

Trading standards

Consumer complaints – the percentage of complaints processed within 14 days of receipt

Complaints are requests to the council to investigate the activities of a trader or traders. Both enquiries and complaints relate to goods or services which the consumer suspects or believes have been poor, unfair or based on illegal trading practice by a trader – for example, selling faulty, dangerous or wrongly described goods, or setting unreasonable conditions of sale.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

Points to bear in mind

The number and complexity of enquiries and complaints will affect the indicator. Many enquiries can be dealt with speedily, often on the same day or within a few days. The investigative work involved in complaints means that they often take longer to complete.

The indicator relates solely to the time taken to complete a complaint irrespective of the outcome.

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Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	5	✓	90.4	90.1	92.7			
Aberdeenshire	23		80.6	76.2	77.9			
Angus	22		67.3	76.5	78.5			✓
Argyll & Bute	14		60.5	73.1	84.9			✓
Clackmannanshire	20		78.6	77.9	81.2			
Dumfries & Galloway	18		83.2	83.5	83.3			
Dundee City	1	✓	94.6	95.8	97.0			
East Ayrshire	31	✗	50.0	55.7	43.5		✗	
East Dunbartonshire	32	✗	40.3	39.1	37.8	✗		
East Lothian	3	✓	95.1	95.6	94.8			
East Renfrewshire	27	✗	63.2	63.8	68.8	✓		
City of Edinburgh	11		85.8	85.8	86.7			
Eilean Siar	17		86.6	82.1	83.5			
Falkirk	25	✗	65.0	76.0	76.4			✓
Fife	4	✓	91.1	91.2	93.4			
Glasgow City	16		29.9	60.4	83.7			✓
Highland	13		85.3	82.7	85.6			
Inverclyde	19		88.2	83.2	82.6	✗		
Midlothian	12		90.7	79.8	86.4			
Moray	6	✓	80.2	83.9	92.5			✓
North Ayrshire	21		49.2	74.2	80.1			✓
North Lanarkshire	28	✗	50.6	49.5	66.1			✓
Orkney Islands	15		88.7	86.4	84.7			
Perth & Kinross	2	✓	92.4	92.4	96.2			
Renfrewshire	9		81.9	86.7	89.6	✓		
Scottish Borders	26	✗	72.9	70.0	72.4			
Shetland Islands	8	✓	88.5	83.3	90.4			
South Ayrshire	30	✗	76.8	77.5	56.6			✗
South Lanarkshire	29	✗	62.3	60.4	62.1			
Stirling	10		49.3	79.0	87.1			✓
West Dunbartonshire	24		77.0	75.4	76.8			
West Lothian	7	✓	92.8	91.3	90.9			
			Scotland					
			76.6	78.0	81.7			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	95.1	95.8	97.0
Upper quartile	88.6	86.0	89.8
Median	80.4	79.4	83.6
Lower quartile	63.0	74.0	76.7
Lowest ranked performance	29.9	39.1	37.8

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	2
10-14%	-
>15%	8
Decline	
5-9%	2
10-14%	1
>15%	1

Notes

An underlined PI measurement indicates unreliable data.

Trading standards

Consumer complaints - the percentage of complaints completed within 14 days of receipt

The following councils were ranked 25th or below in 1999/2000:

Argyll & Bute
East Ayrshire
East Dunbartonshire
Glasgow City
North Ayrshire
North Lanarkshire
South Lanarkshire
Stirling

The following councils did not make any material improvement in their performance by 2001/2002:

East Ayrshire
East Dunbartonshire
South Lanarkshire

Trading standards

Business advice requests – the percentage of requests dealt with within 14 days of receipt

Business advice is given in response to enquiries by individual businesses. It includes approaches made in person and enquiries received by letter and telephone, but excludes advice given as part of a routine inspection of trading premises.

The indicator does not provide information on the quality of any advice or investigation, or on its usefulness to the consumer or business.

Points to bear in mind

The number and complexity of advice requests will affect the indicator.

Trading standards

Business advice requests - the percentage of requests dealt with within 14 days of receipt

Council	Rank in 01/02		PI measurement			Better ✓ or worse ✗ since 99/00		
	1-32	✓1-8 ✗ 25-32	99/00	00/01	01/02	5-9%	10-14%	>15%
Aberdeen City	25	✗	99.3	94.6	94.7			
Aberdeenshire	24		96.9	93.7	94.7			
Angus	27	✗	93.9	89.4	94.4			
Argyll & Bute	17		95.7	92.9	98.6			
Clackmannanshire	1	✓	100.0	100.0	100.0			
Dumfries & Galloway	12		98.5	93.0	98.8			
Dundee City	15		98.6	98.1	98.7			
East Ayrshire	9		96.9	98.1	99.3			
East Dunbartonshire	14		98.2	94.4	98.7			
East Lothian	16		93.3	98.7	98.7	✓		
East Renfrewshire	8	✓	97.9	97.1	99.4			
City of Edinburgh	19		89.6	96.2	97.2	✓		
Eilean Siar	1	✓	100.0	100.0	100.0			
Falkirk	1	✓	100.0	100.0	100.0			
Fife	18		99.6	99.4	97.3			
Glasgow City	30	✗	96.1	93.1	90.4	✗		
Highland	29	✗	95.5	95.1	94.3			
Inverclyde	31	✗	98.1	93.6	89.8	✗		
Midlothian	1	✓	100.0	97.4	100.0			
Moray	22		96.2	97.7	96.6			
North Ayrshire	10		71.4	100.0	99.2			✓
North Lanarkshire	11		87.2	87.9	98.9		✓	
Orkney Islands	26	✗	99.0	98.9	94.5			
Perth & Kinross	7	✓	98.9	99.4	99.4			
Renfrewshire	1	✓	95.2	98.3	100.0	✓		
Scottish Borders	13		97.3	99.4	98.8			
Shetland Islands	23		97.8	90.0	94.9			
South Ayrshire	28	✗	96.3	93.4	94.3			
South Lanarkshire	32	✗	89.3	92.2	89.2			
Stirling	6	✓	90.9	96.0	99.4	✓		
West Dunbartonshire	21		84.2	92.6	96.9			✓
West Lothian	20		98.9	97.9	97.1			
			Scotland					
			95.7	96.6	97.8			

Ranked performance	99/00	00/01	01/02
Highest ranked performance	100.0	100.0	100.0
Upper quartile	98.9	98.8	99.3
Median	97.1	96.7	98.6
Lower quartile	94.9	93.4	94.7
Lowest ranked performance	71.4	87.9	89.2

Data features	Symbol	99/00	00/01	01/02
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing material change since 1999/00	
Improvement	
5-9%	4
10-14%	1
>15%	2
Decline	
5-9%	2
10-14%	-
>15%	-

Notes

An underlined PI measurement indicates unreliable data.

Trading standards

Business advice requests - the percentage of requests completed within 14 days of receipt

The following councils were ranked 25th or below in 1999/2000:

Angus
East Lothian
City of Edinburgh
North Ayrshire
North Lanarkshire
South Lanarkshire
Stirling
West Dunbartonshire

The following councils did not make any material improvement in their performance by 2001/2002:

Angus
South Lanarkshire