

Health Cases Determined 2011-2012

Case Type	Stage	Closure Category	Admission, discharge & transfer procedures	Appliances, equipment & premises	Appointments/Admissions (delay, cancellation, waiting lists)	Clinical treatment / Diagnosis	Clinical treatment/diagnosis	Communication, staff attitude, dignity, confidentiality	Complaints handling	Continuing care	Failure to send ambulance/delay in sending ambulance	From Member of the Public	Hotel services - food, laundry etc	Hygiene, cleanliness & infection control	Lists	Lists (incl difficulty registering and removal from lists)	Nurses / Nursing Care	Other	Policy/administration	Record Keeping	Out Of Jurisdiction	Subject Unknown	Total	
Enquiries	Advice & Signposting	General Enquiry	0	0	0	3	0	2	3	0	0	2	0	1	0	0	0	0	3	0	0	0	2	16
		No decision reached	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5
		Premature	1	0	2	6	0	1	0	1	0	0	0	0	0	0	0	1	2	0	0	0	4	18
		Advice & Signposting Total	1	0	2	11	0	3	4	1	0	2	0	1	0	0	0	1	5	0	0	0	8	39
Total Enquiries			1	0	2	11	0	3	4	1	0	2	0	1	0	0	0	1	5	0	0	8	39	
Complaints	Advice	Body out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
		Matter out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	4
		Matter out of jurisdiction (non-discretionary)	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0	7	2	14
		No decision reached	2	1	4	49	2	15	2	1	0	0	0	2	3	1	1	7	21	0	0	114	225	
		Outcome not achievable	0	0	0	4	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3	9	
		Premature	4	1	11	70	3	22	10	4	1	0	0	0	5	1	0	1	29	5	1	93	261	
		Advice Total	6	2	15	125	5	40	12	5	1	0	0	2	8	2	1	8	54	5	8	215	514	
	Early Resolution 1	Matter out of jurisdiction (discretionary)	1	0	0	14	0	4	1	0	1	0	0	0	0	0	0	0	6	1	0	1	29	
		Matter out of jurisdiction (non-discretionary)	0	1	0	5	0	1	0	0	0	0	0	0	0	0	0	1	5	0	2	0	15	
		No decision reached	1	0	2	16	0	7	5	0	0	0	0	1	0	0	0	5	0	0	1	38		
		Outcome not achievable	0	0	2	4	0	4	1	0	0	0	2	0	0	0	0	0	1	2	0	0	16	
	Early Resolution 2	Premature	1	0	1	19	1	2	1	1	0	0	0	0	0	0	0	3	0	0	0	29		
		Early Resolution 1 Total	3	1	5	58	1	18	8	1	1	0	2	0	1	0	0	1	20	3	2	2	127	
		Fully Upheld	0	0	0	2	0	2	4	0	0	0	0	0	1	0	0	0	2	0	0	0	11	
		No decision reached	0	0	2	2	0	1	0	0	0	0	0	0	0	0	0	0	3	0	0	0	8	
	Investigation 1	Not upheld	1	1	1	9	0	5	3	0	0	0	1	0	4	1	1	1	6	0	0	0	34	
		Partly Upheld	0	0	0	4	0	3	1	0	0	0	1	0	1	0	0	0	4	0	0	0	14	
		Early Resolution 2 Total	1	1	3	17	0	11	8	0	0	0	2	0	6	1	1	1	15	0	0	0	67	
		Fully Upheld	0	0	3	23	0	2	1	0	0	0	0	0	0	0	0	0	4	0	0	0	34	
	Investigation 2	No decision reached	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2		
		Not upheld	1	0	1	65	0	9	0	0	0	0	0	0	1	0	2	0	5	0	0	0	83	
		Partly Upheld	0	0	3	48	0	4	2	0	0	0	0	0	2	0	4	0	4	0	0	0	67	
		Investigation 1 Total	1	0	7	137	0	15	3	0	0	0	0	0	3	0	6	0	14	0	0	0	186	
	Investigation 2	Fully Upheld	0	0	0	20	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	22	
		No decision reached	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Not upheld	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		Partly Upheld	0	0	2	13	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	18	
	Investigation 2 Total			0	0	2	36	0	2	0	0	0	0	0	0	0	1	0	2	0	0	0	43	
	Total Complaints			11	4	32	373	6	86	31	6	2	0	4	2	18	3	9	10	105	8	10	217	937
	Total Contacts			12	4	34	384	6	89	35	7	2	2	4	3	18	3	9	11	110	8	10	225	976

