

Table 1

<b>Complaints Received by Subject</b>		<b>Comhairle nan Eilean Siar</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	1	8%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	1	8%	3	0%
	Education	2	17%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	0	0%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	0	0%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	0	0%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	8%	15	1%
	Personnel	1	8%	14	1%
	Planning	2	17%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	8%	98	6%
	Social Work	2	17%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	1	8%	192	12%
	<b>Total</b>	<b>12</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	4	29%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	0	0%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	0	0%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	1	7%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	2	14%	24	1%
	Planning	4	29%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	2	14%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	1	7%	128	7%
	<b>Total</b>	<b>14</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		Comhairle nan Eilean Siar	
		Sector Total	
2010/11	Premature	7	859
	Out of Jurisdiction	1	131
	Outcome Not Achievable	0	38
	No Decision Reached	3	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	2	154
	<b>Total</b>	<b>13</b>	<b>1,562</b>
2009/10	Premature	6	1,043
	Out of Jurisdiction	3	118
	Discontinued before Investigation	2	194
	Other	0	17
	Determined after detailed consideration	0	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	1	12
	Discontinued during Investigation	0	6
	<b>Total</b>	<b>12</b>	<b>1,837</b>