

Cases Determined by Subject and Outcome 2019-20

1. All Sectors
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3. Health
4. Housing Associations
5. Joint Health and Social Care
6. Local Authority
7. Prisons
8. Scottish Government and Devolved Administration (excluding prisons)
9. Universities
10. Water
11. Other
12. Combined Housing Association and Local Authority housing complaints

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 subject unknown, out of jurisdiction, and premature enquiries*

College Cases Determined 2019-20

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessment / Exams / Certification	Course Management (including class cancellations)	Finance (course fees and refunds)	Funding / Bursaries	Learning and Teaching	Not otherwise covered	Progression / Articulation / Withdrawal	Providing Learning Support and Guidance (by curriculum staff)	Staff Conduct	Student Conduct	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	0	0	0	0	0	1	1	1	0	2	0	3	8	
		Total	0	0	0	0	0	1	1	1	0	2	0	3	8	
	Early Resolution	Not duly made or withdrawn	0	1	0	0	0	0	0	0	0	0	0	0	0	1
		Premature	0	0	0	1	0	0	0	0	0	0	0	0	0	1
		Proportionality	2	2	1	0	1	2	0	0	2	2	1	0	13	
		Total	2	3	1	1	1	2	0	0	2	2	1	0	15	
	Investigation	Not upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	1
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		Total	0	0	0	0	0	0	0	0	1	0	1	0	0	2
	Total Complaints			2	3	1	1	1	3	1	2	2	5	1	3	25
Total Contacts			2	3	1	1	1	3	1	2	2	5	1	3	25	

No enquiries in 2019-20

3. Health Cases Determined 2019-20

note - includes prison health cases - other prison health cases covered in JH&SC tab 5.

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services*	Appliances / equipment / premises	Appointments / admissions (delay / cancellation / waiting lists)	Clinical treatment / diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints handling	Continuing care	Failure to send ambulance / delay in sending ambulance	Hygiene / cleanliness / infection control	Lists (incl difficulty registering and removal from lists)	Nurses / nursing care	Other	Policy / administration	Record keeping	Out of jurisdiction	Subject unknown	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
		Total	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total Enquiries	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Complaint	Advice	Not duly made or withdrawn	0	0	0	6	186	16	1	0	2	0	4	0	5	3	2	1	84	310	
		Out of jurisdiction (discretionary)	0	0	0	0	1	0	0	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	0	0	0	0	0	0	0	0	2	0	2
		Premature	0	0	0	6	137	19	5	0	0	0	3	0	2	6	4	0	27	209	
		Resolved	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total	0	0	0	12	325	35	6	0	2	0	7	0	7	9	6	3	111	523	
	Early Resolution	Not duly made or withdrawn	0	0	0	8	38	3	2	1	1	0	0	0	0	2	0	0	0	55	
		Out of jurisdiction (discretionary)	0	1	0	0	34	5	1	0	0	0	0	0	0	3	3	0	0	47	
		Out of jurisdiction (non-discretionary)	0	1	0	0	5	0	1	0	0	0	0	0	1	5	0	1	0	14	
		Outcome not achievable	0	0	0	2	13	1	0	0	0	0	1	1	0	1	1	0	0	20	
		Premature	0	0	0	6	33	4	2	0	0	0	3	0	0	4	0	0	0	52	
		Proportionality	9	1	2	38	162	56	5	3	6	1	4	9	1	36	4	1	0	338	
		Resolved	0	0	0	4	5	3	1	0	0	0	0	0	0	2	0	0	0	15	
		Total	9	3	2	58	290	72	12	4	7	1	8	10	2	53	8	2	0	541	
	Investigation	Fully upheld	2	1	1	3	92	4	2	0	4	0	0	3	1	2	0	0	0	115	
		Some upheld	3	0	0	5	78	4	1	1	0	0	1	3	0	2	0	0	0	98	
		Not upheld	4	1	0	5	148	7	2	1	1	0	1	1	0	1	1	0	0	173	
		Not duly made or withdrawn	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	4	
		Outcome not achievable	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	9	2	1	13	323	15	5	2	5	0	2	7	1	5	1	0	0	391	
	Total Complaints	18	5	3	83	938	122	23	6	14	1	17	17	10	67	15	5	111	1,455		
	Total Contacts	18	5	3	83	940	122	23	6	14	1	17	17	10	67	15	5	111	1,457		

