

All cases determined in 2007-08 by sector and outcome

Stage	Outcome	Health	Housing Associations	Local Authority	SG&D	FE & HE	Unknown / OJ	Other	Total	
Enquiry Total		142	94	564	68	20	865	27	1,780	
Assessment	Complaint premature	143	156	760	53	21	6	0	1,139	39.5%
	Complaint out of jurisdiction	89	14	154	41	17	23	0	338	11.7%
	Withdrawn / failed to provide info before investigation	135	19	178	14	12	13	0	371	12.9%
	Discontinued or suspended before investigation	11	2	42	3	4	2	0	64	2.2%
Examination	Determined after detailed consideration	211	28	240	41	23	0	0	543	18.8%
Investigation	Report Issued - Not Upheld	69	3	82	14	9	0	0	177	6.1%
	Report Issued - Partly Upheld	65	1	62	8	3	0	0	139	4.8%
	Report Issued - Fully upheld	48	0	23	2	1	0	0	74	2.6%
	Discontinued or suspended during investigation	11	4	13	0	1	0	0	29	1.0%
	Withdrawn / failed to provide info during investigation	3	0	4	0	0	0	0	7	0.2%
Complaint Total		785	227	1,558	176	91	44	0	2,881	100.0%
Assessment Total		378	191	1,134	111	54	44	0	1,912	66.4%
Examination Total		211	28	240	41	23	0	0	543	18.8%
Investigation Total		196	8	184	24	14	0	0	426	14.8%
Complaint Total		785	227	1,558	176	91	44	0	2,881	100.0%

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years.

Of the 1,912 assessment complaints shown above, we estimate that approximately 39% could previously have been classed as enquiries. There has been no change to cases determined at examination or investigation stages.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

All cases determined in 2006-07 by sector and outcome (adjusted for comparison to 2007-08 - see explanation at <http://www.spsso.org.uk/statistics>)

Stage	Outcome	Health	Housing Associations	Local Authority	SG&D	FE&HE	Unknown / OJ	Other	Total
Enquiry total		168	109	633	70	35	587	103	1,704
Assessment	Complaint Premature	147	179	833	79	23	2	0	1,263
	Complaint Out of jurisdiction	77	31	202	53	9	17	0	389
	Withdrawn / failed to provide info before investigation	122	11	169	15	8	7	0	331
	Discontinued or suspended before investigation	3	1	21	4	0	2	0	31
Examination	Determined after detailed consideration	76	11	79	17	1	0	0	184
Investigation	Report issued - Not Upheld	71	10	70	12	6	0	0	169
	Report issued - Partially Upheld	47	6	45	6	1	0	0	105
	Report issued - Fully Upheld	16	2	21	2	0	0	0	41
	Discontinued or suspended during investigation	8	1	5	0	0	0	0	14
	Withdrawn / failed to provide info during investigation	4	1	1	0	0	0	0	6
Complaint total		571	253	1,447	187	47	27	0	2,533
All cases total		739	362	2,080	257	82	614	103	4,237

All cases determined in 2006-07 by sector and outcome (actual figures)

	Outcome	Health	Housing Associations	Local Authority	SG&D	FE&HE	Unknown / OOJ	Other	Total
Enquiry	Enquiry only	304	200	1,051	103	46	604	103	2,411
Assessment	Complaint Premature	81	96	509	55	17	0	0	758
	Complaint Out of jurisdiction	72	29	191	48	8	9	0	357
	Withdrawn / failed to provide info before investigation	58	5	88	10	3	1	0	165
	Discontinued or suspended before investigation	2	1	20	4	0	0	0	27
Examination	Determined after detailed consideration	76	11	79	17	1			184
Investigation	Report issued - Not Upheld	71	10	70	12	6	0	0	169
	Report issued - Partially Upheld	47	6	45	6	1	0	0	105
	Report issued - Fully Upheld	16	2	21	2	0	0	0	41
	Discontinued or suspended during investigation	8	1	5	0	0	0	0	14
	Withdrawn / failed to provide info during investigation	4	1	1	0	0	0	0	6
Complaint total		435	162	1,029	154	36	10	0	1,826
All cases total		739	362	2,080	257	82	614	103	4,237

SG&D - Scottish Government (formerly Scottish Executive) and Devolved Administration

FE&HE - Scottish Further & Higher Education