

Complaints determined by Authority and Outcome 2019-20

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1. Cases Determined by Sector 2019-20

Authority Sector	Enquiry	Complaint	Total
Colleges	0	25	25
Health	2	1,455	1,457
Housing Associations	2	310	312
Joint Health and Social Care	0	197	197
Local Authority	6	1,249	1,255
Prisons	0	306	306
Scottish Government & Devolved Administration	2	222	224
Universities	0	165	165
Water	1	142	143
Other*	1,556	28	1,584
Total	1,569	4,099	5,668

**Other includes unknown, out of jurisdiction, and premature enquiries*

2. College Complaints Determined 2019-20

Stage	Outcome Group	City Of Glasgow College	Dumfries and Galloway College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Moray College UHI	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	West Lothian College	Total
Advice	Not duly made or withdrawn	0	0	0	2	0	0	0	1	0	1	2	2	0	0	8
	Total	0	0	0	2	0	0	0	1	0	1	2	2	0	0	8
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Proportionality	1	1	1	3	1	2	1	0	1	1	0	0	1	0	13
	Total	1	1	1	3	1	2	1	1	1	1	0	0	1	1	15
Investigation	Not upheld	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	Total	0	0	0	1	0	0	0	0	0	0	0	0	1	0	2
Total Complaints		1	1	1	6	1	2	1	2	1	2	2	2	2	1	25

3. Health Complaints Determined 2019-20

Note: Includes Prison health, where complaints are handled by Health authorities. More Prison health cases can also be found on tab 5 - Joint Health & Social Care

Stage	Outcome Group	Health Boards														Special Health Board					Other	Family Health Services				Total		
		A. Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Trayside NHS Board	Western Isles NHS Board	Golden Jubilee National Hospital	NHS 24	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	Healthcare Improvement Scotland	Dentists & Dental Practices	GP & GP Practices		Opticians	Pharmacists & Pharmacy Services
Advice	Not duly made or withdrawn	3	9	4	9	10	20	17	63	16	28	38	0	0	30	0	0	0	0	0	8	0	0	11	41	0	2	310
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	
	Premature	1	19	2	2	4	11	13	32	15	14	21	0	1	15	0	0	1	0	3	0	0	6	48	1	0	209	
	Resolved	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Total	4	28	6	11	14	32	30	96	31	42	59	0	1	45	0	0	3	0	11	0	0	17	90	1	2	523		
Early Resolution	Not duly made or withdrawn	0	3	1	0	1	8	0	11	3	3	8	0	0	7	2	1	0	0	1	0	0	4	1	0	1	55	
	Out of jurisdiction (discretionary)	0	0	0	0	3	3	3	11	3	7	7	0	0	1	0	0	0	0	0	0	0	1	7	0	1	47	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	4	0	4	0	0	0	0	0	0	0	0	0	0	1	1	4	0	0	14	
	Outcome not achievable	0	1	0	0	0	1	2	3	0	1	4	0	0	4	0	0	0	1	0	0	0	0	3	0	0	20	
	Premature	0	3	1	4	5	10	2	6	2	4	6	0	0	3	0	0	0	0	1	0	0	0	5	0	0	52	
	Proportionality	0	12	5	12	13	14	22	46	22	24	32	2	1	25	1	1	5	0	5	10	1	0	14	71	0	338	
Total	0	19	7	17	24	36	29	79	34	42	64	2	1	40	3	2	6	0	6	12	1	1	21	93	0	2	541	
Investigation	Fully upheld	0	7	2	4	6	4	9	18	7	11	14	0	0	15	1	3	0	0	4	0	0	2	8	0	0	115	
	Some upheld	0	4	6	1	12	0	12	22	4	10	11	0	0	5	3	0	0	0	0	0	0	0	8	0	0	98	
	Not upheld	0	5	6	4	8	9	12	18	16	25	13	0	0	6	2	4	1	0	2	0	0	7	35	0	0	173	
	Not duly made or withdrawn	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
Total	0	16	14	9	26	14	33	59	28	46	38	0	0	26	6	8	1	0	6	1	0	9	51	0	0	391		
Total Complaints	4	63	27	37	64	82	92	234	93	130	161	2	2	111	9	10	7	3	6	29	2	1	47	234	1	4	1,455	

