

Scottish Further and Higher Education Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Further Education | | | | | | | | | | | FF Total | Higher Education | | | | | | | | | | | | | Grand Total | | | | | | |
|-----------|--------------------|---|--|------------|--|---------------------|-----------------------------|-------|-----------------------|--|--------------------|--------------------------|---------|----------|------------------|--|---------------|------------|--|---------------------|-----------------------------|--|-------|-------------------|--------------------------------------|-----------------------|--|-------------|----------|--|--------------------|--------------------------|---------|----------|
| | | | Academic appeal/exam results/degree classification | Admissions | Communication / staff attitude / dignity / confidentiality | Complaints handling | Grants/allowances/bursaries | Other | Policy/administration | Special needs - assessment and provision | Student discipline | Teaching and supervision | Welfare | | Subject Unknown | Academic appeal/exam results/degree classification | Accommodation | Admissions | Communication / staff attitude / dignity / confidentiality | Complaints handling | Grants/allowances/bursaries | Inappropriate staff/student relationship | Other | Personnel matters | Plagiarism and intellectual property | Policy/administration | Pre- Contractual or Commercial Matters (action post 01.04.2011 only) | | Property | Special needs - assessment and provision | Student discipline | Teaching and supervision | Welfare | HE Total |
| Complaint | Advice | Not duly made or withdrawn | 0 | 2 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 1 | 1 | 10 | 7 | 0 | 0 | 2 | 2 | 0 | 0 | 1 | 0 | 1 | 7 | 1 | 0 | 1 | 0 | 0 | 22 | 32 | |
| | | Out of jurisdiction (discretionary) | 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 | 0 | 0 | 0 | 0 | | |
| | | Out of jurisdiction (non-discretionary) | 0 | 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 | 0 | 0 | 0 | 1 | | |
| | | Outcome not achievable | 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 | 0 | 0 | 0 | 0 | | |
| | | Premature | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 9 | 5 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 24 | | |
| | | Resolved | 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 | 0 | 0 | 0 | 0 | | |
| | Total | 1 | 4 | 1 | 1 | 2 | 1 | 3 | 2 | 0 | 2 | 1 | 1 | 19 | 13 | 2 | 2 | 3 | 3 | 1 | 0 | 1 | 0 | 1 | 10 | 1 | 0 | 1 | 0 | 0 | 38 | 57 | | |
| | Early Resolution 1 | Not duly made or withdrawn | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 4 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 6 | 10 | | |
| | | Out of jurisdiction (discretionary) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 3 | | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 4 | 0 | 7 | 26 | 0 | 1 | 0 | 3 | 0 | 1 | 0 | 1 | 1 | 3 | 4 | 1 | 0 | 1 | 0 | 42 | 49 | | |
| | | Outcome not achievable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 1 | 11 | 11 | | |
| | | Premature | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | | |
| | | Resolved | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 | | |
| | Total | 1 | 0 | 2 | 0 | 0 | 0 | 4 | 1 | 1 | 6 | 0 | 15 | 34 | 0 | 2 | 1 | 4 | 1 | 1 | 0 | 1 | 2 | 6 | 4 | 1 | 0 | 3 | 3 | 0 | 63 | 78 | | |
| | Early Resolution 2 | Fully upheld | 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 | 0 | 0 | 0 | | | |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | | | |
| | | Not upheld | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 11 | 13 | | |
| | | Not duly made or withdrawn | 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 | 0 | 0 | 0 | 0 | | |
| | | Resolved | 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 | 0 | 0 | 0 | 0 | | |
| | | Total | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 3 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 13 | 15 | | |
| | Investigation 1 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | | | |
| | | Some upheld | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 6 | | | |
| | | Not upheld | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 3 | 7 | | | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | | | |
| | | Resolved | 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 | 0 | 0 | 1 | 1 | | | |
| | | Total | 0 | 0 | 2 | 0 | 1 | 0 | 3 | 2 | 0 | 0 | 8 | 2 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 10 | 18 | | | |
| | Total Complaints | | 2 | 4 | 5 | 2 | 3 | 1 | 8 | 6 | 3 | 8 | 1 | 1 | 44 | 52 | 3 | 5 | 8 | 9 | 2 | 1 | 1 | 1 | 3 | 23 | 5 | 1 | 2 | 4 | 3 | 1 | 124 | 168 |
| | Total Contacts | | 2 | 4 | 5 | 2 | 3 | 1 | 8 | 6 | 3 | 8 | 1 | 1 | 44 | 52 | 3 | 5 | 8 | 9 | 2 | 1 | 1 | 1 | 3 | 23 | 5 | 1 | 2 | 4 | 3 | 1 | 124 | 168 |