Housing Association Cases Determined 2011-2012

Case Type	Stage	Closure Category	Acquisition, home loss, disturbance	Applications, allocations, transfers	Calculation of rent and/or service charges	Complaints handling	Estate management	Factoring and other services	Improvements and alterations	Neighbour problems	Out Of Jurisdiction	Policy/administration	Repairs and maintenance of housing stock (incl dampness and infestations)	Right to Buy	Shared ownership	Subject Unknown	Terminations	Total	
Enquiry	Advice & Signposting	General Enquiry	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	3	
		Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
		No decision reached	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		Premature	0	1	0	0	0	0	0	0	2	0	2	3	0	0	3	0	11
	Advice & Signposting Total		0	2	0	1	0	0	0	2	0	3	5	0	0	3	0	16	
Enquiry Total			0	2	0	1	0	0	0	2	0	3	5	0	0	3	0	16	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	3
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	5	0	0	1	1	1	1	0	0	2	0	10
		No decision reached	0	6	0	1	1	0	1	6	0	6	7	0	0	12	0	40	
		Premature	0	12	5	4	4	2	4	29	0	12	52	1	1	56	2	184	
	Advice Total		0	19	5	5	5	8	5	35	1	20	60	1	1	70	2	237	
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
		Matter out of jurisdiction (non-discretionary)	0	0	0	2	0	1	0	0	1	2	2	2	0	0	1	0	9
		No decision reached	0	1	0	0	1	0	1	0	0	1	4	0	0	0	0	0	8
		Outcome not achievable	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
	Early Resolution 1 Total		1	1	0	3	2	2	1	0	1	4	6	0	0	1	0	22	
	Early Resolution 2	Fully Upheld	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2
		No decision reached	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
		Not upheld	0	1	1	2	0	0	3	0	0	3	1	0	0	0	0	0	11
	Early Resolution 2 Total		0	1	1	3	0	0	3	1	0	4	1	0	0	0	0	14	
	Investigation 1	No decision reached	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Not upheld		0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
Partly Upheld		0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2	
Investigation 1 Total		0	0	0	0	0	0	0	1	0	1	3	0	0	0	0	5		
Complaint Total			1	21	6	11	7	10	9	37	2	29	70	1	1	71	2	278	
Total Contacts			1	23	6	12	7	10	9	39	2	32	75	1	1	74	2	294	

