lorn & Isles	Employee Conduct	Unacceptable Behaviour	1
	Employee Conduct Total		1
	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
Oban Lorn & Isles Total			2

Table 6 – Education – Treatment of Child

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Service Delivery Failure	Substandard Delivery	4
	Service Delivery Failure Total		4
Bute & Cowal Total			4
Mid Argyll Kintyre & Islands	Non-avoidable contact	Substandard Delivery	1
		Unacceptable Behaviour	1
	Non-avoidable contact Total		2
	Service Delivery Failure	Substandard Delivery	2
	Service Delivery Failure Total		2
Mid Argyll Kintyre & Islands Total			4
Oban Lorn & Isles	Service Delivery Failure	Substandard Delivery	1
		Unacceptable Behaviour	1
	Service Delivery Failure Total		2
Oban Lorn & Isles Total			2

Development & Infrastructure Services

Table 7 – Domestic Refuse Collection

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Information Provision Failure	Inadequate Information	1
	Information Provision Failure Total		1
	Non-avoidable contact	Inadequate Information	2
		Non Delivery	1
		Substandard Delivery	2
		Unacceptable Behaviour	1
	Non-avoidable contact Total		6
	Policy Decisions	Policy Restriction	1
	Policy Decisions Total		1
	Service Delivery Failure	Late Delivery	1
		Non Delivery	2
		Substandard Delivery	3
	Service Delivery Failure Total		6
Bute & Cowal Total			14
Helensburgh & Lomond	Non-avoidable contact	Non Delivery	4
		Substandard Delivery	7
		Unacceptable Behaviour	2
	Non-avoidable contact Total		13
	Service Delivery Failure	Inadequate Information	1
		Late Delivery	1
		Non Delivery	3
		Substandard Delivery	1
	Service Delivery Failure Total		6
Helensburgh & Lomond Total			19
Mid Argyll Kintyre & Islands	Non-avoidable contact	Damage/Injury	1
		Substandard Delivery	3
	Non-avoidable contact Total		4
	Policy Decisions	Policy Restriction	1
	Policy Decisions Total		1
Mid Argyll Kintyre & Islands Total			5
Oban Lorn & Isles	Employee Conduct	Substandard Delivery	1
	Employee Conduct Total		1
	Non-avoidable contact	Non Delivery	8
		Policy Restriction	2
		Substandard Delivery	2
	Non-avoidable contact Total		12
	Policy Decisions	Policy Restriction	1
	Policy Decisions Total		1
	Service Delivery Failure	Non Delivery	5
		Substandard Delivery	1
	Service Delivery Failure Total		6
Oban Lorn & Isles Total			20

Table 8 – Recycling

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Equipment/System Failure	Damage/Injury	1
	Equipment/System Failure Total		1
	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Inadequate Information	1
		Substandard Delivery	1
	Service Delivery Failure Total		2
Bute & Cowal Total			4
Helensburgh & Lomond	Non-avoidable contact	Non Delivery	3
		Substandard Delivery	2
	Non-avoidable contact Total		5
	Policy Decisions	Substandard Delivery	1
	Policy Decisions Total		1
	Service Delivery Failure	Substandard Delivery	1
	Service Delivery Failure Total		1
Helensburgh & Lomond Total			7
Oban Lorn & Isles	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
Oban Lorn & Isles Total			1

Table 9 – Cemeteries

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Policy Restriction	1
	Non-avoidable contact Total		1
Bute & Cowal Total			1
Helensburgh & Lomond	Non-avoidable contact	Damage/Injury	1
		Unacceptable Behaviour	1
	Non-avoidable contact Total		2
	Policy Decisions	Inadequate Information	1
	Policy Decisions Total		1
Helensburgh & Lomond Total			3
Mid Argyll Kintyre & Islands	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
Mid Argyll Kintyre & Islands Total			1
Oban Lorn & Isles	Non-avoidable contact	Substandard Delivery	2
	Non-avoidable contact Total		2
Oban Lorn & Isles Total			2

Table 10 – Ground Maintenance

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Non Delivery	1
		Substandard Delivery	2
	Non-avoidable contact Total		3
	Service Delivery Failure	Substandard Delivery	1
	Service Delivery Failure Total		1
Bute & Cowal Total			4
Helensburgh & Lomond	Employee Conduct	Substandard Delivery	1
	Employee Conduct Total		1
	Non-avoidable contact	Unacceptable Behaviour	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Substandard Delivery	1
		Unacceptable Behaviour	1
	Service Delivery Failure Total		2
Helensburgh & Lomond Total			4
Mid Argyll Kintyre & Islands	Non-avoidable contact	Inadequate Information	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Substandard Delivery	1
	Service Delivery Failure Total		1
Mid Argyll Kintyre & Islands Total			2
Oban Lorn & Isles	Information Provision Failure	Inadequate Information	1
	Information Provision Failure Total		1
Oban Lorn & Isles Total			1