*where not otherwise covered by a Health and Social Care Partnership

4. Housing Association Cases Determined 2019-20

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges	Communication / staff attitude / dignity / confidentiality	Complaints handling	Estate management / open spaces / environment work	Improvements and renovation	Neighbour disputes and anti-social behaviour	Other	Policy / administration	Rent and/or service charges	Repairs and maintenance	Sheltered housing and community care	Terminations of tenancy	Out of jurisdiction	Subject unknown	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	2	
		Total	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
	Total Enquiries		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
Complaint	Advice	Not duly made or withdrawn	0	6	1	1	1	0	10	0	9	1	35	0	0	0	23	87	
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	2	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	3
		Premature	0	2	1	2	1	1	14	0	11	0	18	0	0	0	0	2	52
		Total	0	8	2	3	2	1	24	0	20	1	55	0	0	3	25	144	
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	1	0	1	0	7	0	0	0	0	9
		Out of jurisdiction (discretionary)	0	0	1	1	0	0	1	0	1	0	2	0	1	0	0	0	7
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	2	6	1	0	0	0	0	0	9
		Outcome not achievable	0	0	0	0	0	0	0	2	0	0	1	3	0	0	0	0	6
		Premature	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	0	4
		Proportionality	1	3	12	1	7	4	13	1	8	4	59	2	1	0	1	1	117
		Resolved	0	1	0	0	0	0	0	1	0	0	0	7	0	0	0	0	9
	Total	1	5	13	2	7	4	18	1	12	11	82	2	2	0	1	1	161	
	Investigation	Some upheld	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	3
		Not upheld	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
		Total	1	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	5
	Total Complaints		2	13	15	5	10	5	43	1	32	12	138	3	2	3	26	310	
Total Contacts			2	13	15	5	10	5	43	1	32	13	138	3	2	3	27	312	

5. Joint Health and Social Care Cases Determined 2019-20

Case Type	Stage	Outcome Group	HSCP - Health									HSCP - Prison Health Care		HSCP - Social Work										Total				
			Admission / discharge / transfer procedures	Appliances / equipment / premises	Clinical treatment / Diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints handling	Continuing care	Nurses / Nursing Care	Other	Policy / administration	Record Keeping	Clinical treatment / Diagnosis	Communication / staff attitude / dignity / confidentiality	Adoption procedures	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	Care in the community	Child services and family support	Communication / staff attitude / dignity / confidentiality	Complaints handling (incl Social Work complaints procedures)	Continuing care	Home helps / concessions / grants / charges for services	Mental health issues		Other	Policy / administration	Sheltered housing issues/ residential homes	Subject Unknown
Complaint	Advice	Not duly made or withdrawn	1	0	1	0	0	0	0	0	0	1	2	0	0	1	2	1	1	1	0	0	1	0	0	0	6	18
		Premature	0	0	1	0	0	1	1	0	0	0	6	0	0	1	4	0	0	1	0	1	1	0	0	0	0	17
		Total	1	0	2	0	0	1	1	0	1	8	0	0	0	2	6	1	1	2	0	1	2	0	0	6	35	
Complaint	Early Resolution	Not duly made or withdrawn	0	0	3	1	0	0	0	1	0	0	0	0	0	0	0	3	1	1	0	0	0	0	1	0	11	
		Out of jurisdiction (discretionary)	0	0	2	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	0	0	0	0	3	0	9	
		Out of jurisdiction (non-discretionary)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3
		Premature	0	0	3	0	0	0	0	0	1	0	1	0	0	2	0	1	0	1	0	0	0	0	0	0	0	9
	Proportionality	0	1	9	3	0	2	0	0	2	0	10	1	1	7	4	9	4	6	8	0	1	16	1	0	86		
	Resolved	0	0	1	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	5		
	Total	0	1	19	4	0	3	0	1	4	0	11	1	1	1	10	9	14	5	8	8	0	1	20	2	0	123	
	Investigation	Fully upheld	0	0	3	0	1	0	0	0	0	0	0	0	1	1	1	0	1	1	0	0	0	2	0	0	11	
Some upheld		0	1	1	0	0	0	0	0	0	0	0	0	1	0	3	0	1	1	1	0	0	0	1	0	10		
Not upheld		0	0	2	0	0	1	1	0	2	0	1	0	0	0	3	1	1	0	2	0	0	0	2	1	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	0	1	0	0	0	0	0	1	
Total	0	1	6	0	1	1	1	1	0	2	0	1	0	1	7	2	2	2	4	1	0	0	5	1	0	39		
Total Complaints	1	2	27	4	1	5	2	1	6	1	20	1	2	2	19	17	17	8	14	9	1	3	25	3	6	197		
Total Contacts	1	2	27	4	1	5	2	1	6	1	20	1	2	2	19	17	17	8	14	9	1	3	25	3	6	197		