Local Authority Cases Determined 2011-2012

Case Type	Stage	Closure Category	Building Control	Consumer protection	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	General Enquiry	Housing	Land & Property	Legal & admin	National Park Authorities	Other	Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Valuation Joint Boards	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	General Enquiry	1	0	1	0	5	0	0	5	3	1	0	1	0	2	0	1	4	0	4	28	
		Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	2	5
		No decision reached	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	4	9
		Outcome not achievable	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
		Premature	0	0	3	1	2	0	0	11	0	0	0	0	0	0	5	1	4	8	0	3	38
Advice & Signposting Total			3	0	4	1	8	0	1	17	3	1	0	3	2	7	1	5	13	0	14	83	
Enquiry Total			3	0	4	1	8	0	1	17	3	1	0	3	2	7	1	5	13	0	14	83	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	4	1	3	0	0	0	3	0	4	0	2	1	18	
		Matter out of jurisdiction (non-discretionary)	0	0	2	0	1	1	0	3	0	1	0	0	4	0	0	1	1	0	6	20	
		No decision reached	4	1	12	4	16	0	0	51	4	1	0	3	0	23	2	10	24	1	102	258	
		Outcome not achievable	0	0	0	1	1	0	0	2	0	1	0	0	0	1	1	1	0	0	2	10	
		Premature	16	4	32	15	34	0	0	180	9	22	0	5	3	60	8	36	94	1	210	729	
	Advice Total			20	5	46	20	52	1	0	240	14	28	0	8	7	87	11	52	119	4	321	1035
	Early Resolution 1	Matter out of jurisdiction (discretionary)	1	0	5	3	3	0	0	9	3	5	0	0	0	10	0	3	9	1	1	53	
		Matter out of jurisdiction (non-discretionary)	0	0	7	5	0	0	0	6	3	2	0	1	3	3	4	3	5	0	1	43	
		No decision reached	5	0	4	2	3	0	0	10	1	1	0	0	0	10	2	7	6	0	1	52	
		Outcome not achievable	0	1	1	2	0	0	0	4	0	1	0	0	1	8	2	1	5	2	0	28	
	Early Resolution 1 Total			15	1	17	15	7	0	37	8	12	1	2	4	38	8	18	37	3	4	227	
	Early Resolution 2	Fully Upheld	0	1	0	0	1	0	0	1	0	1	0	1	0	1	0	0	4	0	0	10	
		No decision reached	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	
		Not upheld	2	1	3	9	5	0	0	15	2	4	0	0	0	17	1	14	4	1	0	78	
	Early Resolution 2 Total			2	2	5	9	9	0	20	3	6	0	1	0	22	2	14	9	1	0	105	
	Investigation 1	Fully Upheld	1	0	1	0	0	0	0	2	0	0	0	0	0	0	1	0	0	1	0	6	
		No decision reached	5	0	0	0	1	0	0	1	0	0	0	0	0	4	0	0	1	0	0	12	
		Not upheld	3	1	6	3	3	0	0	11	2	0	0	0	0	21	0	7	6	0	0	63	
		Partly Upheld	1	1	6	0	3	0	0	14	1	0	0	0	0	9	0	2	1	0	0	38	
	Investigation 1 Total			10	2	13	3	7	0	28	3	0	0	0	0	34	1	9	8	1	0	119	
	Investigation 2	Fully Upheld	1	0	0	0	0	0	0	1	0	0	0	0	0	3	0	1	0	0	0	6	
		No decision reached	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	2	
		Partly Upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Investigation 2 Total			3	0	1	0	0	0	1	0	0	0	0	0	3	0	2	1	0	0	11		
Complaint Total			50	10	82	47	75	1	0	326	28	46	1	11	11	184	22	95	174	9	325	1497	
Total Contacts			53	10	86	48	83	1	1	343	31	47	1	14	13	191	23	100	187	9	339	1580	

Scottish Further & Higher Education Cases Determined 2011-2012

Case Type	Stage	Closure Category	Further Education									Further Education Total	Higher Education											Higher Education Total	Grand Total	
			Academic appeal/exam results/degree classification	Admissions	Grants/allowances/bursaries	Inappropriate staff/student relationship	Other	Personnel matters	Policy/administration	Teaching and supervision	Subject Unknown		Academic appeal/exam results/degree classification	Admissions	Complaints handling	Grants/allowances/bursaries	Other	Out Of Jurisdiction	Personnel matters	Plagiarism and intellectual property	Policy/administration	Property	Special needs - assessment and provision			Subject Unknown
Enquiry	Advice & Signposting	Premature	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	2	2
	Advice & Signposting Total		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	2	2
Enquiry Total			0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	2	2
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	3	3
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	4	5
		No decision reached	2	1	0	1	0	0	2	0	8	14	0	0	0	0	0	0	5	0	1	6	1	13	27	
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1
		Premature	0	4	1	0	1	0	2	2	3	13	3	1	1	1	1	0	5	0	2	5	1	21	34	
	Advice Total		2	5	1	1	1	1	4	2	11	28	5	2	1	1	1	2	1	12	0	3	11	2	42	70
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	1	4	4	
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	1	6	6	
		No decision reached	0	0	0	0	0	0	0	2	0	2	2	0	0	0	0	0	5	0	0	0	1	8	10	
		Outcome not achievable	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	2	
	Early Resolution 1 Total		0	0	1	0	0	0	1	2	0	4	8	0	0	0	0	0	9	0	0	1	4	22	26	
	Early Resolution 2	Fully Upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	
		Not upheld	0	2	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	2	4	
		Partly Upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	
	Early Resolution 2 Total		0	2	0	0	0	0	0	0	0	2	2	0	2	0	0	0	0	0	0	0	0	4	6	
	Investigation 1	Fully Upheld	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	6	6	
		No decision reached	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	
		Not upheld	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	2	0	0	0	1	6	6	
	Investigation 1 Total		0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	1	1	0	0	0	3	3	
	Investigation 2	Partly Upheld	0	0	0	0	0	0	0	0	0	0	4	0	2	0	0	0	3	1	0	0	1	11	12	
Investigation 2 Total		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1		
Complaint Total			2	7	2	1	1	1	6	4	11	35	19	2	5	1	1	2	1	25	1	3	12	7	80	115
Total Contacts			2	7	2	1	1	1	6	4	11	35	20	2	5	1	1	2	1	25	1	4	12	7	82	117

