

Annual Complaints Performance 2021-22

This report provides additional details to accompany the full annual complaints report for 2021-22, which is based on the 8 indicators set by the Scottish Public Service Ombudsman (SPSO).

1. All Complaints listed by theme

Complaint theme	Number
Domestic Refuse Collection	93
Staff Issue - Conduct	51
Staff Issue - Communication	45
Parking Services	36
Education - Other	30
Missed Bin	30
Council Tax Other	24
Planning Applications	21
Street Lighting	17
Recycling	16
Education - Treatment of Child	16
Failure of Care	16
Ground Maintenance	14
Commercial Refuse	14
Social Work Decisions	13
Quality of Care	12
Staff Issue - Other	12
Public Conveniences	10
Council Service Error	10
School Transport	9
Cemeteries	9
Pothole	8
Road Works	7
Public Transport	6
Council Payments	6
Traffic Management	6
Civic Amenity	6
Council Decision	6
Council Property/Buildings	5
Public Health	5
Winter Maintenance	4
Litter	4
Flooding	4
Drainage	4
Surfacing	4
Projects, Renewables & Regeneration	4
Non Domestic Rates	3
Cost of Council Service	3
Noise Control	3
Data Protection	3

Complaint theme	Number
Piers & Harbours	3
Private Sector Grants	3
Benefits Other	3
Play Parks	3
Pavements/Footpaths	3
Care Funding	3
Road Closure	2
Committee/Governance	2
Homelessness Service	2
Disabled Parking Bays	2
Building Warrants	2
Enforcement	2
Road Signage	2
Special Uplift	2
School Catering	2
Dangerous Buildings	2
Local Development Plan	2
Fly Tipping	1
Street Sweeping	1
Leisure Services	1
School Crossings	1
Live Argyll - Other	1
Dog Fouling	1
Pest Control	1
Scottish Welfare Fund	1
Benefits Payments	1
Fleet	1
Road Markings	1
HR Policy/Process	1
Benefit Payments	1
Speed Limits	1
Landlord Registration	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. 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

Complaint category	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	LiveArgyll
Damage/Injury		3	9		
Inadequate Information	7	6	34		1
Late Delivery	5		10		
Non Delivery	1	3	136	4	
Policy Restriction	5	1	23		
Substandard Delivery	22	38	174	40	1
Unacceptable Behaviour	3	19	77	22	
Grand Total	43	70	463	66	2

Table 2 – Number of complaints by area

Details of complaint themes within ward areas are provided below.

Area	Count of Ward Area
Area Not Identified	5
Mid Argyll Kintyre and the Islands	121
Oban Lorn and the Isles	137
Bute and Cowal	150
Helensburgh and Lomond	231
Grand Total	644

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

Row Labels	Count of Ward Area
Staff Issue - Conduct	12
Staff Issue - Communication	9
Domestic Refuse Collection	7
Education - Treatment of Child	7
Quality of Care	6
Planning Applications	6
Staff Issue - Other	5
Street Lighting	5
Failure of Care	4
Public Transport	4
Ground Maintenance	4
Public Conveniences	4
Social Work Decisions	4
Education - Other	4
Missed Bin	4
Commercial Refuse	3
Recycling	3
Piers & Harbours	3
Cemeteries	3
Council Tax Other	2
Council Property/Buildings	2
Council Decision	2
Council Payments	2
Road Works	1
Civic Amenity	1
School Transport	1
Projects, Renewables & Regeneration	1
Pothole	1
Surfacing	1
School Catering	1
Homelessness Service	1
Litter	1
Building Warrants	1
Local Development Plan	1
Dog Fouling	1
Pavements/Footpaths	1
Council Service Error	1
Public Health	1
Parking Services	1
Grand Total	121

3b Oban, Lorn and the Isles

Row Labels	Count of Ward Area
Parking Services	15
Staff Issue - Conduct	12
Domestic Refuse Collection	11
Staff Issue - Communication	8
Council Tax Other	7
School Transport	6
Public Conveniences	5
Education - Other	5
Council Service Error	4
Commercial Refuse	4
Pothole	4
Street Lighting	4
Council Decision	3
Cemeteries	3
Social Work Decisions	3
Quality of Care	3
Winter Maintenance	3
Drainage	2
Recycling	2
Failure of Care	2
Missed Bin	2
Road Works	2
Cost of Council Service	2
Special Uplift	2
Private Sector Grants	2
Ground Maintenance	2
Public Transport	2

