

## Annual Complaints Performance 2023-24

This report provides additional details to accompany the full annual complaints report for 2023-24, 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 - Conduct	64	Council Payments	3
Council Decision	57	Piers & Harbours	3
Education - Treatment of Child	46	Non Domestic Rates	3
Social Work Decisions	44	Civic Amenity	3
Staff Issue - Communication	38	Litter	3
Planning Applications	32	Committee/Governance	2
Council Property/Buildings	31	Core Paths	2
Education - Other	29	Projects, Renewables & Regeneration	2
Missed Bin	29	Data Protection	2
Council Tax Other	26	Public Health	2
Council Service Error	25	Payroll	2
Domestic Refuse Collection	23	Leisure Services	2
Parking Services	22	Building Warrants	2
Traffic Management	20	Dangerous Buildings	2
Street Lighting	17	Benefit Payments	1
Staff Issue - Other	14	Private Water Supplies	1
Ground Maintenance	11	Local Development Plan	1
Road Works	10	School Crossings	1
Failure of Care	9	Animal Health	1
Live Argyll - Other	9	Council Tax Portal	1
Pothole	9	School Catering	1
Recycling	8	Scottish Welfare Fund	1
Quality of Care	8	HR Policy/Process	1
Social Work Reports	8	Care Funding	1
Cemeteries	7	Respite	1
Public Conveniences	7	Licensing	1
Surfacing	6	Education - Attendance Panel	1
Commercial Refuse	6		
Pavements/Footpaths	6		
Road Closure	5		
Winter Maintenance	5		
Road Signage	5		
Drainage	5		
Public Transport	5		
Homelessness Service	4		
School Transport	4		
Flooding	4		
Noise Control	3		
Cost of Council Service	3		
Road Markings	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 & Community Planning	Education, Legal & Regulatory & Commercial	Customer Support, Financial Services, Road & Infrastructure and Development & Economic Growth	Health and Social Care Partnership	Live Argyll
Damage/Injury		1	17	1	1
Inadequate Information	6	4	26	7	1
Late Delivery	2	1	14		1
Non Delivery		27	119	8	1
Policy Restriction	2	8	28	3	1
Substandard Delivery	9	93	140	48	6
Unacceptable Behaviour	1	44	52	39	2
<b>Grand Total</b>	<b>20</b>	<b>178</b>	<b>396</b>	<b>106</b>	<b>13</b>

**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	152
Helensburgh and Lomond	234
Mid Argyll Kintyre and the Islands	157
Oban Lorn and the Isles	166
Area Not Identified	4
<b>Grand Total</b>	<b>713</b>

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

<b>Theme</b>	<b>Count of Ward Area</b>
Education - Treatment of Child	24
Staff Issue - Conduct	22
Social Work Decisions	16
Council Tax Other	9
Staff Issue - Communication	8
Education - Other	7
Missed Bin	7
Council Service Error	6
Planning Applications	6
Council Decision	5
Social Work Reports	4
Domestic Refuse Collection	4
Failure of Care	4
Quality of Care	4
Street Lighting	3
Recycling	3
Staff Issue - Other	2
Core Paths	2
Public Transport	2
Pothole	2
Parking Services	2
Public Health	1
Cemeteries	1
Drainage	1
Commercial Refuse	1
Committee/Governance	1
Flooding	1
Scottish Welfare Fund	1
Ground Maintenance	1
Non Domestic Rates	1
Road Closure	1
Payroll	1
Road Signage	1
Data Protection	1
Road Works	1
School Transport	1
<b>Grand Total</b>	<b>157</b>

**3b Oban, Lorn and the Isles**

<b>Theme</b>	<b>Count of Ward Area</b>
Council Property/Buildings	29
Staff Issue - Conduct	13
Social Work Decisions	10
Parking Services	9
Missed Bin	8
Staff Issue - Communication	8
Council Service Error	7
Education - Other	6
Education - Treatment of Child	6
Public Conveniences	5
Planning Applications	5
Winter Maintenance	5
Cemeteries	4
Staff Issue - Other	4
Commercial Refuse	3
Domestic Refuse Collection	3
Street Lighting	3
Ground Maintenance	3
Council Decision	3
Dangerous Buildings	2
Surfacing	2
Pothole	2
Cost of Council Service	2
Road Works	2
Council Tax Other	2
Non Domestic Rates	2
Piers & Harbours	2
Projects, Renewables & Regeneration	1
Failure of Care	1
Animal Health	1
Public Transport	1
Local Development Plan	1
Quality of Care	1
Data Protection	1
Recycling	1
Pavements/Footpaths	1
Road Signage	1
Council Tax Portal	1
Noise Control	1
Traffic Management	1
School Catering	1
Benefit Payments	1
School Transport	1
<b>Grand Total</b>	<b>166</b>

