

**All cases determined in 2008-09 by sector and outcome**

Stage	Outcome	Health	Housing Associations	Local Authority	SG&D	Further & higher education	Unknown / OJ	Other	Grand Total
Enquiry Total		83	51	250	31	16	718	16	1,165
Assessment	Complaint Premature	182	215	923	116	37	5	0	1,478
	Complaint out of jurisdiction	52	22	102	19	8	34	0	237
	Withdrawn / Failed to provide info before investigation	129	28	158	28	11	18	0	372
	Discontinued or suspended before investigation	3	2	12	2	2	2	0	23
Examination	Determined after detailed consideration	193	32	279	34	26	0	0	564
Investigation	Report issued - not upheld	27	3	25	5	4	0	0	64
	Report issued - partially upheld	46	2	22	7	5	0	0	82
	Report issued - fully upheld	26	1	15	1	0	0	0	43
	Withdrawn / failed to provide info during investigation	0	0	1	0	0	0	0	1
	Discontinued or suspended during investigation	1	0	9	1	0	0	0	11
<b>Complaint Total</b>		<b>659</b>	<b>305</b>	<b>1,546</b>	<b>213</b>	<b>93</b>	<b>59</b>	<b>0</b>	<b>2,875</b>
Assessment Total		366	267	1,195	165	58	59	0	2,110
Examination Total		193	32	279	34	26	0	0	564
Investigation Total		100	6	72	14	9	0	0	201
Complaint Total		659	305	1,546	213	93	59	0	2,875

**All cases determined in 2007-08 by sector and outcome (for comparison)**

Stage	Outcome	Health	Housing Associations	Local Authority	SG&D	Further & higher education	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
	Complaint out of jurisdiction	89	14	154	41	17	23	0	338
	Withdrawn / failed to provide info before investigation	135	19	178	14	12	13	0	371
	Discontinued or suspended before investigation	11	2	42	3	4	2	0	64
Examination	Determined after detailed consideration	211	28	240	41	23	0	0	543
Investigation	Report issued - not upheld	69	3	82	14	9	0	0	177
	Report issued - partially upheld	65	1	62	8	3	0	0	139
	Report issued - fully upheld	48	0	23	2	1	0	0	74
	Withdrawn / failed to provide info during investigation	3	0	4	0	0	0	0	7
	Discontinued or suspended during investigation	11	4	13	0	1	0	0	29
<b>Complaint Total</b>		<b>785</b>	<b>227</b>	<b>1,558</b>	<b>176</b>	<b>91</b>	<b>44</b>	<b>0</b>	<b>2,881</b>
Assessment Total		378	191	1,134	111	54	44	0	1,912
Examination Total		211	28	240	41	23	0	0	543
Investigation Total		196	8	184	24	14	0	0	426
Complaint Total		785	227	1,558	176	91	44	0	2,881

*Note - SG&D refers to the Scottish Government and devolved administration which includes government departments and agencies, NDPBs, other devolved Scottish public authorities and cross border public authorities*