No enquiries or Investigation 2 cases in 2015-16

Health Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Admission / discharge / transfer procedures | Appliances / equipment / premises | Appointments / Admissions (delay / cancellation / waiting lists) | Clinical treatment / Diagnosis | Communication / staff attitude / dignity / confidentiality | Complaints handling | Continuing care | Failure to send ambulance / delay in sending ambulance | Hotel services - food / laundry etc | Hygiene / cleanliness / infection control | Lists (incl difficulty registering and removal from lists) | Nurses / Nursing Care | Other | Policy/administration | Record Keeping | Out Of Jurisdiction | Subject Unknown | Total | |
|-----------|----------------------|---|---|-----------------------------------|--|--------------------------------|--|---------------------|-----------------|--|-------------------------------------|---|--|-----------------------|-------|-----------------------|----------------|---------------------|-----------------|-------|-------|
| Enquiry | Advice & Signposting | Enquiry | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 |
| | | Total | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 |
| | | Total Enquiries | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 |
| Complaint | Advice | Not duly made or withdrawn | 1 | 1 | 11 | 286 | 20 | 3 | 2 | 0 | 1 | 0 | 1 | 2 | 3 | 8 | 1 | 0 | 8 | 348 | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 10 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 13 | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 4 | |
| | | Outcome not achievable | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | |
| | | Premature | 1 | 1 | 19 | 231 | 16 | 12 | 1 | 0 | 0 | 1 | 7 | 2 | 2 | 5 | 3 | 0 | 0 | 301 | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Total | 2 | 2 | 30 | 530 | 39 | 17 | 3 | 0 | 1 | 1 | 8 | 4 | 6 | 14 | 5 | 1 | 8 | 671 | |
| | Early Resolution 1 | Not duly made or withdrawn | 1 | 0 | 4 | 42 | 11 | 3 | 0 | 2 | 0 | 1 | 0 | 1 | 1 | 3 | 1 | 0 | 0 | 70 | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 27 | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 1 | 0 | 41 | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 3 | 13 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 1 | 0 | 30 | | |
| | | Outcome not achievable | 1 | 1 | 7 | 55 | 19 | 2 | 0 | 1 | 0 | 1 | 0 | 3 | 1 | 10 | 6 | 0 | 0 | 107 | |
| | | Premature | 0 | 0 | 2 | 34 | 2 | 5 | 2 | 2 | 0 | 0 | 0 | 1 | 0 | 3 | 2 | 0 | 0 | 53 | |
| | | Resolved | 0 | 0 | 0 | 5 | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 16 | |
| | | Total | 2 | 1 | 16 | 176 | 52 | 14 | 2 | 5 | 0 | 2 | 0 | 9 | 4 | 19 | 13 | 2 | 0 | 317 | |
| | Early Resolution 2 | Fully upheld | 0 | 0 | 3 | 7 | 0 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | |
| | | Some upheld | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | |
| | | Not upheld | 1 | 0 | 2 | 25 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 35 | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | |
| | | Total | 1 | 0 | 5 | 35 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 2 | 0 | 0 | 57 | |
| | Investigation 1 | Fully upheld | 0 | 1 | 7 | 90 | 7 | 3 | 0 | 1 | 0 | 0 | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 115 | |
| | | Some upheld | 1 | 1 | 3 | 99 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 8 | 0 | 3 | 0 | 0 | 0 | 122 | |
| | | Not upheld | 3 | 0 | 2 | 156 | 5 | 1 | 4 | 0 | 0 | 2 | 0 | 3 | 0 | 2 | 0 | 0 | 0 | 178 | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 8 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | |
| | | Resolved | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Total | 5 | 2 | 12 | 353 | 18 | 5 | 4 | 1 | 0 | 2 | 1 | 16 | 0 | 6 | 0 | 0 | 0 | 425 | |
| | Investigation 2 | Fully upheld | 0 | 0 | 2 | 30 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 35 | |
| | | Some upheld | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total | 1 | 0 | 2 | 32 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 38 | |
| | Total Complaints | | | 11 | 5 | 65 | 1,126 | 117 | 42 | 9 | 6 | 1 | 5 | 11 | 30 | 10 | 41 | 18 | 3 | 8 | 1,508 |
| | Total Contacts | | | 11 | 5 | 65 | 1,127 | 117 | 42 | 9 | 6 | 1 | 5 | 11 | 30 | 10 | 41 | 19 | 3 | 9 | 1,511 |

