

Table 1

Complaints Received by Subject		Scottish Borders 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	6	18%	102	6%
	Environmental Health & Cleansing	3	9%	54	3%
	Finance	3	9%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	3	9%	343	21%
	Land & Property	0	0%	33	2%
	Legal & admin	1	3%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	9	26%	241	15%
	Recreation & Leisure	0	0%	25	2%
	Roads & Transport	1	3%	98	6%
	Social Work	6	18%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	2	6%	192	12%
	Total	34		1,604	
2009-10	Building Control	2	6%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	2	6%	94	5%
	Environmental Health & Cleansing	2	6%	71	4%
	Finance	2	6%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	2	6%	432	25%
	Land & Property	1	3%	33	2%
	Legal & admin	2	6%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	3%	24	1%
	Planning	8	24%	264	15%
	Recreation & Leisure	1	3%	73	4%
	Roads & Transport	4	12%	94	5%
	Social Work	4	12%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	2	6%	128	7%
	Total	33		1,734	

Table 2

Complaints Determined By Outcome		Scottish Borders Council	
		Sector Total	
2010/11	Premature	21	859
	Out of Jurisdiction	2	131
	Outcome Not Achievable	0	38
	No Decision Reached	3	308
	Fully Upheld	1	43
	Partly Upheld	1	29
	Not Upheld	2	154
	Total	30	1,562
2009/10	Premature	18	1,043
	Out of Jurisdiction	3	118
	Discontinued before Investigation	2	194
	Other	0	17
	Determined after detailed consideration	8	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	31	1,837

Scottish Borders Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/04/2010	200800438	the Council: (a) introduced excessive parking restrictions on X Street without justifiable reason (not upheld); and (b) acted unreasonably when deciding not to introduce protective bollards outside Mrs C's home (not upheld).	not upheld	The Ombudsman has no recommendations to make.
16/03/2011	200904647	(a) the Council's decision to include the value of the Property in their calculation of Mrs A's financial assessment was administratively flawed (upheld); and (b) the Council's complaints handling was poor (upheld).	upheld	(i) obtain independent legal advice on Mrs A's case; (ii) convene another CRC hearing to reconsider Mrs A's case with reference to independent legal advice; (iii) provide evidence of the steps that they have taken to record, track and respond timeously to correspondence from members of the public and their representatives; and (iv) review their handling of the Solicitors' initial correspondence and formal complaint. In particular they should review their staff absence procedures and introduce measures to ensure that future staff absences do not unduly impact upon the delivery of service standards set out in the Council's complaints handling procedure. The Council have accepted the recommendations and will act upon them accordingly.