

Table 1

<b>Complaints Received by Subject</b>		<b>The Highland Council</b>	<b>Complaints as % of total</b>	<b>Sector Total</b>	<b>Complaints as % of total</b>
<b>2010-11</b>	Building Control	2	4%	50	3%
	Consumer protection	0	0%	8	0%
	Economic development	0	0%	3	0%
	Education	8	16%	102	6%
	Environmental Health & Cleansing	0	0%	54	3%
	Finance	3	6%	122	8%
	Fire & Police Boards	0	0%	1	0%
	Housing	5	10%	343	21%
	Land & Property	1	2%	33	2%
	Legal & admin	2	4%	60	4%
	National Park Authorities	0	0%	5	0%
	Other	1	2%	15	1%
	Personnel	0	0%	14	1%
	Planning	11	22%	241	15%
	Recreation & Leisure	1	2%	25	2%
	Roads & Transport	2	4%	98	6%
	Social Work	6	12%	226	14%
	Valuation Joint Boards	0	0%	12	1%
	Subject Unknown or Out of Jurisdiction	7	14%	192	12%
	<b>Total</b>	<b>49</b>		<b>1,604</b>	
<b>2009-10</b>	Building Control	0	0%	36	2%
	Consumer protection	0	0%	10	1%
	Economic development	0	0%	2	0%
	Education	5	6%	94	5%
	Environmental Health & Cleansing	3	4%	71	4%
	Finance	7	8%	143	8%
	Fire & Police Boards	0	0%	3	0%
	Housing	15	18%	432	25%
	Land & Property	0	0%	33	2%
	Legal & admin	2	2%	90	5%
	National Park Authorities	0	0%	8	0%
	Other	0	0%	11	1%
	Personnel	1	1%	24	1%
	Planning	26	31%	264	15%
	Recreation & Leisure	1	1%	73	4%
	Roads & Transport	4	5%	94	5%
	Social Work	13	16%	199	11%
	Valuation Joint Boards	0	0%	19	1%
	Subject Unknown or Out Of Jurisdiction	6	7%	128	7%
	<b>Total</b>	<b>83</b>		<b>1,734</b>	

Table 2

Complaints Determined By Outcome		The Highland Council	
		Sector Total	
2010/11	Premature	24	859
	Out of Jurisdiction	4	131
	Outcome Not Achievable	0	38
	No Decision Reached	11	308
	Fully Upheld	5	43
	Partly Upheld	0	29
	Not Upheld	9	154
	<b>Total</b>	<b>53</b>	<b>1,562</b>
2009/10	Premature	53	1,043
	Out of Jurisdiction	2	118
	Discontinued before Investigation	7	194
	Other	1	17
	Determined after detailed consideration	21	409
	Report issued: complaint not upheld	2	13
	Report issued: complaint partially upheld	0	25
	Report issued: complaint fully upheld	0	12
	Discontinued during Investigation	0	6
	<b>Total</b>	<b>86</b>	<b>1,837</b>

**The Highland Council**

<b>Published</b>	<b>Case Ref.</b>	<b>Summary</b>	<b>Overall Report Decision</b>	<b>Recommendation(s)</b>
23/06/2010	200900221	the Council's handling of the planning situation, in relation to the building adjacent to Mr C's property, was inadequate (upheld).	upheld	(i) consider how best to meet the requirements of the planning conditions set in June 2005 where the need remains; and 15 September 2010 (ii) apologise to Mr C for the inadequate manner in which the planning considerations were handled. 21 July 2010
23/06/2010	200903131	the Council failed to deal adequately with the pre-planning application enquiry (upheld).	upheld	(i) inform him when the caveat has been introduced and publicised on their website. 21 July 2010  The Council have accepted the recommendation and will act on it accordingly.