

Table 1

Complaints Received by Subject		The City of Edinburgh Council	Complaints as % of total	Sector Total	Complaints as % of total
<b>2010-11</b>	Building Control	34	16%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	7	3%	102	6%
	Environmental Health & Cleansing	7	3%	54	3%
	Finance	34	16%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	48	22%	343	21%
	Land & Property	6	3%	33	2%
	Legal & admin	10	5%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	0%	15	1%
	Personnel	1	0%	14	1%
	Planning	18	8%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	11	5%	98	6%
	Social Work	21	10%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	20	9%	192	12%
	<b>Total</b>	<b>218</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	18	9%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	8	4%	94	5%
	Environmental Health & Cleansing	9	4%	71	4%
	Finance	38	18%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	58	27%	432	25%
	Land & Property	2	1%	33	2%
	Legal & admin	11	5%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	4	2%	24	1%
	Planning	28	13%	264	15%
	Recreation & Leisure	3	1%	73	4%
	Roads & Transport	8	4%	94	5%
	Social Work	13	6%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	11	5%	128	7%
	<b>Total</b>	<b>211</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		The City of Edinburgh Council	
		Sector Total	
2010/11	Premature	95	859
	Out of Jurisdiction	23	131
	Outcome Not Achievable	6	38
	No Decision Reached	46	308
	Fully Upheld	8	43
	Partly Upheld	6	29
	Not Upheld	18	154
	<b>Total</b>	<b>202</b>	<b>1,562</b>
2009/10	Premature	125	1,043
	Out of Jurisdiction	13	118
	Discontinued before Investigation	22	194
	Other	9	17
	Determined after detailed consideration	41	409
	Report issued: complaint not upheld	2	13
	Report issued: complaint partially upheld	3	25
	Report issued: complaint fully upheld	2	12
	Discontinued during Investigation	1	6
	<b>Total</b>	<b>218</b>	<b>1,837</b>

The City of Edinburgh Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
22/09/2010	200903096	(a) the Council failed to give Mr C correct and sufficient advice regarding obtaining finance for his share of the costs of works instructed under statutory notices (not upheld); and (b) the actions of the Council and their agents (the Agents), with regard to the apportionment of costs, were inconsistent (upheld).	partially upheld	(i) revisit, and take steps to seek to prevent, the situation where the Agents sent out invoices in April 2008 on the basis of an erroneous list of owners; (ii) reimburse Mr C for any additional costs he incurred in consequence of the Agents' initial erroneous invoice; and (iii) consider formally whether it is appropriate for them to seek recovery of the costs of works on the basis of title and, if they are mindful to do so, inform Mr C accordingly in order that he can seek appropriate legal advice on his own options.  The council have accepted the recommendations and will act on them accordingly.