

Table 1

Complaints Received by Subject		Perth and Kinross Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	0	0%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	2	4%	102	6%
	Environmental Health & Cleansing	4	8%	54	3%
	Finance	1	2%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	8	15%	343	21%
	Land & Property	4	8%	33	2%
	Legal & admin	3	6%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	13	25%	241	15%
	Recreation & Leisure	2	4%	25	2%
	Roads & Transport	3	6%	98	6%
	Social Work	3	6%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	10	19%	192	12%
	Total	53		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	2	4%	94	5%
	Environmental Health & Cleansing	3	7%	71	4%
	Finance	1	2%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	11	24%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	7	15%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	2%	24	1%
	Planning	12	26%	264	15%
	Recreation & Leisure	1	2%	73	4%
	Roads & Transport	1	2%	94	5%
	Social Work	3	7%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	4	9%	128	7%
	Total	46		1,734	

Table 2

Complaints Determined By Outcome		Perth and Kinross Council	
		Sector Total	
2010/11	Premature	21	859
	Out of Jurisdiction	5	131
	Outcome Not Achievable	3	38
	No Decision Reached	10	308
	Fully Upheld	1	43
	Partly Upheld	1	29
	Not Upheld	9	154
	Total	50	1,562
2009/10	Premature	16	1,043
	Out of Jurisdiction	6	118
	Discontinued before Investigation	10	194
	Other	0	17
	Determined after detailed consideration	15	409
	Report issued: complaint not upheld	2	13
	Report issued: complaint partially upheld	1	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	1	6
	Total	51	1,837