**3c Bute and Cowal**

Theme	Count of Ward Area
Staff Issue - Conduct	16
Traffic Management	15
Education - Treatment of Child	9
Social Work Decisions	8
Education - Other	7
Planning Applications	7
Staff Issue - Communication	6
Street Lighting	6
Council Tax Other	5
Council Decision	4
Council Service Error	4
Pothole	4
Failure of Care	3
Staff Issue - Other	3
Recycling	3
Live Argyll - Other	3
Domestic Refuse Collection	3
Quality of Care	3
Social Work Reports	2
Public Transport	2
Council Payments	2
Civic Amenity	2
Homelessness Service	2
Road Closure	2
Parking Services	2
Road Signage	2
Ground Maintenance	2
Road Works	2
Surfacing	2
School Transport	2
Missed Bin	2
Pavements/Footpaths	2
Drainage	1
Projects, Renewables & Regeneration	1
Cost of Council Service	1
Respite	1
Care Funding	1
Commercial Refuse	1
Committee/Governance	1
Road Markings	1
Private Water Supplies	1
Noise Control	1
Public Health	1
Council Property/Buildings	1
Licensing	1

Theme	Count of Ward Area
Building Warrants	1
Piers & Harbours	1
<b>Grand Total</b>	<b>152</b>

**3d Helensburgh and Lomond**

<b>Theme</b>	<b>Count of Ward Area</b>
Council Decision	45
Staff Issue - Communication	16
Planning Applications	14
Domestic Refuse Collection	13
Staff Issue - Conduct	12
Missed Bin	12
Social Work Decisions	10
Council Tax Other	10
Education - Other	9
Council Service Error	8
Parking Services	7
Education - Treatment of Child	7
Live Argyll - Other	6
Road Works	5
Staff Issue - Other	5
Ground Maintenance	5
Street Lighting	5
Traffic Management	4
Litter	3
Flooding	3
Pavements/Footpaths	3
Drainage	3
Homelessness Service	2
Road Markings	2
Road Closure	2
Social Work Reports	2
Leisure Services	2
Public Conveniences	2
Surfacing	2
Cemeteries	2
Education - Attendance Panel	1
Noise Control	1
Civic Amenity	1
Commercial Refuse	1
Building Warrants	1
Road Signage	1
Council Payments	1

Failure of Care	1
Recycling	1
School Crossings	1
HR Policy/Process	1
Council Property/Buildings	1
Pothole	1
<b>Grand Total</b>	<b>234</b>

**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 - Conduct	16	12	22	13	63
Council Decision	4	45	5	3	57
Education - Treatment of Child	9	7	24	6	46
Social Work Decisions	8	10	16	10	44
Staff Issue - Communication	6	16	8	8	38
Planning Applications	7	14	6	5	32
Council Property/Buildings	1	1		29	31
Education - Other	7	9	7	6	29
Missed Bin	2	12	7	8	29
Council Tax Other	5	10	9	2	26
<b>Grand Total</b>	<b>65</b>	<b>136</b>	<b>104</b>	<b>90</b>	<b>395</b>

\*1 entry for unidentified area removed

**Section 4 – Service breakdown by area and theme**

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

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Council Decision			2	2	4
Council Service Error	1				1
Council Tax Other	2	4	2	2	10
Council Tax Portal				1	1
Non Domestic Rates			1	2	3
Staff Issue - Other				1	1
<b>Grand Total</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>20</b>

**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	Grand Total
Committee/Governance	1		1		2
Council Decision	2	41	1	1	45
Council Property/Buildings	1	1		29	31
Data Protection			1	1	2
Education - Attendance Panel		1			1
Education - Other	7	9	7	6	29
Education - Treatment of Child	9	7	24	6	46
Flooding		1			1
Licensing	1				1
Litter		1			1
Noise Control		1			1
Parking Services		1			1
School Catering				1	1
Scottish Welfare Fund			1		1
Staff Issue - Communication			1		1
Staff Issue - Conduct	1		8	2	11
Staff Issue - Other		2	1		3
<b>Grand Total</b>	<b>22</b>	<b>65</b>	<b>45</b>	<b>46</b>	<b>178</b>

**Table 4c – Customer & Support Services**

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Grand Total
Council Decision		1			1
Council Service Error	1	1	1	2	5
HR Policy/Process		1			1
Parking Services			1		1
Staff Issue - Communication	1		1	2	4
Staff Issue - Conduct			1		1
<b>Grand Total</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>13</b>

