

Table 1

<b>Complaints Received by Subject</b>		<b>Dumfries and Galloway Council</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	2	6%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	2	6%	102	6%
	Environmental Health & Cleansing	1	3%	54	3%
	Finance	2	6%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	2	6%	343	21%
	Land & Property	1	3%	33	2%
	Legal & admin	2	6%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	1	3%	14	1%
	Planning	10	31%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	3%	98	6%
	Social Work	2	6%	226	14%
	Valuation Joint Boards	1	3%	12	1%
	Subject Unknown or Out of Jurisdiction	5	16%	192	12%
	<b>Total</b>		<b>32</b>		<b>1,604</b>
<b>2009-10</b>	Building Control	1	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	1	2%	2	0%
	Education	2	4%	94	5%
	Environmental Health & Cleansing	2	4%	71	4%
	Finance	5	9%	143	8%
	Fire & Police Boards	1	2%	3	0%
	Housing	2	4%	432	25%
	Land & Property	1	2%	33	2%
	Legal & admin	7	13%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	2%	24	1%
	Planning	15	27%	264	15%
	Recreation & Leisure	2	4%	73	4%
	Roads & Transport	5	9%	94	5%
	Social Work	6	11%	199	11%
	Valuation Joint Boards	1	2%	19	1%
	Subject Unknown or Out Of Jurisdiction	4	7%	128	7%
	<b>Total</b>		<b>56</b>		<b>1,734</b>

Table 2

Complaints Determined By Outcome		Dumfries and Galloway Council	
		Sector Total	
2010/11	Premature	13	859
	Out of Jurisdiction	4	131
	Outcome Not Achievable	1	38
	No Decision Reached	7	308
	Fully Upheld	0	43
	Partly Upheld	2	29
	Not Upheld	8	154
	<b>Total</b>	<b>35</b>	<b>1,562</b>
2009/10	Premature	32	1,043
	Out of Jurisdiction	5	118
	Discontinued before Investigation	7	194
	Other	0	17
	Determined after detailed consideration	8	409
	Report issued: complaint not upheld	1	13
	Report issued: complaint partially upheld	2	25
	Report issued: complaint fully upheld	1	12
	Discontinued during Investigation	1	6
	<b>Total</b>	<b>57</b>	<b>1,837</b>

**Dumfries and Galloway Council**

<b>Published</b>	<b>Case Ref.</b>	<b>Summary</b>	<b>Overall Report Decision</b>	<b>Recommendation(s)</b>
22/09/2010	200901153	(a) the Council failed to investigate properly Mr C's complaint that he had been unfairly banned from a leisure facility (upheld); and (b) the Council failed to satisfy themselves properly that they have adequate child protection measures in place (not upheld).	partially upheld	(i) take appropriate action to ensure that the investigation into a complaint will be conducted properly and efficiently, with due regard to confidentiality; (ii) formally apologise to Mr C for his time and trouble in pursuing his complaint; and (iii) issue advice to their staff that non-adherence to good practice guidance, without reasonable explanation, is not an acceptable practice and may result in a critical finding by the Ombudsman.  The Council have accepted the recommendations and will act on them accordingly.