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		Falkirk Council	Complaints as % of total	Sector Total	Complaints as % of total
	ts Received by Subject	Fa			
2010-11	Building Control	1	2%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	1	2%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	3	5%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	23	36%	343	21%
	Land & Property	1	2%	33	2%
	Legal & admin	1	2%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	2%	15	1%
	Personnel	1	2%	14	1%
	Planning	10	16%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	9	14%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	13	20%	192	12%
	Total	64	20%	1,604	1270
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2009-10	Building Control	1	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	4	8%	94	5%
	Environmental Health & Cleansing	5	10%	71	4%
	Finance	0	0%	143	8%
	Finance Fire & Police Boards	0	0% 0%	3	0%
	Finance Fire & Police Boards Housing	0 0 20	0% 0% 41%	3 432	0% 25%
	Finance Fire & Police Boards Housing Land & Property	0 0 20 2	0% 0% 41% 4%	3 432 33	0% 25% 2%
	Finance Fire & Police Boards Housing Land & Property Legal & admin	0 0 20 2 2	0% 0% 41%	3 432 33 90	0% 25%
	Finance Fire & Police Boards Housing Land & Property	0 0 20 2 2 2	0% 0% 41% 4%	3 432 33 90 8	0% 25% 2%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other	0 0 20 2 2 2 0	0% 0% 41% 4% 4%	3 432 33 90 8 11	0% 25% 2% 5%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel	0 0 20 2 2 2 0 0	0% 0% 41% 4% 4%	3 432 33 90 8 11 24	0% 25% 2% 5% 0% 1%
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	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel	0 0 20 2 2 2 0 0	0% 0% 41% 4% 4% 0% 0%	3 432 33 90 8 11 24	0% 25% 2% 5% 0% 1%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel Planning	0 0 20 2 2 2 0 0 0 2 4	0% 0% 41% 4% 4% 0% 0% 44% 8%	3 432 33 90 8 11 24 264	0% 25% 2% 5% 0% 1% 1%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel Planning Recreation & Leisure	0 0 20 2 2 2 0 0 0 2 4	0% 0% 41% 4% 4% 0% 0% 4% 8%	3 432 33 90 8 11 24 264 73	0% 25% 2% 5% 0% 1% 1% 15% 4%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel Planning Recreation & Leisure Roads & Transport	0 0 20 2 2 2 0 0 0 2 4 1 2	0% 0% 41% 4% 4% 0% 0% 4% 8% 2% 4%	3 432 33 90 8 11 24 264 73	0% 25% 2% 5% 0% 1% 1% 4% 5%
	Finance Fire & Police Boards Housing Land & Property Legal & admin National Park Authorities Other Personnel Planning Recreation & Leisure Roads & Transport Social Work	0 0 20 2 2 2 0 0 0 2 4 1 2 6	0% 0% 41% 4% 4% 0% 0% 4% 8% 2% 4% 12%	3 432 33 90 8 11 24 264 73 94	0% 25% 2% 5% 0% 1% 1% 4% 5% 11%

Table 2

Complaint	s Determined By Outcome	Falkirk Counc	Falkirk Council			
			Sector Total			
2010/11	Premature	47	859			
	Out of Jurisdiction	2	131			
	Outcome Not Achievable	2	38			
	No Decision Reached	10	308			
	Fully Upheld	1	43			
	Partly Upheld	0	29			
	Not Upheld	6	154			
	Total	68	1,562			
2009/10	Premature	32	1,043			
	Out of Jurisdiction	3	118			
	Discontinued before Investigation	5	194			
	Other	0	17			
	Determined after detailed consideration	11	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	53	1,837			