

Table 1

Complaints Received by Subject		East Renfrewshire 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	18%	102	6%
	Environmental Health & Cleansing	2	12%	54	3%
	Finance	0	0%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	3	18%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	2	12%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	2	12%	241	15%
	Recreation & Leisure	1	6%	25	2%
	Roads & Transport	1	6%	98	6%
	Social Work	2	12%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	1	6%	192	12%
	Total		17		1,604
2009-10	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	3	21%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	0	0%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	5	36%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	0	0%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	0	0%	24	1%
	Planning	2	14%	264	15%
	Recreation & Leisure	2	14%	73	4%
	Roads & Transport	0	0%	94	5%
	Social Work	2	14%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	0	0%	128	7%
	Total		14		1,734

Table 2

Complaints Determined By Outcome		East Renfrewshire Council	
		Sector Total	
2010/11	Premature	8	859
	Out of Jurisdiction	3	131
	Outcome Not Achievable	1	38
	No Decision Reached	0	308
	Fully Upheld	0	43
	Partly Upheld	1	29
	Not Upheld	2	154
	Total	15	1,562
2009/10	Premature	10	1,043
	Out of Jurisdiction	0	118
	Discontinued before Investigation	1	194
	Other	0	17
	Determined after detailed consideration	3	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	14	1,837

East Renfrewshire Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
17/11/2010	200905003	<p>(a) the Council failed to consult residents before installing the MUGA at the School in March 2007 (not upheld);</p> <p>(b) the Council ignored a more suitable site (not upheld);</p> <p>(c) the Council ignored Mr C's reasonable requests that the gates of the MUGA be locked after supervised activities had ended in the early evening (not upheld);</p> <p>(d) the Council's decision in May 2008 to leave the gates open permanently was taken without consulting with or hearing from residents most directly affected (upheld);</p> <p>(e) the Council ignored Mr C's requests after May 2008, that respite be provided by closing the gates all day on Sundays (not upheld); and</p> <p>(f) the Council delayed in informing Mr C of his entitlement to make a formal complaint and, if dissatisfied with the way it was dealt with, to take his complaint to the SPSO (upheld).</p>	partially upheld	<p>(i) given the change to community use of the site, now consult with adjacent residents on the change and the current 'open gate' access to the MUGA and, following this, reconsider the 'open gate' policy, taking into account the views expressed. If the 'open gate' policy continues, the matter should also be raised with the Planning Department to consider whether there has been a material change of use and, if so, whether it constitutes a bad neighbour development; and</p> <p>(ii) advise both the SPSO and Mr C of the outcome.</p> <p>The Council have accepted the recommendations and will act on them accordingly.</p>