Note - includes prison health care

Housing Association Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Aids and adaptations | Applications, allocations, transfers & exchanges | Communication staff attitude dignity and confidentiality | Complaints handling | Estate management, open space & environment work | Improvements and renovation | Neighbour disputes and antisocial behaviour | Other | Policy/administration | Pre- Contractual or Commercial Matters (action post 01.04.2011 only) | Rent and/or service charges | Repairs and maintenance | Right to Buy | Shared ownership | Sheltered housing and community care | Terminations of tenancy | Out Of Jurisdiction | Subject Unknown | Total | |
|-----------|-------------------------|---|----------------------|--|--|---------------------|--|-----------------------------|---|-------|-----------------------|--|-----------------------------|-------------------------|--------------|------------------|--------------------------------------|-------------------------|---------------------|-----------------|-------|-----|
| Complaint | Advice | Not duly made or withdrawn | 0 | 7 | 9 | 2 | 2 | 4 | 6 | 0 | 14 | 0 | 3 | 31 | 1 | 0 | 0 | 0 | 0 | 5 | 84 | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Outcome not achievable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Premature | 0 | 8 | 4 | 2 | 4 | 10 | 33 | 1 | 27 | 0 | 4 | 41 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 138 |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 15 | 13 | 5 | 6 | 14 | 39 | 1 | 41 | 0 | 7 | 73 | 1 | 0 | 1 | 1 | 1 | 7 | 225 | |
| | Early Resolution 1 | Not duly made or withdrawn | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| | | Out of jurisdiction (non-discretionary) | 0 | 4 | 0 | 2 | 1 | 3 | 4 | 1 | 4 | 0 | 9 | 10 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 40 |
| | | Outcome not achievable | 0 | 5 | 2 | 2 | 6 | 6 | 8 | 1 | 3 | 0 | 2 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 51 |
| | | Premature | 0 | 1 | 0 | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 |
| | | Resolved | 1 | 1 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 11 |
| | | Total | 1 | 13 | 4 | 6 | 9 | 13 | 16 | 2 | 8 | 1 | 12 | 40 | 0 | 1 | 0 | 1 | 1 | 0 | 128 | |
| | Early Resolution 2 | Fully upheld | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Not upheld | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 11 |
| | Investigation 1 | Fully upheld | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| | | Some upheld | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 8 |
| | | Total | 0 | 0 | 1 | 1 | 0 | 2 | 5 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 18 |
| | Total Complaints | | | 1 | 32 | 18 | 12 | 15 | 30 | 60 | 3 | 50 | 1 | 19 | 123 | 2 | 1 | 1 | 5 | 2 | 7 | 382 |
| | Total Contacts | | | 1 | 32 | 18 | 12 | 15 | 30 | 60 | 3 | 50 | 1 | 19 | 123 | 2 | 1 | 1 | 5 | 2 | 7 | 382 |