School Catering	1
Enforcement	1
Care Funding	1
Fly Tipping	1
Staff Issue - Other	1
Traffic Management	1
Leisure Services	1
Benefits Other	1
Homelessness Service	1
Road Closure	1
Projects, Renewables & Regeneration	1
Road Signage	1
Dangerous Buildings	1
Planning Applications	1
Civic Amenity	1
Benefit Payments	1
Pest Control	1
Grand Total	137

3c Bute and Cowal

Row Labels	Count of Ward Area
Staff Issue - Communication	14
Staff Issue - Conduct	11
Domestic Refuse Collection	11
Council Tax Other	10
Education - Other	8
Ground Maintenance	7
Parking Services	6
Social Work Decisions	5
Failure of Care	5
Education - Treatment of Child	5
Planning Applications	5
Recycling	4
Commercial Refuse	3
Staff Issue - Other	3
Public Health	3
Council Payments	3
Traffic Management	3
Play Parks	2
Disabled Parking Bays	2
Quality of Care	2
Cemeteries	2
Street Lighting	2
Surfacing	2
Projects, Renewables & Regeneration	2
Committee/Governance	2
Data Protection	2
Noise Control	2
Non Domestic Rates	2
Drainage	2
Missed Bin	1
Road Works	1
Dangerous Buildings	1
Fleet	1
Enforcement	1
Flooding	1
Cost of Council Service	1
Pavements/Footpaths	1
Road Markings	1
Council Service Error	1
School Transport	1

Benefits Other	1
Civic Amenity	1
Landlord Registration	1
Building Warrants	1
Benefits Payments	1
Council Decision	1
Council Property/Buildings	1
Litter	1
Live Argyll - Other	1
Grand Total	150

3d Helensburgh and Lomond

Row Labels	Count of Ward Area
Domestic Refuse Collection	64
Missed Bin	23
Staff Issue - Conduct	16
Parking Services	14
Staff Issue - Communication	14
Education - Other	12
Planning Applications	8
Recycling	7
Street Lighting	6
Council Tax Other	5
Failure of Care	5
Education - Treatment of Child	4
Commercial Refuse	4
Pothole	3
Road Works	3
Staff Issue - Other	3
Flooding	3
Civic Amenity	3
Traffic Management	2
Litter	2
Care Funding	2
Council Property/Buildings	2
Council Service Error	2
Speed Limits	1
Benefits Other	1
Ground Maintenance	1
Play Parks	1
Scottish Welfare Fund	1
Cemeteries	1
Noise Control	1
Winter Maintenance	1
Surfacing	1

Public Conveniences	1
School Transport	1
Public Health	1
Social Work Decisions	1
Quality of Care	1
Council Payments	1
Local Development Plan	1
Non Domestic Rates	1
Road Closure	1
Street Sweeping	1
Road Signage	1
Pavements/Footpaths	1
Data Protection	1
School Crossings	1
Private Sector Grants	1
Grand Total	231

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

Count of Ward Area					
Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Council Tax Other	10	5	2	7	24
Domestic Refuse Collection	11	64	7	11	93
Education - Other	8	12	4	5	30
Missed Bin	1	23	4	2	30
Parking Services	6	14	1	15	36
Planning Applications	5	8	6	1	21
Recycling	4	7	3	2	16
Staff Issue - Communication	14	14	9	8	45
Staff Issue - Conduct	11	16	12	12	51
Street Lighting	2	6	5	4	17
Grand Total	72	169	53	67	363

*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

Count of Ward Area					
Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Benefit Payments				1	1
Benefits Other	1	1		1	3
Benefits Payments	1				1
Council Payments	3	1	1		5
Council Service Error		1			2
Council Tax Other	10	5	2	7	24
Non Domestic Rates	2	1			3
Private Sector Grants				1	1
Scottish Welfare Fund		1			1
Staff Issue - Communication	2				2
Grand Total	19	10	3	10	43

