

Table 1

Complaints Received by Subject		North Lanarkshire Council	Complaints as % of total	Sector Total	Complaints as % of total
<b>2010-11</b>	Building Control	0	0%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	1	2%	3	0%
	Education	3	5%	102	6%
	Environmental Health & Cleansing	1	2%	54	3%
	Finance	2	3%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	15	24%	343	21%
	Land & Property	1	2%	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	6	10%	241	15%
	Recreation & Leisure	1	2%	25	2%
	Roads & Transport	5	8%	98	6%
	Social Work	12	19%	226	14%
	Valuation Joint Boards	1	2%	12	1%
	Subject Unknown or Out of Jurisdiction	12	19%	192	12%
	<b>Total</b>	<b>63</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	1	1%	36	2%
	Consumer protection	1	1%	10	1%
	Economic development	0	0%	2	0%
	Education	3	3%	94	5%
	Environmental Health & Cleansing	0	0%	71	4%
	Finance	16	16%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	44	44%	432	25%
	Land & Property	2	2%	33	2%
	Legal & admin	1	1%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	2	2%	11	1%
	Personnel	0	0%	24	1%
	Planning	7	7%	264	15%
	Recreation & Leisure	0	0%	73	4%
	Roads & Transport	3	3%	94	5%
	Social Work	13	13%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	8	8%	128	7%
	<b>Total</b>	<b>101</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		North Lanarkshire Council	
		Sector Total	
2010/11	Premature	39	859
	Out of Jurisdiction	8	131
	Outcome Not Achievable	1	38
	No Decision Reached	11	308
	Fully Upheld	1	43
	Partly Upheld	1	29
	Not Upheld	4	154
	<b>Total</b>	<b>65</b>	<b>1,562</b>
2009/10	Premature	75	1,043
	Out of Jurisdiction	1	118
	Discontinued before Investigation	10	194
	Other	0	17
	Determined after detailed consideration	14	409
	Report issued: complaint not upheld	1	13
	Report issued: complaint partially upheld	2	25
	Report issued: complaint fully upheld	1	12
	Discontinued during Investigation	1	6
	<b>Total</b>	<b>105</b>	<b>1,837</b>