No enquiries in 2019-20

6. Local Authority Cases Determined 2019-20

Case Type	Stage	Outcome Group	Building Control	Consumer Protection	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land & Property	Legal & Admin	National Park Authorities	Other	Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Subject unknown or Out of Jurisdiction	Total		
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	1	0	1	0	0	0	0	0	1	0	2	1	0	0	0	0	6		
		Total	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	2	1	0	0	0	0	6	
	Total Enquiries	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	2	1	0	0	0	0	6		
Complaint	Advice	Not duly made or withdrawn	2	1	16	12	17	0	44	0	7	0	1	1	11	1	10	47	0	2	0	76	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	1	
		Out of jurisdiction (non-discretionary)	0	0	1	0	0	0	0	1	0	1	0	0	1	0	0	2	0	0	0	0	0	2	8
		Outcome not achievable	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
		Premature	1	0	13	20	19	0	62	1	9	0	2	0	16	0	24	37	0	0	0	2	27	233	
		Total	3	1	30	32	36	0	107	1	18	0	3	2	27	1	37	84	0	2	2	105	491		
	Early Resolution	Not duly made or withdrawn	2	0	3	0	2	0	8	0	5	0	0	1	5	1	3	11	0	1	0	0	42		
		Out of jurisdiction (discretionary)	0	0	7	1	5	0	8	2	6	0	0	0	6	2	4	8	0	0	0	0	49		
		Out of jurisdiction (non-discretionary)	0	0	14	1	5	1	4	0	4	0	2	3	2	3	2	3	0	0	0	0	44		
		Outcome not achievable	0	0	3	0	2	0	5	2	2	0	0	0	4	3	7	1	0	0	0	0	29		
		Premature	1	0	4	5	1	0	7	0	1	0	0	0	3	0	6	4	0	1	0	1	34		
		Proportionality	6	3	68	42	41	0	97	9	24	1	2	0	70	8	47	40	2	0	0	0	2	462	
		Resolved	0	0	2	4	2	0	3	0	0	0	1	0	0	0	0	1	0	0	0	0	13		
	Total	9	3	101	53	58	1	132	13	42	1	5	4	90	17	69	68	2	2	0	3	673			
	Investigation	Fully upheld	0	0	5	2	0	0	1	1	0	0	0	0	5	0	2	13	0	0	0	0	29		
		Some upheld	0	0	7	3	0	0	1	1	0	0	0	0	5	0	1	7	0	0	0	0	25		
		Not upheld	0	0	7	0	1	0	5	0	0	1	1	0	5	1	3	6	0	0	0	0	30		
		Resolved	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
		Total	0	0	19	5	1	0	8	2	0	1	1	0	15	1	6	26	0	0	0	0	85		
	Total Complaints	12	4	150	90	95	1	247	16	60	2	9	6	132	19	112	178	2	4	2	108	1,249			
	Total Contacts	12	4	150	90	96	1	248	16	60	2	9	6	133	19	114	179	2	4	2	108	1,255			

