

Table 1

Complaints Received by Subject		Aberdeenshire 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	3	5%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	5	9%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	10	17%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	2	3%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	1	2%	14	1%
	Planning	15	26%	241	15%
	Recreation & Leisure	1	2%	25	2%
	Roads & Transport	7	12%	98	6%
	Social Work	7	12%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	7	12%	192	12%
	Total	58		1,604	
2009-10	Building Control	1	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	2	3%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	5	9%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	11	19%	432	25%
	Land & Property	1	2%	33	2%
	Legal & admin	6	10%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	1	2%	11	1%
	Personnel	0	0%	24	1%
	Planning	21	36%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	2	3%	94	5%
	Social Work	8	14%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	0	0%	128	7%
	Total	58		1,734	

Table 2

Complaints Determined By Outcome		Aberdeenshire Council	
		Sector Total	
2010/11	Premature	29	859
	Out of Jurisdiction	5	131
	Outcome Not Achievable	2	38
	No Decision Reached	13	308
	Fully Upheld	1	43
	Partly Upheld	0	29
	Not Upheld	6	154
	Total	56	1,562
2009/10	Premature	36	1,043
	Out of Jurisdiction	5	118
	Discontinued before Investigation	3	194
	Other	0	17
	Determined after detailed consideration	13	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	2	12
	Discontinued during Investigation	0	6
	Total	59	1,837

Aberdeenshire Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/04/2010	200900833	the Council failed properly to handle Mr and Mrs D's agricultural prior notification submission, representations made by Mr C and his agent, and Mr C's formal complaint (upheld).	upheld	(i) review the circumstances of this complaint with a view to issuing instructions to case officers to enable them to expedite agricultural prior notifications and to deal with representations made by neighbours on proposals where permitted development rights are sought; (ii) review the content of their website on communication with those making representations on planning applications generally and the particular circumstances pertaining in respect of agricultural prior notification; and (iii) review their handling of this particular complaint with a view to preventing a recurrence of their poor complaint handling.