No enquiries or Investigation 2 cases in 2015-16

Local Authority Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Building Control | Consumer Protection | Economic Development | Education | Environmental Health & Cleansing | Finance | Fire & Police Boards | Housing | Land & Property | Legal & Admin | National Park Authorities | Other | Personnel | Planning | Recreation & Leisure | Roads & Transport | Social Work | Valuation Joint Boards | Welfare Fund - Community Care Grants | Welfare Fund - Crisis Grants | Subject Unknown or Out Of Jurisdiction | Total | |
|-------------------------|----------------------|---|------------------|---------------------|----------------------|-----------|----------------------------------|---------|----------------------|---------|-----------------|---------------|---------------------------|-------|-----------|----------|----------------------|-------------------|-------------|------------------------|--------------------------------------|------------------------------|--|-------|-----|
| Enquiry | Advice & Signposting | Enquiry | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Total | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Total Enquiries | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Complaint | Advice | Not duly made or withdrawn | 9 | 0 | 2 | 37 | 29 | 28 | 0 | 85 | 6 | 8 | 2 | 8 | 0 | 19 | 8 | 11 | 41 | 0 | 13 | 3 | 12 | 321 | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 6 |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| | | Outcome not achievable | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| | | Premature | 8 | 3 | 0 | 39 | 45 | 72 | 0 | 183 | 2 | 24 | 0 | 4 | 1 | 41 | 7 | 29 | 120 | 4 | 5 | 3 | 16 | 606 | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 18 | 3 | 2 | 77 | 74 | 100 | 1 | 268 | 8 | 34 | 2 | 12 | 3 | 63 | 15 | 44 | 164 | 4 | 18 | 6 | 28 | 944 | | |
| | Early Resolution 1 | Not duly made or withdrawn | 4 | 0 | 2 | 7 | 1 | 8 | 0 | 13 | 0 | 2 | 1 | 0 | 0 | 5 | 1 | 6 | 3 | 0 | 1 | 0 | 0 | 54 | |
| | | Out of jurisdiction (discretionary) | 2 | 0 | 1 | 17 | 2 | 11 | 1 | 14 | 2 | 0 | 0 | 1 | 1 | 14 | 0 | 11 | 24 | 0 | 0 | 0 | 3 | 104 | |
| | | Out of jurisdiction (non-discretionary) | 11 | 1 | 1 | 22 | 8 | 16 | 1 | 41 | 2 | 4 | 1 | 1 | 5 | 43 | 1 | 15 | 15 | 1 | 4 | 2 | 1 | 196 | |
| | | Outcome not achievable | 1 | 0 | 1 | 14 | 18 | 20 | 0 | 44 | 2 | 15 | 1 | 2 | 0 | 11 | 8 | 36 | 10 | 0 | 2 | 0 | 0 | 185 | |
| | | Premature | 6 | 0 | 0 | 4 | 7 | 8 | 1 | 11 | 1 | 2 | 0 | 1 | 0 | 6 | 1 | 0 | 7 | 0 | 0 | 2 | 1 | 58 | |
| | | Resolved | 0 | 0 | 0 | 3 | 5 | 3 | 0 | 5 | 2 | 0 | 0 | 2 | 0 | 3 | 0 | 2 | 1 | 0 | 3 | 0 | 0 | 0 | 29 |
| | Total | 24 | 1 | 5 | 67 | 41 | 66 | 3 | 128 | 9 | 23 | 3 | 7 | 6 | 82 | 11 | 70 | 60 | 1 | 10 | 4 | 5 | 626 | | |
| | Early Resolution 2 | Fully upheld | 1 | 0 | 0 | 2 | 3 | 5 | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 5 | 1 | 1 | 0 | 0 | 27 | |
| | | Some upheld | 2 | 0 | 0 | 2 | 0 | 2 | 0 | 6 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 0 | 1 | 0 | 0 | 20 | |
| | | Not upheld | 1 | 0 | 0 | 5 | 1 | 2 | 1 | 15 | 1 | 0 | 0 | 0 | 0 | 5 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 37 | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Total | 4 | 0 | 0 | 9 | 4 | 9 | 1 | 27 | 3 | 2 | 0 | 0 | 0 | 7 | 2 | 6 | 9 | 1 | 2 | 0 | 0 | 0 | 86 |
| | Investigation 1 | Fully upheld | 3 | 0 | 0 | 5 | 1 | 3 | 0 | 5 | 0 | 1 | 0 | 0 | 0 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 23 | |
| | | Some upheld | 3 | 0 | 1 | 6 | 1 | 1 | 0 | 7 | 0 | 2 | 0 | 0 | 0 | 8 | 1 | 2 | 4 | 0 | 0 | 0 | 0 | 36 | |
| | | Not upheld | 2 | 0 | 0 | 4 | 5 | 0 | 0 | 11 | 0 | 0 | 0 | 0 | 0 | 13 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 40 | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 4 | |
| | | Resolved | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| | | Total | 9 | 0 | 1 | 16 | 7 | 5 | 0 | 25 | 0 | 3 | 0 | 0 | 0 | 26 | 2 | 4 | 9 | 0 | 0 | 0 | 0 | 0 | 107 |
| | Investigation 2 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Some upheld | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Not upheld | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| Total | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Total Complaints | | | 55 | 4 | 8 | 169 | 126 | 180 | 5 | 448 | 20 | 62 | 5 | 19 | 9 | 179 | 30 | 124 | 242 | 6 | 30 | 10 | 33 | 1,764 | |
| Total Contacts | | | 55 | 4 | 8 | 169 | 126 | 181 | 5 | 448 | 20 | 62 | 5 | 19 | 9 | 179 | 30 | 124 | 242 | 6 | 30 | 10 | 33 | 1,765 | |