4. Housing Association Complaints Determined 2019-20

Housing Associations A-E

Stage	Outcome Group	A Housing Association Unknown	Abbeyfield Society for Scotland Ltd	Aberdeenshire Housing Partnership	Abronnhill Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Arkleit Housing Association Ltd	Ayrshire Housing	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Calm Housing Association Ltd	Caledonia Housing Association	Cassilton Housing Association Ltd	Castle Rock Edinburgh Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Cube Housing Association Ltd	Cumingshame Housing Association Ltd	Drumchapel Housing Co-operative Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Carrmore Housing Ltd	East Kilbride and District Housing Association Ltd	Easthall Park Housing Co-operative				
Advice	Not duly made or withdrawn	8	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	4	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0		
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	3	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0	1	1	0	3	1	0	1	0	0	0	0	0	0	0	0	2	1	0	0	
	Total	11	0	1	0	1	1	0	2	0	0	0	1	0	0	0	1	0	1	1	1	7	1	1	2	0	0	0	1	0	0	0	6	1	0	0	0	
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Proportionality	0	1	0	1	0	0	1	2	1	1	1	0	2	2	1	1	1	1	1	1	5	2	1	1	1	2	0	0	1	3	0	0	0	0	0	1	
	Resolved	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Total	0	1	0	1	0	1	1	2	1	1	1	0	2	4	1	1	2	1	2	1	6	2	1	1	5	2	1	0	1	4	0	0	0	0	0	1		
Investigation	Some upheld	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints		11	1	1	1	1	2	2	4	1	1	1	3	4	1	3	2	2	3	2	14	3	2	3	5	2	1	1	1	5	2	6	1	1				

Housing Associations F-M

Stage	Outcome Group	Fairfield Housing Co-operative Ltd	Fire Housing Group	Forth Housing Association Ltd	Fyne Homes	Garrion Peoples Housing Co-operative Ltd	Glasgow Housing Association	Glasgow West Housing Association Ltd	Glen Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebriден Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Home Scotland	Horizon Housing Association Ltd	Hunters Hill Housing Co-operative Ltd	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstone Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Linstone Housing Association Ltd	Lister Housing Co-operative Ltd	Loreburn Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd				
Advice	Not duly made or withdrawn	0	0	1	0	0	10	0	1	1	0	0	0	1	1	3	0	0	0	0	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	0	3	1	0	0	1	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	1	0	0	13	1	1	1	1	1	0	0	2	1	3	0	0	0	0	2	2	0	0	3	1	0	0	0	1	2	0	0	0	0	0	0	0
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Proportionality	1	2	1	1	0	0	1	0	0	0	0	0	1	2	2	3	0	2	2	0	0	0	1	0	0	4	4	0	0	0	1	0	0	2	1	0	0	
	Resolved	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	2	2	1	1	1	0	1	0	0	0	0	0	3	2	3	3	2	3	2	1	0	0	1	0	2	4	4	1	0	0	1	0	0	2	1	0	0		
Investigation	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints		2	2	2	1	1	13	2	1	1	1	1	3	5	4	6	2	3	2	1	2	2	1	1	5	5	4	1	1	2	1	1	6	4	1				

Housing Associations N-Z

Stage	Outcome Group	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Patrick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Queens Cross Housing Association Ltd	River Clyde Homes	Rural Stirling Housing Association Ltd	Rutherford and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Thornhill Housing	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Wellhouse Housing Association Ltd	West Lothian Housing Management	West Lothian Housing Partnership	West of Scotland Housing Association Ltd	Wheatley Housing Group Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	Yoker Housing Association Ltd	Total		
Advice	Not duly made or withdrawn	0	1	2	0	0	0	2	0	0	1	0	0	0	1	1	0	0	0	0	2	0	0	2	1	1	1	0	0	0	0	1	87	
	Out of jurisdiction (discretionary)	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	
	Premature	0	1	1	0	1	1	1	1	1	0	1	1	0	0	0	0	0	0	1	1	0	1	1	0	0	1	2	2	1	0	0	52	
	Total	0	2	4	0	1	1	3	2	0	2	9	0	1	1	1	0	0	3	1	2	1	1	2	1	2	4	6	1	0	2	1	144	
Early Resolution	Not duly made or withdrawn	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	9	
	Out of jurisdiction (discretionary)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	7	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	9	
	Outcome not achievable	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
	Premature	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
	Proportionality	2	0	3	2	0	1	1	4	1	1	8	1	0	5	4	1	1	0	0	1	2	1	0	0	0	2	7	1	3	0	0	117	
	Resolved	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	9	
Total	3	1	4	2	0	1	2	4	1	1	12	2	0	6	4	1	1	0	1	1	2	2	0	0	3	14	1	3	0	0	161			
Investigation	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
Total Complaints		3	3	8	2	1	2	5	6	1	3	21	2	1	8	5	1	1	3	2	3	3	3	2	1	2	7	20	2	3	2	1	310	