Scottish Government & Devolved Administration Cases Determined 2011-2012

Case Type	Stage	Closure Category	Cross-Border Public Authority			
			Justice	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	General Enquiry	0	0	0	
		No decision reached	0	0	0	
		Premature	0	0	0	
		Advice & Signposting Total	0	0	0	
Enquiry Total			0	0	0	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	1	1	
		Matter out of jurisdiction (non-discretionary)	0	0	0	
		No decision reached	0	0	0	
		Outcome not achievable	0	0	0	
		Premature	1	1	2	
	Advice Total			1	2	3
	Early Resolution 1	Matter out of jurisdiction (discretionary)	Matter out of jurisdiction (discretionary)	0	0	0
			Matter out of jurisdiction (non-discretionary)	0	0	0
			No decision reached	0	0	0
			Outcome not achievable	0	0	0
	Early Resolution 1 Total			0	0	0
	Early Resolution 2	Fully Upheld	Fully Upheld	0	0	0
			No decision reached	0	0	0
			Not upheld	0	0	0
			Outcome not achievable	0	0	0
			Partly Upheld	0	0	0
	Early Resolution 2 Total			0	0	0
	Investigation 1	Fully Upheld	Fully Upheld	0	0	0
			No decision reached	0	0	0
			Not upheld	0	0	0
Partly Upheld			0	0	0	
Investigation 1 Total			0	0	0	
Investigation 2 Partly Upheld			0	0	0	
Investigation 2 Total			0	0	0	
Complaint Total			1	2	3	
Total Contacts			1	2	3	

Scottish Government & Scottish Administration															
Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Courts administration	Education	Financial matters	Governance	Justice	Other	Planning	Prisons	Records	Roads & Transport	General Enquiry	Subject Unknown or Out Of Jurisdiction	Total
0	0	0	0	1	0	0	1	0	0	1	0	0	1	0	4
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3
0	0	0	0	1	0	0	2	0	0	1	0	0	1	3	8
0	0	0	0	1	0	0	2	0	0	1	0	0	1	3	8
0	1	0	0	1	0	0	0	0	0	1	0	0	4	7	
0	1	0	1	0	1	0	0	0	1	6	0	0	0	23	33
1	0	0	0	2	0	1	3	1	0	48	1	1	1	36	95
0	0	0	0	0	0	0	0	0	4	0	0	0	0	4	
0	0	1	3	2	5	0	4	2	0	36	3	3	1	46	106
1	2	1	4	4	7	1	7	3	1	94	5	4	2	109	245
0	0	0	1	0	2	0	2	0	0	5	2	0	0	0	12
0	0	0	1	1	3	0	3	0	1	12	1	1	0	2	25
0	0	0	0	1	1	0	0	0	0	43	0	0	0	1	46
0	0	0	1	0	2	0	0	0	0	13	0	0	0	0	16
0	0	0	0	0	0	0	1	0	23	0	0	0	0	2	26
0	0	0	3	2	8	0	5	1	1	96	3	1	0	5	125
0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	9
0	0	0	0	1	0	0	0	0	0	4	0	0	0	0	5
1	0	0	1	0	0	0	2	0	0	88	0	0	0	0	92
0	0	0	0	0	0	0	1	0	0	8	0	0	0	0	9
1	0	0	1	1	0	0	3	0	0	109	0	0	0	0	115
0	0	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	0	0	0	0	1
0	0	0	0	0	1	0	0	0	0	13	0	0	0	0	14
1	0	0	1	1	0	0	0	0	2	0	0	0	0	0	5
1	0	0	0	1	2	0	0	0	0	16	0	0	0	0	20
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	1	0	0	0	0	1
3	2	1	8	8	17	1	15	4	2	316	8	5	2	114	506
3	2	1	8	9	17	1	17	4	2	317	8	5	3	117	514

