

Table 1

Complaints Received by Subject		East Lothian 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	1	3%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	2	6%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	12	38%	343	21%
	Land & Property	2	6%	33	2%
	Legal & admin	0	0%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	2	6%	15	1%
	Personnel	0	0%	14	1%
	Planning	4	13%	241	15%
	Recreation & Leisure	1	3%	25	2%
	Roads & Transport	4	13%	98	6%
	Social Work	1	3%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	3	9%	192	12%
	Total		32		1,604
2009-10	Building Control	2	8%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	0	0%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	1	4%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	11	44%	432	25%
	Land & Property	1	4%	33	2%
	Legal & admin	1	4%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	3	12%	264	15%
	Recreation & Leisure	1	4%	73	4%
	Roads & Transport	1	4%	94	5%
	Social Work	2	8%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	2	8%	128	7%
	Total		25		1,734

Table 2

Complaints Determined By Outcome		East Lothian Council	
		Sector Total	
2010/11	Premature	17	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	0	38
	No Decision Reached	8	308
	Fully Upheld	1	43
	Partly Upheld	2	29
	Not Upheld	5	154
	Total	35	1,562
2009/10	Premature	9	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	4	194
	Other	0	17
	Determined after detailed consideration	11	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	2	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	Total	28	1,837

East Lothian Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
17/11/2010	200903486	(a) there was a failure at a pre-application meeting to give appropriate advice (not upheld); and (b) there were failures in the handling of the complaint (upheld).	partially upheld	(i) assess the need to supplement internal guidance, with particular regard to the handling of requests for pre-application advice about the proposed installation of microgeneration equipment in conservation areas; and (ii) take steps to ensure that the outcome of pre-application meetings and advice are properly recorded. The Council have accepted the recommendations and will act on them accordingly.
22/12/2010	200905042	(a) there were shortcomings in the information provided to Mrs A by the Council at the time of the initial financial assessment of Mrs B (upheld); (b) the CRC failed fully to explain the reasoning behind their decision not to uphold the complaint (upheld); (c) the Council dealt with the matter in terms of a blanket policy and failed to consider the case on its own merits (not upheld); and (d) the Council acted unreasonably in not agreeing to convene a new CRC hearing to consider a salient piece of information (not upheld).	partially upheld	(i) in consultation with the Chair and other members of the CRC, revisit their decision with a view to providing a full and adequate explanation based on the merits of Mr C's case; and (ii) in consultation with the Chair and other members of the CRC, assess the significance of the minute of the agreement to the merits of Mr C's case. The Council have accepted the recommendations and will act on them accordingly.