5. Joint Health & Social Care Complaints Determined 2019-20

Note: includes health, prison health, and social work services delivered by joint health and social care partnerships

Stage	Outcome Group	Aberdeen City HSCP	Aberdeenshire HSCP	Angus HSCP	Argyll and Bute HSCP	Clackmannanshire and Stirling HSCP	Cùram Is Sláinte (nan Eilean Siar)	Dumfries and Galloway HSCP	Dundee HSCP	East Ayrshire HSCP	East Dunbartonshire HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Midlothian HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Perth and Kinross HSCP	Renfrewshire HSCP	South Ayrshire Council HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Dunbartonshire HSCP	West Lothian HSCP	Total
Advice	Not duly made or withdrawn	2	3	0	1	0	0	0	0	1	0	0	0	2	1	4	1	0	0	0	2	0	1	0	0	0	0	0	18
	Premature	0	1	0	0	0	0	0	1	0	0	0	0	0	0	8	1	0	0	1	1	0	1	0	0	1	1	1	17
	Total	2	4	0	1	0	0	0	1	1	0	0	0	2	1	12	2	0	0	1	3	0	2	0	0	1	1	1	35
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	2	1	3	1	0	0	0	0	0	1	0	0	0	1	2	11
	Out of jurisdiction (discretionary)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	3	1	9
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	3
	Premature	1	0	0	0	1	1	0	0	0	0	0	1	1	0	3	0	0	0	0	0	0	0	0	0	0	1	0	9
	Proportionality	3	1	2	1	1	0	1	1	5	1	3	1	10	5	30	2	0	2	5	3	1	3	1	0	1	2	1	86
	Resolved	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	5
Total	5	2	2	1	2	1	1	1	5	1	3	2	13	6	40	6	1	2	5	4	1	4	1	1	1	8	4	123	
Investigation	Fully upheld	0	0	0	2	0	0	0	0	0	0	0	0	1	1	6	1	0	0	0	0	0	0	0	0	0	0	0	11
	Some upheld	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2	1	0	0	1	2	0	0	0	0	1	1	0	10
	Not upheld	0	0	0	0	1	0	0	1	0	0	0	0	2	3	2	1	0	0	2	0	0	2	0	1	2	0	0	17
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Total	0	0	0	4	1	0	0	1	0	0	0	0	3	4	10	3	0	0	4	2	0	2	0	1	3	1	0	39	
Total Complaints	7	6	2	6	3	1	1	3	6	1	3	2	18	11	62	11	1	2	10	9	1	8	1	2	5	10	5	197	

6. Local Authority Complaints Determined 2019-20

Note: includes social work (also delivered by joint health & social care partnerships)

