

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

Themes	No. of Complaints
Data Protection	2
Disabled Parking Bays	2
Education Staffing	2
Library Services	2
Noise r Treatment of Child	10

Dangerous Buil

Cemeteries	7
Planning Applications	7
Pothole	7
Enforcement	6
Litter	5

Drainage	1
Homelessness Service	1
Leisure Services	1
Local Development Plan	1

Civic Amenity	4
Covid Grants	4
Covid Staff Issue	4
Flooding	4
Piers & Harbours	4
Public Conveniences	4
Traffic Management	4
Winter Maintenance	4

Payroll	1
Pest Control	1
Road Closure	1
School Crossings	1
School Transport	1
Scottish Welfare Fund	1
Speed Limits	1
Street	

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2. Service breakdown of complaints

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

Cross

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	

Chief Executive's Unit

Table 4 Financial Services

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

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Table 10 – Ground Maintenance

Area

Avoidable Contact

Root

Table 12 – Street Lighting

Area	Avoidable Contact	Root Cause	No. of Complaints
Bute & Cowal	•ñ3w•H hŽôu)'H h... %5PĐÇ %5PĐ'À 0		

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		

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