

Table 1

Complaints Received by Subject		Midlothian Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	1	3%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	2	6%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	2	6%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	8	26%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	1	3%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	1	3%	14	1%
	Planning	5	16%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	7	23%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	4	13%	192	12%
	Total	31		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	1	4%	2	0%
	Education	0	0%	94	5%
	Environmental Health & Cleansing	2	7%	71	4%
	Finance	2	7%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	5	18%	432	25%
	Land & Property	2	7%	33	2%
	Legal & admin	0	0%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	1	4%	11	1%
	Personnel	0	0%	24	1%
	Planning	8	29%	264	15%
	Recreation & Leisure	1	4%	73	4%
	Roads & Transport	1	4%	94	5%
	Social Work	1	4%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	4	14%	128	7%
	Total	28		1,734	

Table 2

Complaints Determined By Outcome		Midlothian Council	
		Sector Total	
2010/11	Premature	19	859
	Out of Jurisdiction	0	131
	Outcome Not Achievable	1	38
	No Decision Reached	8	308
	Fully Upheld	1	43
	Partly Upheld	2	29
	Not Upheld	2	154
	Total	33	1,562
2009/10	Premature	17	1,043
	Out of Jurisdiction	1	118
	Discontinued before Investigation	2	194
	Other	1	17
	Determined after detailed consideration	7	409
	Report issued: complaint not upheld	1	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	Total	29	1,837

Midlothian Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/04/2010	200802723	the Council's response to Mr C and Ms C's pre-planning application enquiries was inadequate (not upheld).	not upheld	The Ombudsman has no recommendations to make.
21/07/2010	200802628	following an amendment to the Organisation's lease in November 2007, the Council's administrative handling of their proposed solutions, representations and subsequent complaints was poor (not upheld).	not upheld	(i) give the Organisation appropriate consideration in any future decisions concerning the Park and balance their particular needs with the needs of other park users; (ii) record complaints received about any incidents in the Park involving vehicles and pedestrians; and (iii) provide guidance to the Organisation on how they can improve their control of the use of the driveway. The Council have accepted the recommendations and will act on them accordingly.