

Table 1

Complaints Received by Subject		North Ayrshire 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	1	3%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	3	10%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	9	31%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	0	0%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	3%	15	1%
	Personnel	0	0%	14	1%
	Planning	1	3%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	5	17%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	8	28%	192	12%
	Total	29		1,604	
2009-10	Building Control	1	3%	36	2%
	Consumer protection	1	3%	10	1%
	Economic development	0	0%	2	0%
	Education	0	0%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	2	6%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	11	33%	432	25%
	Land & Property	1	3%	33	2%
	Legal & admin	2	6%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	3%	24	1%
	Planning	4	12%	264	15%
	Recreation & Leisure	1	3%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	3	9%	199	11%
	Valuation Joint Boards	1	3%	19	1%
	Subject Unknown or Out Of Jurisdiction	5	15%	128	7%
	Total	33		1,734	

Table 2

Complaints Determined By Outcome		North Ayrshire Council	
		Sector Total	
2010/11	Premature	19	859
	Out of Jurisdiction	3	131
	Outcome Not Achievable	0	38
	No Decision Reached	4	308
	Fully Upheld	1	43
	Partly Upheld	0	29
	Not Upheld	1	154
	Total	28	1,562
2009/10	Premature	23	1,043
	Out of Jurisdiction	1	118
	Discontinued before Investigation	4	194
	Other	0	17
	Determined after detailed consideration	9	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	3	25
	Report issued: complaint fully upheld	1	12
	Discontinued during Investigation	0	6
	Total	41	1,837