

Table 1

Complaints Received by Subject		South Ayrshire 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	7%	102	6%
	Environmental Health & Cleansing	2	7%	54	3%
	Finance	0	0%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	6	21%	343	21%
	Land & Property	3	11%	33	2%
	Legal & admin	1	4%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	3	11%	241	15%
	Recreation & Leisure	2	7%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	5	18%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	4	14%	192	12%
	Total	28		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	5	7%	94	5%
	Environmental Health & Cleansing	2	3%	71	4%
	Finance	4	6%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	8	12%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	4	6%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	1%	24	1%
	Planning	4	6%	264	15%
	Recreation & Leisure	33	49%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	4	6%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	3	4%	128	7%
	Total	68		1,734	

Table 2

Complaints Determined By Outcome		South Ayrshire Council	
		Sector Total	
2010/11	Premature	16	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	2	38
	No Decision Reached	4	308
	Fully Upheld	0	43
	Partly Upheld	0	29
	Not Upheld	5	154
	Total	29	1,562
2009/10	Premature	29	1,043
	Out of Jurisdiction	4	118
	Discontinued before Investigation	2	194
	Other	0	17
	Determined after detailed consideration	53	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	88	1,837

South Ayrshire Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
19/05/2010	200803019	the Council failed to consult the public, both before and after a decision was taken to close a public facility or centre, in accordance with the Council's practice and statutory procedures (not upheld).	not upheld	<p>in the interests of good practice, the Council ensure that their strategy to communicate and engage with the community incorporates clear directives in relation to consistency in communication and engagement where it is proposed to close a Council facility or centre.</p> <p>The Council have accepted the recommendation and will act on it accordingly.</p>