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Building Control	Complain	ts Received by Subject	Pe	E O	၁	Шo
Consumer protection						
Economic development   0 0 0% 3 0%	2010-11					
Education						
Environmental Health & Cleansing   0 0 0% 54 3%		·				
Finance Fire & Police Boards Planning Fire & Police Boards Plan				0%		6%
Fire & Police Boards						
Housing		Finance	0	0%	122	8%
Land & Property		Fire & Police Boards	0	0%	1	0%
Legal & admin		Housing	1	9%	343	21%
Legal & admin		Land & Property	0	0%	33	2%
National Park Authorities				0%		4%
Other         0         0%         15         1%           Personnel         0         0%         14         1%           Planning         3         27%         241         15%           Recreation & Leisure         1         9%         25         2%           Roads & Transport         0         0%         98         6%           Social Work         2         18%         226         14%           Valuation Joint Boards         0         0%         12         1%           Subject Unknown or Out of Jurisdiction         4         36%         192         12%           Total         11         1,604           2009-10         Building Control         0         0%         36         2%           Consumer protection         0         0%         36         2%           Consumer protection         0         0%         2         0%           Education         0         0%         2         0%           Economic development         0         0%         2         0%           Environmental Health & Cleansing         0         0%         71         4%           Fire & Police Boards						
Personnel						
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Recreation & Leisure						
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Social Work   2   18%   226   14%   Valuation Joint Boards   0   0%   12   1%   Subject Unknown or Out of Jurisdiction   4   36%   192   12%   Total   1   1,604						
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Subject Unknown or Out of Jurisdiction   1						
Total   11				0%		
Building Control				36%		12%
Consumer protection         0         0%         10         1%           Economic development         0         0%         2         0%           Education         0         0%         94         5%           Environmental Health & Cleansing         0         0%         71         4%           Finance         1         14%         143         8%           Fire & Police Boards         0         0%         3         0%           Housing         3         43%         432         25%           Land & Property         0         0%         33         2%           Legal & admin         2         29%         90         5%           National Park Authorities         0         0%         8         0%           Other         0         0%         8         0%           Other         0         0%         11         1%           Personnel         0         0%         24         1%           Planning         0         0%         264         15%           Recreation & Leisure         0         0%         73         4%           Rodas & Transport         0         0%			11		1,604	
Economic development         0         0%         2         0%           Education         0         0%         94         5%           Environmental Health & Cleansing         0         0%         71         4%           Finance         1         14%         143         8%           Fire & Police Boards         0         0%         3         0%           Housing         3         43%         432         25%           Land & Property         0         0%         33         2%           Legal & admin         2         29%         90         5%           National Park Authorities         0         0%         8         0%           Other         0         0%         8         0%           Other         0         0%         11         1%           Personnel         0         0%         24         1%           Planning         0         0%         264         15%           Recreation & Leisure         0         0%         73         4%           Roads & Transport         0         0%         19         11%           Valuation Joint Boards         0         0%	2009-10	Building Control	0	0%	36	2%
Education         0         0%         94         5%           Environmental Health & Cleansing         0         0%         71         4%           Finance         1         14%         143         8%           Fire & Police Boards         0         0%         3         0%           Housing         3         43%         432         25%           Land & Property         0         0%         33         2%           Legal & admin         2         29%         90         5%           National Park Authorities         0         0%         8         0%           Other         0         0%         11         1%           Personnel         0         0%         24         1%           Planning         0         0%         264         15%           Recreation & Leisure         0         0%         73         4%           Roads & Transport         0         0%         94         5%           Social Work         0         0%         199         11%           Valuation Joint Boards         0         0%         19         1%           Subject Unknown or Out Of Jurisdiction <td< td=""><td></td><td></td><td>0</td><td>0%</td><td>10</td><td>1%</td></td<>			0	0%	10	1%
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Environmental Health & Cleansing         0         0%         71         4%           Finance         1         14%         143         8%           Fire & Police Boards         0         0%         3         0%           Housing         3         43%         432         25%           Land & Property         0         0%         33         2%           Legal & admin         2         29%         90         5%           National Park Authorities         0         0%         8         0%           Other         0         0%         11         1%           Personnel         0         0%         24         1%           Planning         0         0%         264         15%           Recreation & Leisure         0         0%         73         4%           Roads & Transport         0         0%         94         5%           Social Work         0         0%         199         11%           Valuation Joint Boards         0         0%         19         1%           Subject Unknown or Out Of Jurisdiction         1         14%         128         7%		Education	0	0%	94	5%
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,		Valuation Joint Boards	0	0%	19	1%
		Subject Unknown or Out Of Jurisdiction	1	14%	128	7%
		Total	7		1,734	

Table 2

Complaints Determined By Outcome		Shetland Isla	Shetland Islands Council		
			Sector Total		
2010/11	Premature	7	859		
	Out of Jurisdiction	0	131		
	Outcome Not Achievable	0	38		
	No Decision Reached	2	308		
	Fully Upheld	0	43		
	Partly Upheld	0	29		
	Not Upheld	2	154		
	Total	11	1,562		
2009/10	Premature	5	1,043		
	Out of Jurisdiction	2	118		
	Discontinued before Investigation	0	194		
	Other	0	17		
	Determined after detailed consideration	0	409		
	Report issued: complaint not upheld	0	13		
	Report issued: complaint partially upheld	0	25		
	Report issued: complaint fully upheld	1	12		
	Discontinued during Investigation	0	6		
	Total	8	1,837		