7. Prison Cases Determined 2019-20

Case Type	Stage	Outcome Group	Admission / transfers / discharge	Communication and records	Discipline	Health / Welfare / Religion	Leave from Prison (Including Home Detention Leave)	Physical and personal environment	Privileges and prisoners property	Security / control / progression	Supervision levels	Work / education / earnings / recreation	Subject unknown or Out of Jurisdiction	Total	
Complaint	Advice	Not duly made or withdrawn	6	2	5	4	7	3	0	9	1	2	44	83	
		Premature	8	4	5	8	3	8	8	4	0	1	6	55	
		Total	14	6	10	12	10	11	8	13	1	3	50	138	
	Early Resolution	Not duly made or withdrawn	0	1	1	2	1	0	1	2	0	0	0	1	9
		Out of jurisdiction (discretionary)	0	3	0	0	0	0	0	0	0	0	0	0	3
		Out of jurisdiction (non-discretionary)	0	0	2	0	2	0	0	0	0	1	0	0	5
		Outcome not achievable	1	1	1	0	4	0	3	4	0	1	0	0	15
		Premature	1	1	0	0	0	0	0	1	2	0	1	0	6
		Proportionality	6	13	6	14	13	13	15	21	0	9	0	0	110
		Resolved	0	0	1	1	0	0	0	1	0	1	0	0	4
	Total	8	19	11	17	20	13	20	30	1	12	1	152		
	Investigation	Fully upheld	1	2	0	1	1	0	0	3	0	1	0	0	9
		Some upheld	0	1	0	0	0	0	0	0	0	0	1	0	2
		Not upheld	0	1	0	0	0	0	0	0	0	0	0	0	1
		Not duly made or withdrawn	0	1	0	0	0	0	0	0	2	0	0	0	3
		Resolved	0	0	0	1	0	0	0	0	0	0	0	0	1
		Total	1	5	0	2	1	0	0	5	0	2	0	0	16
	Total Complaints			23	30	21	31	31	24	28	48	2	17	51	306
	Total Contacts			23	30	21	31	31	24	28	48	2	17	51	306

