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Table 2

Complaints Determined By Outcome		North Lanarks	North Lanarkshire Council			
			Sector Total			
2010/11	Premature	39	859			
	Out of Jurisdiction	8	131			
	Outcome Not Achievable	1	38			
	No Decision Reached	11	308			
	Fully Upheld	1	43			
	Partly Upheld	1	29			
	Not Upheld	4	154			
	Total	65	1,562			
2009/10	Premature	75	1,043			
	Out of Jurisdiction	1	118			
	Discontinued before Investigation	10	194			
	Other	0	17			
	Determined after detailed consideration	14	409			
	Report issued: complaint not upheld	1	13			
	Report issued: complaint partially upheld	2	25			
	Report issued: complaint fully upheld	1	12			
	Discontinued during Investigation	1	6			
	Total	105	1,837			