Complaint theme	Number		
Staff Issue - Conduct	64		
Council Decision	57		
Education - Treatment of Child	46		
Social Work Decisions	44		
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		
Council Tax Other	26	Data Protection	2
Council Service Error	25	Public Health	2
Domestic Refuse Collection	23	Payroll	2
Parking Services	22	Leisure Services	2
Traffic Management	20	Building Warrants	2
Street Lighting	17	Dangerous Buildings	2
Staff Issue - Other	14	Benefit Payments	1
Ground Maintenance	11	Private Water Supplies	1
Road Works	10	Local Development Plan	1
Failure of Care	9	School Crossings	1
Live Argyll - Other	9	Animal Health	1
Pothole	9	Council Tax Portal	1
Recycling	8	School Catering	1
Quality of Care	8	Scottish Welfare Fund	1
Social Work Reports	8	HR Policy/Process	1
Cemeteries	7	Care Funding	1
Public Conveniences	7	Respite	1
Surfacing	6	Licensing	1
Commercial Refuse	6	Education - Attendance Panel	1
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. There 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 compla

Section 3 – Complaints themes by Area

Table 3a Mid Argyll, Kintyre and Islands

Theme	Count of Ward Area
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

3b Oban, Lorn and the Isles

Theme	Count of Ward Area
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

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

Theme	Count of Ward Area
Building Warrants	1
Piers & Harbours	1
Grand Total	152

3d Helensburgh and Lomond

Theme	Count of Ward Area
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

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

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

Theme	Bute and

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

Table 4e – 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		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

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				

Table 5b – Area & Theme breakdown

	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