No enquiries in 2019-20

8. Scottish Government & Devolved Administration Cases Determined 2019-20

Excluding prisons: Prisons are listed separately on tab no.7

Case Type	Stage	Outcome Group	Scottish Government & Scottish Administration													Scottish Public Authority													Cross-Border Public Authority					Grand Total					
			Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health	Courts administration	Education	Financial matters	Housing	Justice	Other	Planning	Records	Roads and transport	Subject unknown or Out of Jurisdiction	Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health	Commissioners and Ombudsmen	Education	Enterprise bodies	Financial matters	Governance	Housing	Justice	Other	Subject unknown or Out of Jurisdiction	Total	Agriculture / environment / fishing / rural affairs	Financial matters	Other	Roads & Transport		Subject unknown or Out of Jurisdiction	Total			
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2	
	Total Enquiries	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	0	0	0	0	2			
Complaint	Advice	Not duly made or withdrawn	1	0	0	1	0	3	0	7	2	0	1	0	10	25	1	0	1	3	0	0	0	0	0	0	1	1	1	8	0	0	1	0	1	2	35		
		Out of jurisdiction (discretionary)	0	0	1	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	1	1		
		Out of jurisdiction (non-discretionary)	0	0	0	1	0	0	0	0	0	0	0	0	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3
		Premature	1	0	1	4	1	0	0	3	1	1	0	0	1	13	2	0	1	5	0	0	2	0	0	0	0	0	2	12	1	0	1	0	0	2	27		
		Total	2	0	2	6	1	3	0	10	3	1	1	0	13	42	3	0	2	8	0	0	2	0	0	1	1	3	20	1	0	2	0	1	4	66			
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	3	0	0	0	0	1	0	0	0	4	0	0	0	0	0	0	6			
		Out of jurisdiction (discretionary)	1	0	0	2	0	3	0	0	2	2	1	1	0	12	1	0	1	2	0	1	0	0	0	0	0	0	5	0	0	0	0	0	0	17			
		Out of jurisdiction (non-discretionary)	0	0	0	7	0	1	1	25	1	0	1	0	1	37	0	0	2	2	1	1	1	0	0	1	0	0	8	0	0	0	0	0	0	45			
		Outcome not achievable	1	0	0	1	0	2	0	0	1	0	0	0	0	5	1	0	1	1	0	0	0	0	0	0	0	0	3	0	1	0	0	0	1	9			
		Total	0	0	1	1	0	1	0	1	0	1	0	0	0	5	0	0	2	3	1	0	0	1	0	0	0	0	7	0	0	0	0	0	0	12			
	Investigation	Proportionality	2	1	1	4	0	7	3	4	1	0	3	1	0	27	6	3	2	15	2	0	2	1	0	1	0	0	32	1	0	0	1	0	2	61			
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	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	4	1	2	15	0	15	4	31	5	3	5	2	1	88	8	3	8	26	4	2	3	2	1	2	0	0	59	1	1	0	1	0	3	150			
		Fully upheld	0	0	0	0	0	1	0	1	0	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	4			
		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	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2				
	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	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	0	1	0	0	0	0	0	2	0	0	1	3	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	6				
	Total Complaints		6	1	4	21	1	19	4	42	8	4	6	2	14	132	11	3	11	37	4	2	5	2	1	3	1	3	83	2	1	2	1	1	7	222			
Total Contacts		6	1	4	21	1	19	4	42	8	4	6	2	14	132	11	3	11	37	4	2	5	2	1	4	2	3	85	2	1	2	1	1	7	224				

9. University Cases Determined 2019-20

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation	Admissions	Antisocial behaviour	Communication / staff attitude / dignity / confidentiality	Complaints handling	Other	Personnel matters	Plagiarism and intellectual property	Policy / administration	Property	Special needs - assessment and provision	Student discipline	Teaching and supervision	Welfare	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	6	0	0	0	0	1	0	0	0	0	0	0	0	1	0	4	12	
		Premature	2	1	0	1	1	0	0	0	0	1	0	0	0	1	0	0	5	12
		Total	8	1	0	1	1	1	1	0	0	0	1	0	0	1	1	0	9	24
	Early Resolution	Not duly made or withdrawn	2	1	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	6
		Out of jurisdiction (discretionary)	1	0	1	0	0	0	1	0	0	2	0	1	1	1	0	0	0	8
		Out of jurisdiction (non-discretionary)	13	1	1	0	2	3	1	3	0	3	0	2	0	0	0	0	1	30
		Outcome not achievable	5	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	8
		Premature	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
		Proportionality	25	3	3	0	6	5	1	0	1	6	1	0	2	6	0	0	0	59
		Resolved	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	2
		Total	47	5	5	0	11	9	3	3	1	14	1	3	3	9	0	1	115	
	Investigation	Fully upheld	4	0	0	0	0	2	0	0	0	1	0	1	0	0	1	0	0	9
		Some upheld	1	0	1	0	0	1	0	0	0	0	0	1	0	3	0	0	0	7
		Not upheld	4	0	0	0	2	1	0	0	0	0	0	0	0	1	1	0	0	9
		Resolved	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total	10	0	1	0	2	4	0	0	0	1	0	2	0	4	2	0	0	26
	Total Complaints			65	6	6	1	14	14	3	3	1	16	1	5	4	14	2	10	165
	Total Contacts			65	6	6	1	14	14	3	3	1	16	1	5	4	14	2	10	165