Table 11 – Potholes

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Service Delivery Failure	Non Delivery	1
	Service Delivery Failure Total		1
Bute & Cowal Total			1
Helensburgh & Lomond	Non-avoidable contact	Damage/Injury	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Damage/Injury	2
	Service Delivery Failure Total		2
Helensburgh & Lomond Total			3
Mid Argyll Kintyre & Islands	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Substandard Delivery	1
	Service Delivery Failure Total		1
Mid Argyll Kintyre & Islands Total			2
Oban Lorn & Isles	Non-avoidable contact	Damage/Injury	1
	Non-avoidable contact Total		1
Oban Lorn & Isles Total			1

Table 12 – Street Lighting

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Non Delivery	2
		Substandard Delivery	1
	Non-avoidable contact Total		3
Bute & Cowal Total			3
Helensburgh & Lomond	Non-avoidable contact	Damage/Injury	1
		Inadequate Information	1
		Non Delivery	1
	Non-avoidable contact Total		3
	Service Delivery Failure	Non Delivery	1
	Service Delivery Failure Total		1
Helensburgh & Lomond Total			4
Mid Argyll Kintyre & Islands	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Non Delivery	2
	Service Delivery Failure Total		2
Mid Argyll Kintyre & Islands Total			3
Oban Lorn & Isles	Information Provision Failure	Inadequate Information	1
		Non Delivery	1
	Information Provision Failure Total		2
	Non-avoidable contact	Non Delivery	1
	Non-avoidable contact Total		1
	Service Delivery Failure	Non Delivery	1
	Service Delivery Failure Total		1
Oban Lorn & Isles Total			4

Table 13 – Parking Services

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Substandard Delivery	1
		Unacceptable Behaviour	1
	Non-avoidable contact Total		2
Bute & Cowal Total			2
Helensburgh & Lomond	Employee Conduct	Unacceptable Behaviour	1
	Employee Conduct Total		1
	Information Provision Failure	Inadequate Information	1
	Information Provision Failure Total		1
	Non-avoidable contact	Non Delivery	1
		Policy Restriction	2
		Substandard Delivery	3
	Non-avoidable contact Total		6
	Policy Decisions	Policy Restriction	1
	Policy Decisions Total		1
	Service Delivery Failure	Inadequate Information	1
	Service Delivery Failure Total		1
Helensburgh & Lomond Total			10
Mid Argyll Kintyre & Islands	Information Gathering Failure	Substandard Delivery	1
	Information Gathering Failure Total		1
Mid Argyll Kintyre & Islands Total			1
Non Area Specific	Non-avoidable contact	Inadequate Information	2
		Substandard Delivery	3
	Non-avoidable contact Total		5
	Service Delivery Failure	Inadequate Information	1
	Service Delivery Failure Total		1
Non Area Specific Total			6
Oban Lorn & Isles	Non-avoidable contact	Inadequate Information	1
		Unacceptable Behaviour	2
	Non-avoidable contact Total		3
Oban Lorn & Isles Total			3

Table 14 – Planning Applications

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute and Cowal	Non-avoidable contact	Inadequate Information	1
	Non-avoidable contact Total		1
Bute and Cowal Total			1
Helensburgh and Lomond	Non-avoidable contact	Inadequate Information	1
		Non Delivery	1
	Non-avoidable contact Total		2
Helensburgh and Lomond Total			2
Mid Argyll Kintyre and the Islands	Non-avoidable contact	Non Delivery	1
		Unacceptable Behaviour	1
	Non-avoidable contact Total		2
Mid Argyll Kintyre and the Islands Total			2
Oban Lorn and the Isles	Non-avoidable contact	Damage/Injury	1
		Inadequate Information	1
	Non-avoidable contact Total		2
Oban Lorn and the Isles Total			2

Table 15 – Planning Enforcement

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	Non-avoidable contact	Substandard Delivery	1
		Unacceptable Behaviour	1
	Non-avoidable contact Total		2
Bute & Cowal Total			2
Helensburgh and Lomond	Non-avoidable contact	Substandard Delivery	1
	Non-avoidable contact Total		1
Helensburgh & Lomond Total			1
Oban Lorn & Isles	Non-avoidable contact	Inadequate Information	2
		Substandard Delivery	1
	Non-avoidable contact Total		3
Oban Lorn & Isles Total			3