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

Count of Ward Area					
Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Committee/Governance	2				2
Council Decision	1		1	1	3
Council Property/Buildings	1	2	1		4
Data Protection	1	1			2
Education - Other	8	12	4	5	30
Education - Treatment of Child	5	4	7		16
Road Works		1			1
School Catering			1	1	2
Staff Issue - Communication	1	4	1		6
Staff Issue - Conduct	1	1		1	3
Staff Issue - Other			1		1
Grand Total	20	25	16	8	70

Table 4c – Roads and Infrastructure Services

Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Cemeteries	2	1	3	3	9
Civic Amenity	1	3	1	1	6
Commercial Refuse	3	4	3	4	14
Cost of Council Service	1			2	3
Council Decision			1	2	3
Council Property/Buildings			1		1
Council Service Error	1	1		2	5
Dangerous Buildings				1	1
Disabled Parking Bays	2				2
Dog Fouling			1		1
Domestic Refuse Collection	11	64	7	11	93
Drainage	2			2	4
Fleet	1				1
Flooding	1	3			4
Fly Tipping				1	1
Ground Maintenance	7	1	4	2	14
Litter	1	2	1		4
Missed Bin	1	23	4	2	30
Noise Control		1			1
Parking Services	6	14	1	15	36
Pavements/Footpaths	1	1	1		3

Pest Control				1	1
Piers & Harbours			3		3
Play Parks	2	1			3
Pothole		3	1	4	8
Projects, Renewables & Regeneration			1	1	2
Public Conveniences		1	4	5	10
Public Transport			4	2	6
Recycling	4	7	3	2	16
Road Closure				1	1
Road Markings	1				1
Road Signage		1		1	2
Road Works	1	2	1	2	6
School Crossings		1			1
School Transport	1	1	1	6	9
Special Uplift				2	2
Speed Limits		1			1
Staff Issue - Communication	6	4	3	4	17
Staff Issue - Conduct	5	12	8	5	30
Staff Issue - Other	1	3	1		5
Street Lighting	2	6	5	4	17
Street Sweeping		1			1
Surfacing	2	1	1		4
Traffic Management	3	2		1	6
Winter Maintenance		1		3	4
Grand Total	69	166	64	92	392

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
Building Warrants	1		1		2
Dangerous Buildings	1				1
Enforcement	1			1	2
Homelessness Service			1	1	2
Landlord Registration	1				1
Local Development Plan		1	1		2
Noise Control	2				2
Planning Applications	5	8	6	1	21
Private Sector Grants		1		1	2
Projects, Renewables & Regeneration	2				2
Public Health	3	1	1		5
Road Closure		1			1
Staff Issue - Communication	4	5	3	4	16
Staff Issue - Conduct	2	1	2	1	6
Grand Total	22	18	15	9	65

Health and Social Care Partnership

Table 5a – Area breakdown

Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Children and Families	8	6	7	6	27
Mental Health, Learning Disability , Addictions and Lifelong Conditions	3	1	4		8
Older Adults/Community Hospitals	7	5	11	8	31
Grand Total	18	12	22	14	66

Table 5b – Area & Theme breakdown

Row Labels	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Children and Families	8	6	7	6	27
Care Funding		1			1
Council Payments			1		1
Data Protection	1				1
Failure of Care	2				2
Quality of Care	1	1	2		4
Social Work Decisions	3	1	3	3	10
Staff Issue - Communication		1			1
Staff Issue - Conduct	1	2	1	2	6
Staff Issue - Other				1	1
Mental Health, Learning Disability , Addictions and Lifelong Conditions	3	1	4		8
Failure of Care	1	1	1		3
Social Work Decisions			1		1
Staff Issue - Communication			2		2
Staff Issue - Conduct	1				1
Staff Issue - Other	1				1
Older Adults/Community Hospitals	7	5	11	8	31
Care Funding		1		1	2
Failure of Care	2	4	3	2	11
Quality of Care	1		4	3	8
Social Work Decisions	2				2
Staff Issue - Conduct	1		1	2	4
Staff Issue - Other	1		3		4
Grand Total	18	12	22	14	66

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.