

Table 1

<b>Complaints Received by Subject</b>		<b>Fife Council</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	1	1%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	6	5%	102	6%
	Environmental Health & Cleansing	4	3%	54	3%
	Finance	10	8%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	38	29%	343	21%
	Land & Property	4	3%	33	2%
	Legal & admin	4	3%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	5	4%	15	1%
	Personnel	0	0%	14	1%
	Planning	26	20%	241	15%
	Recreation & Leisure	2	2%	25	2%
	Roads & Transport	4	3%	98	6%
	Social Work	11	8%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	15	12%	192	12%
	<b>Total</b>	<b>130</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	2	2%	36	2%
	Consumer protection	2	2%	10	1%
	Economic development	0	0%	2	0%
	Education	8	7%	94	5%
	Environmental Health & Cleansing	3	2%	71	4%
	Finance	6	5%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	35	29%	432	25%
	Land & Property	2	2%	33	2%
	Legal & admin	4	3%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	2	2%	11	1%
	Personnel	1	1%	24	1%
	Planning	26	21%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	9	7%	94	5%
	Social Work	10	8%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	11	9%	128	7%
	<b>Total</b>	<b>121</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		Fife Council	
		Sector Total	
2010/11	Premature	54	859
	Out of Jurisdiction	10	131
	Outcome Not Achievable	3	38
	No Decision Reached	29	308
	Fully Upheld	5	43
	Partly Upheld	3	29
	Not Upheld	17	154
	<b>Total</b>	<b>121</b>	<b>1,562</b>
2009/10	Premature	69	1,043
	Out of Jurisdiction	9	118
	Discontinued before Investigation	13	194
	Other	0	17
	Determined after detailed consideration	32	409
	Report issued: complaint not upheld	1	13
	Report issued: complaint partially upheld	1	25
	Report issued: complaint fully upheld	1	12
	Discontinued during Investigation	0	6
	<b>Total</b>	<b>126</b>	<b>1,837</b>