Stage	Outcome Group	Councils																															Fire / Police / Safety	National Parks	Other						VJBs		Total								
		Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dumfries City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Strathclyde Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council			West Lothian Council	The Scottish Fire and Rescue Service	Cairnmore National Park Authority	Loch Lomond and The Trossachs National Park Authority	East Renfrewshire Culture and Leisure Ltd	Fife Sports and Leisure Trust	Glasgow Life	Live Active Leisure Limited		Live Borders	South Lanarkshire Leisure and Culture	Strathclyde Partnership for Transport	Lanarkshire Valuation Joint Board	The Highland and Western Isles Valuation Joint Board			
Advice	Not duly made or withdrawn	2	11	14	4	1	1	0	2	5	4	1	6	5	12	17	29	3	3	8	15	0	17	11	7	1	7	10	5	16	6	3	6	16	0	0	0	0	0	0	0	0	0	0	0	248					
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Out of jurisdiction (non-discretionary)	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	3	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Premature	0	7	4	5	4	1	1	1	4	5	2	2	1	6	14	35	0	5	6	13	0	4	12	5	1	5	10	4	38	10	1	5	21	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	233	
	Total	2	19	18	9	6	2	1	3	9	9	4	8	6	18	31	68	4	8	15	28	0	21	23	12	2	12	20	9	55	16	4	11	37	0	0	0	0	0	0	0	0	0	0	0	1	0	0	491		
Early Resolution	Not duly made or withdrawn	0	6	2	2	0	0	1	2	0	0	3	0	0	1	4	2	0	1	2	1	0	0	2	0	1	0	1	5	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42	
	Out of jurisdiction (discretionary)	0	3	2	1	2	0	1	4	1	0	1	0	2	1	3	3	1	0	0	1	0	2	1	3	0	2	3	0	5	1	1	2	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	49
	Out of jurisdiction (non-discretionary)	0	2	3	0	0	0	0	1	2	0	1	0	0	5	1	1	1	1	1	1	0	2	3	4	0	0	1	0	2	6	1	1	1	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0	44	
	Outcome not achievable	0	0	1	1	2	1	0	0	1	1	0	1	0	4	0	1	1	0	0	1	0	2	0	2	0	0	2	0	3	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	29
	Premature	0	1	2	1	0	0	1	0	0	1	0	0	1	4	1	5	0	0	1	0	5	1	0	0	0	2	0	3	1	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	34
	Proportionality	0	20	25	10	6	2	3	7	11	3	12	12	5	28	26	30	7	14	8	35	3	17	19	13	6	9	16	11	38	23	11	7	16	0	0	2	0	1	2	0	0	0	0	2	1	1	1	462		
	Resolved	0	1	0	0	0	0	0	1	0	2	0	0	0	0	0	3	0	0	1	0	0	1	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	
	Total	0	33	35	15	10	3	6	13	15	7	18	14	8	38	39	45	10	16	12	40	3	29	24	25	6	13	24	13	57	34	16	14	22	1	0	2	2	2	2	1	0	2	2	1	1	1	1	673		
Investigation	Fully upheld	0	2	2	1	1	1	0	4	0	1	0	0	0	0	2	3	0	0	2	5	0	1	0	0	0	0	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29	
	Some upheld	0	0	1	0	0	0	0	0	2	0	2	2	0	0	3	1	0	1	0	2	0	0	0	0	1	5	1	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25
	Not upheld	0	0	1	0	0	2	0	1	0	0	4	0	0	1	1	0	1	1	1	4	0	1	0	1	0	1	2	0	2	1	0	0	3	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	30
	Resolved	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	0	2	5	1	1	3	0	5	2	1	6	2	0	1	6	4	1	2	3	11	0	2	0	1	1	6	4	4	2	3	1	0	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	85		
Total Complaints		2	54	58	25	17	8	7	21	26	17	28	24	14	57	76	117	15	26	30	79	3	52	47	38	9	31	48	26	114	53	21	25	62	1	1	2	2	2	2	2	1	1	2	3	1	1	1,249			

7. Prison Complaints Determined 2019-20

Stage	Outcome Group	Scottish Prison Service
Advice	Not duly made or withdrawn	83
	Out of jurisdiction (discretionary)	0
	Out of jurisdiction (non-discretionary)	0
	Premature	55
	Total	138
Early Resolution	Not duly made or withdrawn	9
	Out of jurisdiction (discretionary)	3
	Out of jurisdiction (non-discretionary)	5
	Outcome not achievable	15
	Premature	6
	Proportionality	110
	Resolved	4
	Total	152
Investigation	Fully upheld	9
	Some upheld	2
	Not upheld	1
	Not duly made or withdrawn	3
	Resolved	1
	Total	16
	Total Complaints	306

8. Scottish Government & Devolved Administration Complaints Determined 2019-20
excludes Prisons

Scottish Government and Scottish Administration

Stage	Outcome Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Revenue Scotland	Scottish Courts and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Advice	Not duly made or withdrawn	14	0	0	0	2	0	1	0	3	1	3	0	0	0	1	0	0	25
	Out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3
	Premature	5	0	0	0	0	0	0	2	0	0	5	1	0	0	0	0	0	13
	Total	19	0	0	0	2	1	1	0	6	1	10	1	0	0	1	0	0	42
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2
	Out of jurisdiction (discretionary)	1	0	0	1	2	0	2	0	1	0	2	1	1	0	0	0	1	12
	Out of jurisdiction (non-discretionary)	26	0	0	0	0	1	0	5	0	5	0	0	0	0	0	0	0	37
	Outcome not achievable	0	0	0	0	1	0	0	1	0	2	0	0	1	0	0	0	0	5
	Premature	0	0	0	0	0	0	0	2	0	2	0	1	0	0	0	0	0	5
	Proportionality	3	1	1	1	0	1	1	0	6	2	4	0	0	0	5	1	1	27
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	30	1	1	2	4	1	4	0	16	2	15	1	2	1	5	1	2	88
Investigation	Fully upheld	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
Total Complaints		50	1	1	2	6	2	5	1	22	3	25	2	2	1	6	1	2	132

