

Table 1

Complaints Received by Subject		The Moray Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	1	5%	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	2	10%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	1	5%	343	21%
	Land & Property	1	5%	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	6	30%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	5%	98	6%
	Social Work	8	40%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	0	0%	192	12%
	Total	20		1,604	
2009-10	Building Control	1	3%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	4	13%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	1	3%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	5	17%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	2	7%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	11	37%	264	15%
	Recreation & Leisure	1	3%	73	4%
	Roads & Transport	4	13%	94	5%
	Social Work	1	3%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	0	0%	128	7%
	Total	30		1,734	

Table 2

Complaints Determined By Outcome		The Moray Council	
		Sector Total	
2010/11	Premature	9	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	1	38
	No Decision Reached	6	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	5	154
	Total	23	1,562
2009/10	Premature	10	1,043
	Out of Jurisdiction	3	118
	Discontinued before Investigation	3	194
	Other	0	17
	Determined after detailed consideration	15	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	Total	31	1,837

The Moray Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
16/03/2011	201000684	<p>(a) Mrs A was not told that she required to provide information about closed bank accounts and was then criticised for failing to do so (not upheld);</p> <p>(b) Mrs A was not told that she required to tell the Council everything her mother, Mrs B, spent her money on. If she had been told this then she would have done so before the Social Work Complaints Review Committee (the CRC) (not upheld); and</p> <p>(c) Mrs A considers that had the Council provided sufficient information about what was required in the first place, the financial assessment process would have been much quicker and easier for her (not upheld).</p>	not upheld	<p>(i) review their process to ensure that a written record is made and retained of discussions with and advice given to an applicant where an application for financial assistance towards the costs for non residential and residential care is made. A copy of the record, together with a copy of the completed financial assessment application form, should also be provided to the applicant;</p> <p>(ii) review their process to ensure that a record is made and retained of all subsequent meetings and telephone calls between Council officers and an applicant during the financial assessment process;</p> <p>(iii) review their process to ensure that a record is made and retained of meetings and telephone calls between Council officers and members of the public where a complaint has been made about the Council; and</p> <p>(iv) review their process to ensure that a copy of the minutes of a CRC hearing is provided to a complainant and/or their representative within a reasonable time.</p> <p>The Council have accepted the recommendations and will act on them accordingly.</p>