

TABLE 1
Complaints Received by Subject 2018-18

Subject Group	Medford Council	Rank	Complaints as % of total	Sector	Rank	Complaints as % of total
Planning	8	1	40.0%	Total	423	24.6%
Neighbourhood	5	2	23.0%		172	10.0%
Social Work	2	3	10.0%		23	1.4%
Building Control	2	3	10.0%		54	3.1%
Finance	1	5	3.0%		170	10.4%
Welfare Fund - Community Care Grants	1	5	3.0%		31	1.8%
Land & Property	1	5	3.0%		20	1.2%
Education	0	-	0.0%		173	10.0%
Environmental Health & Cleansing	0	-	0.0%		126	7.3%
Health & Transport	0	-	0.0%		120	7.0%
Legal & Admin	0	-	0.0%		61	3.5%
Recreation & Leisure	0	-	0.0%		32	1.9%
Other	0	-	0.0%		17	1.0%
Economic Development	0	-	0.0%		11	0.6%
Personnel	0	-	0.0%		9	0.5%
Welfare Fund - Crisis Grants	0	-	0.0%		15	0.8%
National Park Authorities	0	-	0.0%		6	0.3%
Valuation Joint Boards	0	-	0.0%		17	0.9%
Fire & Police Boards	0	-	0.0%		5	0.3%
Consumer Protection	0	-	0.0%		33	1.9%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%		4	0.2%
Total	31	7.2%	100.0%	1,722	100.0%	

Complaints Received by Subject 2018-15

Subject Group	Medford Council	Rank	Complaints as % of total	Sector	Rank	Complaints as % of total
Planning	7	1	22.8%	Total	217	11.6%
Housing	6	2	18.4%		468	24.6%
Social Work	4	3	12.0%		253	13.5%
Education	2	4	8.1%		174	9.3%
Finance	2	4	8.3%		174	9.3%
Environmental Health & Cleansing	2	4	8.3%		148	7.8%
Roads & Transport	2	4	8.3%		119	6.3%
Legal & Admin	1	8	3.2%		76	4.0%
Building Control	1	8	3.2%		61	3.2%
Land & Property	1	8	3.2%		29	1.5%
Other	1	8	3.2%		21	1.1%
Welfare Fund - Crisis Grants	1	8	3.2%		12	0.6%
Recreation & Leisure	0	-	0.0%		24	1.3%
Welfare Fund - Community Care Grants	0	-	0.0%		14	0.7%
Personnel	0	-	0.0%		10	0.5%
Economic Development	0	-	0.0%		8	0.4%
Consumer Protection	0	-	0.0%		6	0.3%
Valuation Joint Boards	0	-	0.0%		6	0.3%
Fire & Police Boards	0	-	0.0%		4	0.2%
National Park Authorities	0	-	0.0%		3	0.2%
Subject Unknown or Out Of Jurisdiction	1	-	0.0%		51	2.7%
Total	31	7.8%	100.0%	1,840	100.0%	

2015-16 Medford Council / Medford Council

TABLE 2
Local Authority Complaints Determined 2015-18

Stage Advice	Outcome Group	Medford Council	Sector	Total
	Not duty made or withdrawn	2		321
	Out of jurisdiction (discretionary)	0		6
	Out of jurisdiction (non-discretionary)	0		5
	Outcome not achievable	0		6
	Premature	9		608
	Resolved	0		0
	Total	11		940
Early Resolution 1	Not duty made or withdrawn	1		54
	Out of jurisdiction (discretionary)	2		104
	Out of jurisdiction (non-discretionary)	3		188
	Outcome not achievable	2		185
	Premature	1		50
	Resolved	0		29
	Total	9		628
Early Resolution 2	Fully upheld	0		27
	Some upheld	0		20
	Not upheld	0		37
	Not duty made or withdrawn	0		1
	Resolved	0		1
	Total	0		66
Investigation 1	Fully upheld	0		98
	Some upheld	0		23
	Not upheld	0		36
	Not duty made or withdrawn	0		40
	Resolved	0		4
	Total	0		101
Investigation 2	Fully upheld	0		107
	Some upheld	0		1
	Not upheld	0		0
	Total	0		108
Total Complaints		21		1,794

Total Premature Complaints

Premature Rate

F for SP-SD Total (ER1, ER2, ER3, ER4, ER5, ER6, ER7, ER8, ER9, ER10, ER11, ER12, ER13, ER14, ER15, ER16, ER17, ER18, ER19, ER20, ER21, ER22, ER23, ER24, ER25, ER26, ER27, ER28, ER29, ER30, ER31, ER32, ER33, ER34, ER35, ER36, ER37, ER38, ER39, ER40, ER41, ER42, ER43, ER44, ER45, ER46, ER47, ER48, ER49, ER50, ER51, ER52, ER53, ER54, ER55, ER56, ER57, ER58, ER59, ER60, ER61, ER62, ER63, ER64, ER65, ER66, ER67, ER68, ER69, ER70, ER71, ER72, ER73, ER74, ER75, ER76, ER77, ER78, ER79, ER80, ER81, ER82, ER83, ER84, ER85, ER86, ER87, ER88, ER89, ER90, ER91, ER92, ER93, ER94, ER95, ER96, ER97, ER98, ER99, ER100, ER101, ER102, ER103, ER104, ER105, ER106, ER107, ER108, ER109, ER110, ER111, ER112, ER113, ER114, ER115, ER116, ER117, ER118, ER119, ER120, ER121, ER122, ER123, ER124, ER125, ER126, ER127, ER128, ER129, ER130, ER131, ER132, ER133, ER134, ER135, ER136, ER137, ER138, ER139, ER140, ER141, ER142, ER143, ER144, ER145, ER146, ER147, ER148, ER149, ER150, ER151, ER152, ER153, ER154, ER155, 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SPSO decision report



Case: 201400946, Midlothian Council
Sector: local government
Subject: primary school
Outcome: some upheld, recommendations

Summary

Mrs C complained about the council's decision not to allow her child to delay starting primary school. Mrs C was concerned that her original application for this had not been considered and that the council were unaware of this error until she raised it with them. Mrs C did not consider that the council had provided her with accurate information about delaying entry to primary one, or that they had shown that a proper assessment of her child's needs had been carried out. Mrs C also complained that the council had not followed their complaints handling procedure.

Following our investigation, we upheld Mrs C's complaint that the council had not dealt with her application properly and noted that they had already provided her with an apology for this. We found that there was no system in place to confirm that all applications submitted via schools had been logged at the council's central pupil placement department. We upheld Mrs C's complaint about the information she was provided with as we found that this was confusing and lacked clarity. The complaint about the handling of her concerns was also upheld. We found that the council had already acknowledged this failing and apologised to Mrs C.

After considering her concerns about the assessment of her child's needs, we found that there was evidence that this had taken place and, although this could have been better communicated to Mrs C by the council, we did not uphold this part of her complaint.

Recommendations

We recommended that the council:

- consider the introduction of a system to confirm with schools that all submitted applications have been logged by the pupil placement department;
- confirm that the difference between deferment and a retained year will be clearly explained in the next revision of their guidance;
- consider the benefits of separating the deferment and retained year application process to avoid confusion in future;
- ensure that accurate information about routes for resolution is provided at an early stage;
- ensure that the reasoning and final decisions reached on such applications are formally recorded; and
- raise awareness amongst staff in the education department of the definition of a complaint and when their complaints handling procedure should be used.