Scottish Public Authority															
Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Education	Enterprise bodies	Financial matters	Justice	Ombudsmen	Water	Other	Subject Unknown or Out Of Jurisdiction	Total	Grand Total			
0	0	0	0	0	0	0	1	1	0	0	2	6			
0	0	0	0	0	0	0	0	0	0	0	0	1			
0	0	1	0	0	0	0	0	1	0	0	2	5			
0	0	1	0	0	0	0	1	2	0	0	4	12			
0	0	1	0	0	0	0	1	2	0	0	4	12			
0	0	0	0	1	0	0	0	0	0	0	1	9			
0	0	0	0	0	0	0	0	1	0	3	4	37			
0	0	1	1	1	0	0	1	28	1	43	76	171			
0	0	1	0	0	0	0	2	0	0	3	7	7			
2	2	3	1	0	2	2	0	84	1	67	164	272			
2	2	5	2	2	2	2	1	115	2	113	248	496			
1	0	0	1	0	0	0	1	1	0	0	4	16			
0	0	0	2	0	1	1	2	1	1	0	8	33			
1	0	3	0	0	0	0	0	11	1	0	16	62			
0	0	1	0	0	0	0	0	2	1	0	4	20			
0	1	1	0	0	0	0	0	3	0	0	5	31			
2	1	5	3	0	1	1	3	18	3	0	37	162			
0	0	0	0	0	0	0	0	2	0	0	2	11			
0	0	0	0	0	0	0	0	6	0	0	6	11			
0	0	2	2	0	0	1	1	11	0	0	17	109			
0	0	0	0	0	0	0	0	1	0	0	1	1			
0	0	0	0	0	0	0	0	4	0	0	4	13			
0	0	2	2	0	0	1	1	24	0	0	30	145			
0	0	0	0	0	0	0	0	6	0	0	6	6			
0	0	0	0	0	0	0	0	0	0	0	0	1			
0	0	5	1	0	1	0	0	5	0	0	12	26			
0	1	0	1	1	0	0	0	6	1	0	10	15			
0	1	5	2	1	1	0	0	17	1	0	28	48			
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	1			
4	4	17	9	3	4	4	5	174	6	113	343	852			
4	4	18	9	3	4	4	6	176	6	113	347	864			

Prison Cases Determined 2011-2012

Case Type	Stage	Closure Category	Scottish Prison Service	
Enquiry	Advice & Signposting	General Enquiry	2	
		Premature	2	
		Out of Jurisdiction	0	
		Outcome Not Achievable	0	
		No decision reached	0	
	Total Enquiries			4
Complaint	Advice	Premature	54	
		Body Out of Jurisdiction	0	
		Matter Out of Jurisdiction (discretionary)	4	
		Matter Out of Jurisdiction (non-discretionary)	26	
		Outcome Not Achievable	4	
		No decision reached	74	
		Total	162	
		Early Resolution 1	Premature	25
	Body Out of Jurisdiction		0	
	Matter Out of Jurisdiction (discretionary)		5	
	Matter Out of Jurisdiction (non-discretionary)		14	
	Outcome Not Achievable		13	
	No decision reached		44	
	Total		101	
	Early Resolution 2		Outcome not achievable	0
		No decision reached	4	
		fully upheld	9	
		partly upheld	8	
		not upheld	88	
		Total	109	
	Investigation 1	No decision reached	1	
		Fully upheld	0	
		Partly upheld	2	
		Not upheld	13	
		Total	16	
	Investigation 2	No decision reached	0	
		Fully upheld	0	
		Partly upheld	1	
		Not upheld	0	
		Total	1	
	Total Complaints			389
	Total Contacts			393

Water Cases Determined 2011-2012

Case Type	Stage	Closure Category	Water Total
Enquiries	Advice & Signposting	General enquiry	1
		Premature	1
		Out of jurisdiction	0
		Outcome not achievable	0
		No decision reached	0
Total Enquiries			2
Complaints	Advice	Premature	150
		Body out of jurisdiction	0
		Matter out of jurisdiction (discretionary)	0
		Matter out of jurisdiction (non-discretionary)	1
		Outcome not achievable	2
		No decision reached	59
		Total	212
	Early Resolution 1	Premature	3
		Body out of jurisdiction	0
		Matter out of jurisdiction (discretionary)	1
		Matter out of jurisdiction (non-discretionary)	1
		Outcome not achievable	2
		No decision reached	11
	Total	18	
	Early Resolution 2	Outcome not achievable	1
		No decision reached	6
		Fully upheld	2
		Partly upheld	4
		Not upheld	11
	Total	24	
	Investigation 1	No decision reached	0
		fully upheld	6
		partly upheld	6
		not upheld	5
	Total	17	
	Investigation 2	No decision reached	0
		Fully upheld	0
		Partly upheld	0
		Not upheld	0
	Total	0	
Total Complaints			271
Total Contacts			273