

Table 1

<b>Complaints Received by Subject</b>		<b>Falkirk Council</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	1	2%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	1	2%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	3	5%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	23	36%	343	21%
	Land & Property	1	2%	33	2%
	Legal & admin	1	2%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	2%	15	1%
	Personnel	1	2%	14	1%
	Planning	10	16%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	0	0%	98	6%
	Social Work	9	14%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	13	20%	192	12%
	<b>Total</b>	<b>64</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	1	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	4	8%	94	5%
	Environmental Health & Cleansing	5	10%	71	4%
	Finance	0	0%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	20	41%	432	25%
	Land & Property	2	4%	33	2%
	Legal & admin	2	4%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	2	4%	24	1%
	Planning	4	8%	264	15%
	Recreation & Leisure	1	2%	73	4%
	Roads & Transport	2	4%	94	5%
	Social Work	6	12%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	0	0%	128	7%
	<b>Total</b>	<b>49</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		Falkirk Council	
		Sector Total	
2010/11	Premature	47	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	2	38
	No Decision Reached	10	308
	Fully Upheld	1	43
	Partly Upheld	0	29
	Not Upheld	6	154
	<b>Total</b>	<b>68</b>	<b>1,562</b>
2009/10	Premature	32	1,043
	Out of Jurisdiction	3	118
	Discontinued before Investigation	5	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
	<b>Total</b>	<b>53</b>	<b>1,837</b>