

Enquiries and Complaints Determined by Sector, Stage and Outcome 2013-14

Case Type	Stage	Outcome Group	Further & Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration	Water	Other	Total
Enquiry	Advice & Signposting	Enquiry	0	11	4	22	1	2	3	43
		Out of Jurisdiction	0	0	0	0	0	0	320	320
	Total Enquiries		0	11	4	22	1	2	323	363
Complaint	Advice	Not duly made or withdrawn	31	331	76	328	93	47	7	913
		Out of jurisdiction (discretionary)	0	25	5	56	19	3	0	108
		Out of jurisdiction (non-discretionary)	12	19	12	42	28	0	10	123
		Outcome not achievable	5	66	24	129	37	25	0	286
		Premature	23	297	161	659	130	108	6	1,384
		Resolved	0	2	3	6	4	0	0	15
		Total	71	740	281	1,220	311	183	23	2,829
	Early Resolution 1	Not duly made or withdrawn	3	49	6	36	16	3	0	113
		Out of jurisdiction (discretionary)	2	26	4	57	9	7	0	105
		Out of jurisdiction (non-discretionary)	5	15	17	110	41	5	0	193
		Outcome not achievable	1	37	7	40	10	5	0	100
		Premature	4	53	2	33	10	9	0	111
		Resolved	3	18	3	18	9	12	0	63
		Total	18	198	39	294	95	41	0	685
	Early Resolution 2	Fully upheld	3	17	4	31	25	7	0	87
		Some upheld	1	4	6	25	6	6	0	48
		Not upheld	9	42	12	50	64	11	0	188
		Not duly made or withdrawn	0	7	0	1	2	1	0	11
		Resolved	0	0	0	4	0	8	0	12
		Total	13	70	22	111	97	33	0	346
	Investigation 1	Fully upheld	4	73	3	20	5	19	0	124
		Some upheld	1	82	9	39	4	13	0	148
		Not upheld	4	115	5	60	10	21	0	215
		Not duly made or withdrawn	0	7	1	2	1	1	1	13
		Resolved	0	1	0	1	1	1	0	4
		Total	9	278	18	122	21	55	1	504
	Investigation 2	Fully upheld	0	27	0	0	1	2	0	30
		Some upheld	0	11	0	0	2	0	0	13
		Not upheld	0	0	0	0	1	0	0	1
		Total	0	38	0	0	4	2	0	44
Total Complaints			111	1,324	360	1,747	528	314	24	4,408
Total Contacts			111	1,335	364	1,769	529	316	347	4,771