Scottish Government & Devolved Administration Cases Determined 2015-16

note - includes prisons

| Case Type | Stage | Outcome Group | Cross-Border Public Authority | | | Scottish Government & Scottish Administration | | | | | | | | | | | | | | Scottish Public Authority | | | | | | | | | | Grand Total | | | | | | |
|------------------|----------------------|---|---|-------------------|-------|---|---|---------------|-----------------------|-----------|-------------------|------------|---------|-------|----------|---------|---------|-------------------|--|---------------------------|---|---|---------------|---------------------------|-----------|-------------------|-------------------|------------|---------|-------------|---------|-------|-------|----|---|---|
| | | | Agriculture, environment, fishing & rural affairs | Financial matters | Total | 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 | Subject Unknown or Out Of Jurisdiction | Total | Agriculture, environment, fishing & rural affairs | Arts, culture, heritage, leisure, sport & tourism | Care & health | Commissioners & Ombudsmen | Education | Enterprise bodies | Financial matters | Governance | Housing | | Justice | Other | Total | | | |
| Enquiry | Advice & Signposting | Enquiry | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Total | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Total Enquiries | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Complaint | Advice | Not duly made or withdrawn | 2 | 0 | 2 | 3 | 0 | 1 | 9 | 0 | 6 | 1 | 7 | 0 | 2 | 69 | 0 | 1 | 3 | 102 | 4 | 0 | 8 | 7 | 2 | 0 | 0 | 1 | 1 | 1 | 1 | 25 | 129 | | | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 1 | | |
| | | Outcome not achievable | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | | Premature | 0 | 1 | 1 | 0 | 0 | 1 | 7 | 0 | 11 | 0 | 8 | 1 | 0 | 51 | 4 | 4 | 3 | 90 | 2 | 3 | 5 | 6 | 0 | 1 | 2 | 1 | 0 | 2 | 1 | 23 | 114 | | | |
| | | Resolved | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Total | 2 | 1 | 3 | 3 | 0 | 2 | 16 | 0 | 18 | 1 | 16 | 1 | 2 | 120 | 5 | 5 | 7 | 196 | 6 | 3 | 13 | 13 | 2 | 1 | 2 | 2 | 1 | 3 | 2 | 48 | 247 | | | |
| | Early Resolution 1 | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 13 | 0 | 0 | 0 | 18 | 0 | 0 | 1 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 6 | 24 | | |
| | | Out of jurisdiction (discretionary) | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 5 | 0 | 2 | 0 | 0 | 12 | 1 | 0 | 0 | 23 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 27 | | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 2 | 0 | 21 | 1 | 1 | 22 | 0 | 0 | 0 | 51 | 3 | 0 | 5 | 5 | 3 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 18 | 69 | | |
| | | Outcome not achievable | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 5 | 1 | 1 | 0 | 0 | 67 | 1 | 2 | 0 | 80 | 1 | 1 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 7 | 87 | | |
| | | Premature | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 16 | 0 | 0 | 0 | 17 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 18 | | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 0 | 0 | 0 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | | |
| | | Total | 0 | 1 | 1 | 2 | 1 | 1 | 8 | 1 | 14 | 1 | 25 | 1 | 1 | 145 | 2 | 2 | 0 | 204 | 4 | 1 | 8 | 11 | 3 | 0 | 5 | 1 | 1 | 1 | 0 | 35 | 240 | | | |
| | Early Resolution 2 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 23 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 24 | | |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 4 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 6 | | |
| | | Not upheld | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 18 | 0 | 0 | 0 | 20 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 23 | | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| | | Resolved | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | | Total | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 46 | 0 | 0 | 0 | 48 | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 54 | | |
| | Investigation 1 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | | |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 4 | 6 | | |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 11 | | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | | |
| | | Resolved | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 0 | 0 | 0 | 17 | 3 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 8 | 25 | | |
| | Investigation 2 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |
| Some upheld | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Not upheld | | 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 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Total | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | |
| Total Complaints | | | 3 | 2 | 5 | 5 | 1 | 3 | 24 | 1 | 32 | 2 | 43 | 2 | 3 | 329 | 7 | 7 | 7 | 466 | 14 | 4 | 24 | 25 | 9 | 1 | 7 | 3 | 3 | 4 | 2 | 96 | 567 | | | |
| Total Contacts | | | 3 | 2 | 5 | 5 | 1 | 3 | 24 | 1 | 32 | 2 | 43 | 2 | 3 | 330 | 7 | 7 | 7 | 467 | 14 | 4 | 24 | 25 | 9 | 1 | 7 | 3 | 3 | 4 | 2 | 96 | 568 | | | |