**Table 4d – Financial Services**

Theme	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Area Not Identified	Grand Total
Benefit Payments				1		1
Council Payments	1					1
Council Tax Other	3	6	7			16
Payroll			1		1	2
Staff Issue - Conduct	1					1
<b>Grand Total</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>21</b>



Table 4e – Roads &amp; 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		2	1	4		7
Civic Amenity	2	1				3
Commercial Refuse	1	1	1	3		6
Council Decision	2	2	1			5
Council Payments		1				1
Council Service Error	2	7	4	5		18
Domestic Refuse Collection	3	13	4	3		23
Drainage	1	3	1			5
Flooding		2	1			3
Ground Maintenance	2	5	1	3		11
Litter		2				2
Missed Bin	2	12	7	8		29
Parking Services	2	6	1	9	2	20
Pavements/Footpaths	2	3		1		6
Piers & Harbours	1			2		3
Pothole	4	1	2	2		9
Public Conveniences		2		4		6
Public Transport	2		2	1		5
Recycling	3	1	3	1		8
Road Closure	2	2	1			5
Road Markings	1	2				3
Road Signage	2	1	1	1		5
Road Works	2	5	1	2		10
School Crossings		1				1
School Transport	2		1	1		4
Staff Issue - Communication		3	2	1		6
Staff Issue - Conduct	9	8	4	8		29
Staff Issue - Other		2		1		3
Street Lighting	6	5	3	3		17
Surfacing	2	2		2		6
Traffic Management	15	4		1		20
Winter Maintenance				5		5
<b>Grand Total</b>	<b>70</b>	<b>99</b>	<b>42</b>	<b>71</b>	<b>2</b>	<b>284</b>

**Table 4f – 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
Animal Health				1	1
Building Warrants	1	1			2
Core Paths			2		2
Cost of Council Service				2	2
Council Decision			1		1
Council Service Error			1		1
Dangerous Buildings				2	2
Homelessness Service	2	2			4
Local Development Plan				1	1
Noise Control	1			1	2
Planning Applications	7	14	6	5	32
Private Water Supplies	1				1
Projects, Renewables & Regeneration	1			1	2
Public Conveniences				1	1
Public Health	1		1		2
Staff Issue - Communication	3	9	3	2	17
Staff Issue - Conduct				1	1
Staff Issue - Other	1	1	1	1	4
<b>Grand Total</b>	<b>18</b>	<b>27</b>	<b>15</b>	<b>18</b>	<b>78</b>

**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	Area Not Identified	Grand Total
Acute and Complex Care	8	3	12	4		27
Children and Families	8	13	16	6		43
Criminal Justice	1		1	1		3
Health and Community Care	11	5	9	7	1	33
<b>Grand Total</b>	<b>28</b>	<b>21</b>	<b>38</b>	<b>18</b>	<b>1</b>	<b>106</b>

Table 5b – Area &amp; Theme breakdown

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll Kintyre and the Islands	Oban Lorn and the Isles	Area Not Identified	Grand Total
<b>Acute and Complex Care</b>	<b>8</b>	<b>3</b>	<b>12</b>	<b>4</b>		<b>27</b>
Council Payments	1					1
Failure of Care	1		1	1		3
Quality of Care			2			2
Respite	1					1
Social Work Decisions	1		3	1		5
Social Work Reports		1	1			2
Staff Issue - Communication	2	2	1	1		6
Staff Issue - Conduct	1		4	1		6
Staff Issue - Other	1					1
<b>Children and Families</b>	<b>8</b>	<b>13</b>	<b>16</b>	<b>6</b>		<b>43</b>
Council Decision		1				1
Failure of Care			1			1
Quality of Care	1					1
Social Work Decisions	3	7	8	3		21
Social Work Reports	1	1	2			4
Staff Issue - Communication		2		2		4
Staff Issue - Conduct	3	2	5	1		11
<b>Criminal Justice</b>	<b>1</b>		<b>1</b>	<b>1</b>		<b>3</b>
Social Work Decisions				1		1
Social Work Reports	1		1			2
<b>Health and Community Care</b>	<b>11</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>33</b>
Care Funding	1					1
Failure of Care	2	1	2			5
Quality of Care	2		2	1		5
Social Work Decisions	4	3	5	5		17
Staff Issue - Conduct	1	1			1	3
Staff Issue - Other	1			1		2
<b>Grand Total</b>	<b>21</b>	<b>15</b>	<b>12</b>	<b>19</b>		<b>67</b>

### 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.