

Enquiries and Complaints Determined by Sector, Stage and Outcome 2014-15

Case Type	Stage	Outcome Group	Further & Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration	Water	Other	Total
Enquiry	Advice & Signposting	Enquiry	1	6	2	13	5	2	0	29
		Out of Jurisdiction	0	0	0	0	0	0	743	743
	Total Enquiries		1	6	2	13	5	2	743	772
Complaint	Advice	Not duly made or withdrawn	26	339	81	380	108	40	4	978
		Out of jurisdiction (discretionary)	5	17	3	29	8	3	0	65
		Out of jurisdiction (non-discretionary)	5	8	8	25	26	0	19	91
		Outcome not achievable	2	33	12	42	8	5	0	102
		Premature	41	325	177	713	148	125	2	1,531
		Resolved	0	0	2	4	0	0	0	6
		Total	79	722	283	1,193	298	173	25	2,773
	Early Resolution 1	Not duly made or withdrawn	8	51	5	36	31	7	0	138
		Out of jurisdiction (discretionary)	4	47	4	56	9	4	0	124
		Out of jurisdiction (non-discretionary)	30	22	29	140	63	29	2	315
		Outcome not achievable	6	99	12	107	61	10	0	295
		Premature	0	51	7	42	16	9	0	125
		Resolved	4	20	7	35	16	6	0	88
	Total	52	290	64	416	196	65	2	1,085	
	Early Resolution 2	Fully upheld	0	24	3	33	15	1	0	76
		Some upheld	4	3	4	18	7	3	0	39
		Not upheld	13	50	18	56	52	11	0	200
		Not duly made or withdrawn	0	4	0	0	2	0	0	6
		Resolved	0	0	1	3	0	2	0	6
	Total	17	81	26	110	76	17	0	327	
	Investigation 1	Fully upheld	2	113	3	28	14	11	0	171
		Some upheld	5	85	4	26	13	6	0	139
		Not upheld	8	153	5	63	12	8	0	249
		Not duly made or withdrawn	0	3	0	1	7	0	0	11
		Resolved	0	0	0	1	0	0	0	1
		Total	15	354	12	119	46	25	0	571
	Investigation 2	Fully upheld	0	36	0	3	0	1	0	40
		Some upheld	0	3	0	1	0	1	0	5
		Not upheld	0	1	0	0	0	0	0	1
		Total	0	40	0	4	0	2	0	46
	Total Complaints		163	1,487	385	1,842	616	282	27	4,802
	Total Contacts		164	1,493	387	1,855	621	284	770	5,574