

Table 1

<b>Complaints Received by Subject</b>		<b>Argyll and Bute Council</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	0	0%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	3	9%	102	6%
	Environmental Health & Cleansing	3	9%	54	3%
	Finance	3	9%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	0	0%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	0	0%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	10	31%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	3%	98	6%
	Social Work	7	22%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	5	16%	192	12%
	<b>Total</b>		<b>32</b>		<b>1,604</b>
<b>2009-10</b>	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	3	9%	94	5%
	Environmental Health & Cleansing	3	9%	71	4%
	Finance	0	0%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	3	9%	432	25%
	Land & Property	1	3%	33	2%
	Legal & admin	4	12%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	2	6%	24	1%
	Planning	6	18%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	2	6%	94	5%
	Social Work	9	26%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	1	3%	128	7%
	<b>Total</b>		<b>34</b>		<b>1,734</b>

Table 2

Complaints Determined By Outcome		Argyll and Bute Council	
		Sector Total	
2010/11	Premature	17	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	0	38
	No Decision Reached	3	308
	Fully Upheld	1	43
	Partly Upheld	1	29
	Not Upheld	3	154
	<b>Total</b>	<b>27</b>	<b>1,562</b>
2009/10	Premature	20	1,043
	Out of Jurisdiction	7	118
	Discontinued before Investigation	2	194
	Other	0	17
	Determined after detailed consideration	9	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	<b>Total</b>	<b>38</b>	<b>1,837</b>

**Argyll and Bute Council**

<b>Published</b>	<b>Case Ref.</b>	<b>Summary</b>	<b>Overall Report Decision</b>	<b>Recommendation(s)</b>
22/12/2010	200904955	the Council have delayed unduly in taking action to reduce flood risk to Mr C's property and to effect repairs on the adopted road (upheld).	upheld	(i) consider whether there is a need, following the identification of projects in their capital plan, to provide periodic updates on their website of progress in implementation; (ii) provide a suitable expression of regret to Mr and Mrs C for the worry and concern which they have endured through the delay in implementing the project; and (iii) as a matter of urgency, ensure that the works identified under the project are carried out without further delay.