Scottish Public Authorities

Stage	Outcome Group	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Centres for Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Pensions Appeal Tribunal for Scotland	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Funding Council	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	spornscotland	The Scottish Housing Regulator	The Scottish Information Commissioner	The Water Industry Commission for Scotland	VitalScotland	Total	
Advice	Not duly made or withdrawn	0	2	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
	Premature	1	0	0	1	0	0	0	0	0	0	3	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	12
	Total	1	2	2	1	0	0	0	0	1	0	3	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	20
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
	Out of jurisdiction (discretionary)	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	5
	Out of jurisdiction (non-discretionary)	0	1	0	0	0	0	0	0	1	1	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	8
	Outcome not achievable	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Premature	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	7
Proportionality	7	0	0	0	0	1	1	1	0	0	4	3	2	0	3	1	2	0	1	1	2	1	0	1	0	1	0	32	
Total	11	1	1	0	1	1	2	1	1	8	4	4	1	3	1	3	1	2	3	5	1	1	1	1	1	1	1	59	
Investigation	Fully upheld	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	
	Not upheld	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Total	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	
Total Complaints		15	3	3	1	1	1	1	2	2	1	11	5	4	1	4	1	5	1	3	3	10	1	1	1	1	1	83	

Cross-Border Public Authorities

Stage	Outcome Group	Criminal Injuries Compensation Authority	Forestry and Land Scotland	The Electoral Commission	Total
Advice	Not duly made or withdrawn	1	0	1	2
	Premature	0	1	1	2
	Total	1	1	2	4
Early Resolution	Outcome not achievable	1	0	0	1
	Proportionality	0	2	0	2
	Total	1	2	0	3
Total Complaints		2	3	2	7

9. University Complaints Determined 2019-20

Stage	Outcome Group	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total	
Advice	Not duly made or withdrawn	2	1	0	0	2	0	0	1	1	0	1	2	0	0	0	1	0	1	12	
	Premature	0	0	0	2	0	0	1	0	0	0	1	0	4	1	2	0	1	0	12	
	Total	2	1	0	2	2	0	1	1	1	0	2	2	4	1	2	1	1	1	24	
Early Resolution	Not duly made or withdrawn	1	0	1	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1	6	
	Out of jurisdiction (discretionary)	0	1	0	1	1	0	0	0	0	0	3	0	1	0	0	1	0	0	8	
	Out of jurisdiction (non-discretionary)	0	0	0	1	1	1	1	1	5	0	4	5	3	2	1	1	1	3	30	
	Outcome not achievable	0	0	0	1	0	0	0	0	3	1	0	0	0	0	1	0	0	0	2	8
	Premature	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2
	Proportionality	2	3	0	4	2	0	0	1	7	1	1	12	7	2	3	8	2	4	59	
	Resolved	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	
	Total	3	4	1	9	4	2	1	2	15	2	9	17	13	4	5	10	3	11	115	
Investigation	Fully upheld	0	0	0	3	1	0	0	0	0	0	0	2	1	0	0	0	1	1	9	
	Some upheld	0	0	1	1	0	0	0	1	0	0	0	0	3	0	0	0	0	1	7	
	Not upheld	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	0	4	9	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Total	1	0	1	4	1	0	0	1	0	0	0	3	5	1	0	2	1	6	26	
Total Complaints	6	5	2	15	7	2	2	4	16	2	11	22	22	6	7	13	5	18	165		

10. Water Complaints Determined 2019-20

Stage	Outcome Group	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Water Plus Select Ltd	Wave	Total
Advice	Not duly made or withdrawn	1	9	2	2	5	0	1	20
	Out of jurisdiction (non-discretionary)	0	0	0	1	0	0	0	1
	Premature	0	11	3	23	4	4	6	51
	Resolved	0	0	0	1	0	0	0	1
	Total	1	20	5	27	9	4	7	73
Early Resolution	Out of jurisdiction (discretionary)	0	0	0	0	2	0	0	2
	Out of jurisdiction (non-discretionary)	0	0	0	1	2	0	0	3
	Outcome not achievable	0	0	0	0	2	0	0	2
	Premature	0	2	0	0	1	1	0	4
	Proportionality	0	18	2	8	4	0	1	33
	Resolved	0	4	0	3	0	0	0	7
	Total	0	24	2	12	11	1	1	51
Investigation	Fully upheld	0	1	0	4	0	0	0	5
	Some upheld	0	1	0	3	1	0	0	5
	Not upheld	0	2	0	2	0	0	0	4
	Not duly made or withdrawn	0	1	0	1	0	0	0	2
	Resolved	0	1	0	1	0	0	0	2
	Total	0	6	0	11	1	0	0	18
Total Complaints		1	50	7	50	21	5	8	142

11. Other Complaints Determined 2019-20

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Not duly made or withdrawn	0	12	12
	Out of jurisdiction (non-discretionary)	11	0	11
	Premature	0	4	4
	Total	11	16	27
Early Resolution	Out of jurisdiction (non-discretionary)	1	0	1
	Total	1	0	1
Total Complaints		12	16	28