

Table 1

Complaints Received by Subject		Glasgow City Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	1	1%	50	3%
	Consumer protection	3	2%	8	0%
	Economic development	0	0%	3	0%
	Education	8	5%	102	6%
	Environmental Health & Cleansing	6	4%	54	3%
	Finance	17	12%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	19	13%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	6	4%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	1%	15	1%
	Personnel	2	1%	14	1%
	Planning	6	4%	241	15%
	Recreation & Leisure	3	2%	25	2%
	Roads & Transport	25	17%	98	6%
	Social Work	33	22%	226	14%
	Valuation Joint Boards	1	1%	12	1%
	Subject Unknown or Out of Jurisdiction	16	11%	192	12%
	Total	147		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	4	3%	10	1%
	Economic development	0	0%	2	0%
	Education	11	8%	94	5%
	Environmental Health & Cleansing	12	9%	71	4%
	Finance	16	12%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	15	11%	432	25%
	Land & Property	3	2%	33	2%
	Legal & admin	6	4%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	2	1%	11	1%
	Personnel	0	0%	24	1%
	Planning	5	4%	264	15%
	Recreation & Leisure	3	2%	73	4%
	Roads & Transport	20	15%	94	5%
	Social Work	25	18%	199	11%
	Valuation Joint Boards	1	1%	19	1%
	Subject Unknown or Out Of Jurisdiction	13	10%	128	7%
	Total	136		1,734	

Table 2

Complaints Determined By Outcome		Glasgow City Council	
		Sector Total	
2010/11	Premature	94	859
	Out of Jurisdiction	10	131
	Outcome Not Achievable	1	38
	No Decision Reached	30	308
	Fully Upheld	4	43
	Partly Upheld	1	29
	Not Upheld	7	154
	Total	147	1,562
2009/10	Premature	84	1,043
	Out of Jurisdiction	11	118
	Discontinued before Investigation	22	194
	Other	1	17
	Determined after detailed consideration	22	409
	Report issued: complaint not upheld	0	13
	Report issued: complaint partially upheld	1	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	Total	141	1,837