

Table 1

<b>Complaints Received by Subject</b>		<b>East Dunbartonshire 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	0	0%	54	3%
	Finance	2	6%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	6	19%	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	1	3%	14	1%
	Planning	9	28%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	3%	98	6%
	Social Work	3	9%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	7	22%	192	12%
	<b>Total</b>		<b>32</b>		<b>1,604</b>
<b>2009-10</b>	Building Control	2	6%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	2	6%	94	5%
	Environmental Health & Cleansing	2	6%	71	4%
	Finance	1	3%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	8	25%	432	25%
	Land & Property	1	3%	33	2%
	Legal & admin	0	0%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	7	22%	264	15%
	Recreation & Leisure	2	6%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	3	9%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	4	13%	128	7%
	<b>Total</b>		<b>32</b>		<b>1,734</b>

Table 2

Complaints Determined By Outcome		East Dunbartonshire Council	
		Sector Total	
2010/11	Premature	18	859
	Out of Jurisdiction	3	131
	Outcome Not Achievable	1	38
	No Decision Reached	5	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	2	154
	<b>Total</b>	<b>29</b>	<b>1,562</b>
2009/10	Premature	19	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	5	194
	Other	0	17
	Determined after detailed consideration	8	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
	<b>Total</b>	<b>35</b>	<b>1,837</b>