Prison Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Admission, Transfers and Discharge | Communication and Records | Discipline | Health, Welfare and Religion | Leave from Prison (including Home Detention Leave) | Physical and Personal Environment | Privileges and Prisoners Property | Security, Control and Progression | Work, Education, Earnings and Recreation | Subject Unknown or Out Of Jurisdiction | Total | |
|------------------|----------------------|---|------------------------------------|---------------------------|------------|------------------------------|--|-----------------------------------|-----------------------------------|-----------------------------------|--|--|-------|----|
| Enquiry | Advice & Signposting | Enquiry | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Total | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | | Total Enquiries | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Complaint | Advice | Not duly made or withdrawn | 7 | 4 | 5 | 10 | 7 | 5 | 9 | 10 | 4 | 8 | 69 | |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Outcome not achievable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Premature | 7 | 8 | 4 | 12 | 1 | 3 | 3 | 5 | 3 | 5 | 51 | |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Total | 14 | 12 | 9 | 22 | 8 | 8 | 12 | 15 | 7 | 13 | 120 | | |
| | Early Resolution 1 | Not duly made or withdrawn | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 13 |
| | | Out of jurisdiction (discretionary) | 0 | 1 | 1 | 1 | 6 | 1 | 1 | 1 | 0 | 0 | 0 | 12 |
| | | Out of jurisdiction (non-discretionary) | 1 | 2 | 5 | 1 | 3 | 0 | 1 | 6 | 2 | 1 | 0 | 22 |
| | | Outcome not achievable | 3 | 4 | 4 | 3 | 5 | 12 | 8 | 24 | 4 | 0 | 0 | 67 |
| | | Premature | 0 | 0 | 0 | 4 | 2 | 0 | 6 | 3 | 1 | 0 | 0 | 16 |
| | | Resolved | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 4 | 1 | 0 | 0 | 15 |
| | Total | 6 | 10 | 13 | 13 | 19 | 16 | 20 | 39 | 8 | 1 | 0 | 145 | |
| | Early Resolution 2 | Fully upheld | 5 | 3 | 2 | 4 | 3 | 0 | 4 | 2 | 0 | 0 | 0 | 23 |
| | | Some upheld | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| | | Not upheld | 2 | 2 | 1 | 3 | 0 | 1 | 3 | 6 | 0 | 0 | 0 | 18 |
| | | Not duly made or withdrawn | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 7 | 9 | 4 | 7 | 3 | 1 | 7 | 8 | 0 | 0 | 0 | 46 |
| | Investigation 1 | Fully upheld | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 5 |
| | | Some upheld | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| | | Not upheld | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 5 | 0 | 0 | 0 | 7 |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 3 |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 0 | 2 | 2 | 2 | 1 | 1 | 8 | 1 | 0 | 0 | 17 |
| | Investigation 2 | Fully upheld | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total Complaints | | | 27 | 31 | 28 | 45 | 32 | 26 | 40 | 70 | 16 | 14 | 329 | |
| Total Contacts | | | 27 | 32 | 28 | 45 | 32 | 26 | 40 | 70 | 16 | 14 | 330 | |

