

From: [Foi Enquiries](#)  
To: [REDACTED]  
Subject: EIR-17-0802 - Dog Fouling  
Date: 27 June 2017 14:01:26  
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED]

Thank you for your information request of 13 June 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**I would like to make a number of requests under the Act. I have grouped them together.**

**I'd be very grateful if you could send me the following:**

- 1) How many fines have been issued by the council for dog fouling in the last three years for which figures are available;**

The following shows the number of dog fouling fixed penalty notices issued by the council in the last 3 financial years:

**2014/15:** 28 Fixed Penalty Notices

**2015/16:** 11 Fixed Penalty Notices

**2016/17:** 20 Fixed Penalty Notices

- 2) How many complaints, referring to dog fouling, by members of the public have been made in each of the last three years for which figures are available; and**

The following shows the number of complaints of dog fouling received in the last 3 years:

**Jan – Dec 2014:** 511

**Jan – Dec 2015:** 492

**Jan – Dec 2016:** 601

- 3) How many complaints in total have been made by members of the public to the council in each of the last three years for which figures are available; broken down, where relevant, into categories of complaint.**

Aberdeen City Council follows the Scottish Local Authority Complaints Handling Procedure. Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', such as a first time request for a service e.g. reporting of dog fouling. However, complaints regarding the lack of action taken in response to reports of dog fouling may be logged.

Aberdeen City Council use six different categories for complaints, which are noted in the table below.

<b>Complaint Category</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Customer Service	58	76	234
Employee Behaviour	79	117	143
Equalities	4	7	4
Policy	87	80	49
Procedure	86	117	108
Quality of Service	354	391	359
<b>Total Received</b>	<b>668</b>	<b>788</b>	<b>897</b>

We hope this helps with your request.

Yours sincerely,

Information Compliance Team

#### **INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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