

Table 1

Complaints Received by Subject		South Lanarkshire Council	Complaints as % of total	Sector Total	Complaints as % of total
2010-11	Building Control	0	0%	50	3%
	Consumer protection	1	1%	8	0%
	Economic development	0	0%	3	0%
	Education	8	7%	102	6%
	Environmental Health & Cleansing	6	5%	54	3%
	Finance	4	4%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	28	25%	343	21%
	Land & Property	5	5%	33	2%
	Legal & admin	4	4%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	0	0%	15	1%
	Personnel	0	0%	14	1%
	Planning	22	20%	241	15%
	Recreation & Leisure	2	2%	25	2%
	Roads & Transport	9	8%	98	6%
	Social Work	13	12%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	9	8%	192	12%
	Total	111		1,604	
2009-10	Building Control	2	2%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	7	6%	94	5%
	Environmental Health & Cleansing	8	6%	71	4%
	Finance	7	6%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	48	38%	432	25%
	Land & Property	3	2%	33	2%
	Legal & admin	4	3%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	1	1%	11	1%
	Personnel	0	0%	24	1%
	Planning	14	11%	264	15%
	Recreation & Leisure	3	2%	73	4%
	Roads & Transport	7	6%	94	5%
	Social Work	13	10%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	9	7%	128	7%
	Total	126		1,734	

Table 2

Complaints Determined By Outcome		South Lanarkshire Council	
		Sector Total	
2010/11	Premature	60	859
	Out of Jurisdiction	7	131
	Outcome Not Achievable	5	38
	No Decision Reached	18	308
	Fully Upheld	3	43
	Partly Upheld	2	29
	Not Upheld	11	154
	Total	106	1,562
2009/10	Premature	81	1,043
	Out of Jurisdiction	7	118
	Discontinued before Investigation	18	194
	Other	0	17
	Determined after detailed consideration	17	409
	Report issued: complaint not upheld	2	13
	Report issued: complaint partially upheld	3	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	Total	128	1,837

South Lanarkshire Council

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
22/12/2010	200905049	the CRC who considered the complaint did not properly explain their decision by reference to the merits of the case (upheld).	upheld	(i) consults with the Chair and other members of the CRC with a view to the CRC producing an adequate and reasoned explanation for their decision based on the merits of Firm C's case.