

Table 1

| Complaints Received by Subject | | West Lothian Council | Complaints as % of total | Sector Total | Complaints as % of total |
|---------------------------------------|--|-----------------------------|---------------------------------|---------------------|---------------------------------|
| 2010-11 | Building Control | 0 | 0% | 50 | 3% |
| | Consumer protection | 1 | 1% | 8 | 0% |
| | Economic development | 0 | 0% | 3 | 0% |
| | Education | 9 | 13% | 102 | 6% |
| | Environmental Health & Cleansing | 4 | 6% | 54 | 3% |
| | Finance | 4 | 6% | 122 | 8% |
| | Fire & Police Boards | 0 | 0% | 1 | 0% |
| | Housing | 18 | 25% | 343 | 21% |
| | Land & Property | 1 | 1% | 33 | 2% |
| | Legal & admin | 3 | 4% | 60 | 4% |
| | National Park Authorities | 0 | 0% | 5 | 0% |
| | Other | 0 | 0% | 15 | 1% |
| | Personnel | 0 | 0% | 14 | 1% |
| | Planning | 13 | 18% | 241 | 15% |
| | Recreation & Leisure | 2 | 3% | 25 | 2% |
| | Roads & Transport | 6 | 8% | 98 | 6% |
| | Social Work | 6 | 8% | 226 | 14% |
| | Valuation Joint Boards | 0 | 0% | 12 | 1% |
| | Subject Unknown or Out of Jurisdiction | 4 | 6% | 192 | 12% |
| | Total | 71 | | 1,604 | |
| 2009-10 | Building Control | 0 | 0% | 36 | 2% |
| | Consumer protection | 0 | 0% | 10 | 1% |
| | Economic development | 0 | 0% | 2 | 0% |
| | Education | 6 | 10% | 94 | 5% |
| | Environmental Health & Cleansing | 5 | 8% | 71 | 4% |
| | Finance | 1 | 2% | 143 | 8% |
| | Fire & Police Boards | 0 | 0% | 3 | 0% |
| | Housing | 21 | 34% | 432 | 25% |
| | Land & Property | 4 | 7% | 33 | 2% |
| | Legal & admin | 4 | 7% | 90 | 5% |
| | National Park Authorities | 0 | 0% | 8 | 0% |
| | Other | 0 | 0% | 11 | 1% |
| | Personnel | 1 | 2% | 24 | 1% |
| | Planning | 7 | 11% | 264 | 15% |
| | Recreation & Leisure | 0 | 0% | 73 | 4% |
| | Roads & Transport | 5 | 8% | 94 | 5% |
| | Social Work | 5 | 8% | 199 | 11% |
| | Valuation Joint Boards | 0 | 0% | 19 | 1% |
| | Subject Unknown or Out Of Jurisdiction | 2 | 3% | 128 | 7% |
| | Total | 61 | | 1,734 | |

Table 2

| Complaints Determined By Outcome | | West Lothian Council | |
|----------------------------------|---|----------------------|--------------|
| | | Sector Total | |
| 2010/11 | Premature | 43 | 859 |
| | Out of Jurisdiction | 4 | 131 |
| | Outcome Not Achievable | 1 | 38 |
| | No Decision Reached | 15 | 308 |
| | Fully Upheld | 1 | 43 |
| | Partly Upheld | 1 | 29 |
| | Not Upheld | 4 | 154 |
| | Total | 69 | 1,562 |
| 2009/10 | Premature | 40 | 1,043 |
| | Out of Jurisdiction | 3 | 118 |
| | Discontinued before Investigation | 8 | 194 |
| | Other | 0 | 17 |
| | Determined after detailed consideration | 17 | 409 |
| | Report issued: complaint not upheld | 0 | 13 |
| | Report issued: complaint partially upheld | 2 | 25 |
| | Report issued: complaint fully upheld | 0 | 12 |
| | Discontinued during Investigation | 0 | 6 |
| | Total | 70 | 1,837 |