

35713 Legal Department Complaints

Going back as far as records are held:

How many complaints against the City of Edinburgh Internal Legal Department have been made each year?

2015 – 2

2016 – 3

2017 – 3

2018 – 2

2019 – 0

2020 – 3

2021 – 2

2022 – 0

How many were upheld?

2015 – 2 complaints upheld

2016 – 1 complaint upheld

2021 – 1 complaint partially upheld

2021 - 1 complaint comprising 5 sub-complaints (1 sub-complaint upheld; 2 sub-complaints partially upheld; 2 sub-complaints not upheld)

Note: Of these five complaints, four related to delay. The remaining complaint related to a typographical error in a document and delay.

How many remain open?

There are no complaints currently open.