

Table 1

Complaints Received by Subject		Aberdeen City Council	Complaints as % of total	Sector Total	Complaints as % of total
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	2	4%	54	3%
	Finance	2	4%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	13	27%	343	21%
	Land & Property	1	2%	33	2%
	Legal & admin	3	6%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	1	2%	14	1%
	Planning	5	10%	241	15%
	Recreation & Leisure	1	2%	25	2%
	Roads & Transport	3	6%	98	6%
	Social Work	8	17%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	7	15%	192	12%
	Total	48		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	1	2%	10	1%
	Economic development	0	0%	2	0%
	Education	2	5%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	4	10%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	11	27%	432	25%
	Land & Property	2	5%	33	2%
	Legal & admin	3	7%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	5	12%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	2	5%	94	5%
	Social Work	6	15%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	5	12%	128	7%
	Total	41		1,734	

Table 2

Complaints Determined By Outcome		Aberdeen City Council	
		Sector Total	
2010/11	Premature	25	859
	Out of Jurisdiction	7	131
	Outcome Not Achievable	1	38
	No Decision Reached	6	308
	Fully Upheld	0	43
	Partly Upheld	1	29
	Not Upheld	2	154
	Total	42	1,562
2009/10	Premature	27	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	3	194
	Other	1	17
	Determined after detailed consideration	10	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	45	1,837