No enquiries in 2019/20

10. Water Cases Determined 2019-20

Case Type	Stage	Outcome Group	Billing and charging	Customer service	New Connections	Other	Waste Water	Water Supply	Subject unknown or Out of Jurisdiction	Total
Enquiry	Advice & Signposting	Enquiry	1	0	0	0	0	0	0	1
		Total	1	0	0	0	0	0	0	1
	Total Enquiries		1	0	0	0	0	0	0	1
Complaint	Advice	Not duly made or withdrawn	12	0	1	2	0	0	5	20
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	1	1
		Premature	43	1	0	0	0	1	6	51
		Resolved	1	0	0	0	0	0	0	1
		Total	56	1	1	2	0	1	12	73
	Early Resolution	Out of jurisdiction (discretionary)	0	1	0	0	1	0	0	2
		Out of jurisdiction (non-discretionary)	1	0	0	0	1	1	0	3
		Outcome not achievable	0	0	0	0	0	2	0	2
		Premature	3	0	0	0	0	1	0	4
		Proportionality	27	2	0	0	1	3	0	33
		Resolved	7	0	0	0	0	0	0	7
		Total	38	3	0	0	3	7	0	51
	Investigation	Fully upheld	5	0	0	0	0	0	0	5
		Some upheld	4	0	0	0	0	1	0	5
		Not upheld	4	0	0	0	0	0	0	4
		Not duly made or withdrawn	2	0	0	0	0	0	0	2
		Resolved	2	0	0	0	0	0	0	2
		Total	17	0	0	0	0	1	0	18
	Total Complaints		111	4	1	2	3	9	12	142
	Total Contacts			112	4	1	2	3	9	12

11. Other Cases Determined 2019/20

Case Type	Stage	Outcome Group	Out of Jurisdiction	Subject Unknown	Total
Enquiry	Advice & Signposting	General Enquiry	1	0	1
		Out of Jurisdiction Enquiry	759	0	759
		Premature Enquiry	0	796	796
	Total Enquiries		760	796	1,556
Complaint	Advice	Not duly made or withdrawn	0	12	12
		Out of jurisdiction (non-discretionary)	9	2	11
		Premature	0	4	4
		Total	9	18	27
	Early Resolution	Out of jurisdiction (non-discretionary)	1	0	1
		Total	1	0	1
Total Complaints		10	18	28	
Total Contacts			770	814	1,584

12. Housing Cases Determined 2019-20 (combined Housing Association and Local Authority - housing complaints)

These numbers are already reported in Housing Association and Local Authority tables. For housing sector analysis only.

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total	
Enquiry	Advice & Signposting	Enquiry	2	1	3	
		Total	2	1	3	
	Total Enquiries			2	1	3
Complaint	Advice	Not duly made or withdrawn	87	44	131	
		Out of jurisdiction (discretionary)	2	0	2	
		Out of jurisdiction (non-discretionary)	3	1	4	
		Premature	52	62	114	
		Total	144	107	251	
	Early Resolution	Not duly made or withdrawn	9	8	17	
		Out of jurisdiction (discretionary)	7	8	15	
		Out of jurisdiction (non-discretionary)	9	4	13	
		Outcome not achievable	6	5	11	
		Premature	4	7	11	
		Proportionality	117	97	214	
		Resolved	9	3	12	
		Total	161	132	293	
	Investigation	Fully upheld	0	1	1	
		Some upheld	3	1	4	
		Not upheld	2	5	7	
		Resolved	0	1	1	
		Total	5	8	13	
	Total Complaints			310	247	557
	Total Contacts			312	248	560