

Table 1

Complaints Received by Subject		Shetland Islands Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	0	0%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	0	0%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	0	0%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	1	9%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	0	0%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	3	27%	241	15%
	Recreation & Leisure	1	9%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	2	18%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	4	36%	192	12%
	Total		11		1,604
2009-10	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	0	0%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	1	14%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	3	43%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	2	29%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	0	0%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	0	0%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	1	14%	128	7%
	Total		7		1,734

Table 2

Complaints Determined By Outcome		Shetland Islands Council	
		Sector Total	
2010/11	Premature	7	859
	Out of Jurisdiction	0	131
	Outcome Not Achievable	0	38
	No Decision Reached	2	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	2	154
	Total	11	1,562
2009/10	Premature	5	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	0	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
	Total	8	1,837