

Table 1

Complaints Received by Subject		Renfrewshire Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	0	0%	50	3%
	Consumer protection	1	2%	8	0%
	Economic development	0	0%	3	0%
	Education	2	4%	102	6%
	Environmental Health & Cleansing	5	9%	54	3%
	Finance	2	4%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	12	23%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	3	6%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	2%	15	1%
	Personnel	0	0%	14	1%
	Planning	13	25%	241	15%
	Recreation & Leisure	2	4%	25	2%
	Roads & Transport	2	4%	98	6%
	Social Work	6	11%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	4	8%	192	12%
	Total	53		1,604	
2009-10	Building Control	0	0%	36	2%
	Consumer protection	1	2%	10	1%
	Economic development	0	0%	2	0%
	Education	2	4%	94	5%
	Environmental Health & Cleansing	5	9%	71	4%
	Finance	4	7%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	19	35%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	1	2%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	2%	24	1%
	Planning	6	11%	264	15%
	Recreation & Leisure	1	2%	73	4%
	Roads & Transport	3	5%	94	5%
	Social Work	4	7%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	8	15%	128	7%
	Total	55		1,734	

Table 2

Complaints Determined By Outcome		Renfrewshire Council	
		Sector Total	
2010/11	Premature	27	859
	Out of Jurisdiction	5	131
	Outcome Not Achievable	3	38
	No Decision Reached	10	308
	Fully Upheld	4	43
	Partly Upheld	0	29
	Not Upheld	1	154
	Total	50	1,562
2009/10	Premature	34	1,043
	Out of Jurisdiction	4	118
	Discontinued before Investigation	7	194
	Other	1	17
	Determined after detailed consideration	10	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	1	6
	Total	58	1,837