

Table 1

Complaints Received by Subject		East Ayrshire Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	1	3%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	3	8%	102	6%
	Environmental Health & Cleansing	1	3%	54	3%
	Finance	1	3%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	8	20%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	4	10%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	3	8%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	2	5%	98	6%
	Social Work	10	25%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	7	18%	192	12%
	Total	40		1,604	
2009-10	Building Control	1	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	2	4%	94	5%
	Environmental Health & Cleansing	2	4%	71	4%
	Finance	2	4%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	21	42%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	5	10%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	4	8%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	3	6%	94	5%
	Social Work	9	18%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	1	2%	128	7%
	Total	50		1,734	

Table 2

Complaints Determined By Outcome		East Ayrshire Council	
		Sector Total	
2010/11	Premature	20	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	1	38
	No Decision Reached	12	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	4	154
	Total	39	1,562
2009/10	Premature	39	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	5	194
	Other	1	17
	Determined after detailed consideration	5	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
	Total	52	1,837