Notes These cases are also counted in the totals for Scottish Government and Devolved Administration
Does not include prison health care

Water Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Billing and Charging | Customer Service | Environmental Concerns | New Connections | Other | Waste Water | Water Supply | Subject Unknown or Out Of Jurisdiction | Total |
|-----------|-------------------------|---|----------------------|------------------|------------------------|-----------------|----------|-------------|--------------|--|------------|
| Complaint | Advice | Not duly made or withdrawn | 21 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 24 |
| | | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Outcome not achievable | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Premature | 78 | 3 | 2 | 5 | 0 | 4 | 6 | 1 | 99 |
| | | Resolved | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Total | 100 | 4 | 2 | 5 | 0 | 4 | 9 | 1 | 125 |
| | Early Resolution 1 | Not duly made or withdrawn | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| | | Out of jurisdiction (discretionary) | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 5 |
| | | Out of jurisdiction (non-discretionary) | 14 | 0 | 0 | 2 | 0 | 1 | 4 | 0 | 21 |
| | | Outcome not achievable | 4 | 0 | 0 | 0 | 1 | 1 | 5 | 0 | 11 |
| | | Premature | 17 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 19 |
| | | Resolved | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| | | Total | 51 | 0 | 0 | 4 | 2 | 2 | 10 | 0 | 69 |
| | Early Resolution 2 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Some upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Resolved | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Investigation 1 | Fully upheld | 8 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 9 |
| | | Some upheld | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| | | Not upheld | 11 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 13 |
| | | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Resolved | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| | | Total | 28 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 33 |
| | Investigation 2 | Fully upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Some upheld | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | Not upheld | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Total Complaints | | 180 | 5 | 2 | 9 | 3 | 6 | 22 | 1 | 228 |
| | Total Contacts | | 180 | 5 | 2 | 9 | 3 | 6 | 22 | 1 | 228 |

No enquiries in 2015-16

Other Cases Determined 2015-16

| Case Type | Stage | Outcome Group | Other | Out Of Jurisdiction | Subject Unknown | Total |
|-----------|----------------------|---|-------|---------------------|-----------------|-------|
| Enquiry | Advice & Signposting | Enquiry | 0 | 0 | 0 | 0 |
| | | Out of Jurisdiction | 0 | 755 | 0 | 755 |
| | | Total | 0 | 755 | 0 | 755 |
| | Total Enquiries | | 0 | 755 | 0 | 755 |
| Complaint | Advice | Not duly made or withdrawn | 0 | 1 | 4 | 5 |
| | | Out of jurisdiction (non-discretionary) | 0 | 7 | 1 | 8 |
| | | Premature | 0 | 0 | 1 | 1 |
| | | Total | 0 | 8 | 6 | 14 |
| | Early Resolution 1 | Not duly made or withdrawn | 0 | 0 | 1 | 1 |
| | | Out of jurisdiction (non-discretionary) | 0 | 2 | 1 | 3 |
| | | Total | 0 | 2 | 2 | 4 |
| | Investigation 1 | Some upheld | 1 | 0 | 0 | 1 |
| | | Total | 1 | 0 | 0 | 1 |
| | Total Complaints | | 1 | 10 | 8 | 19 |
| | Total Contacts | | 1 | 765 | 8 | 774 |

Housing Cases Determined 2015-16

| Case Type | Stage | Case Outcome Group | Housing Associations | Local Authority | Total | |
|-----------|-------------------------|---|----------------------|-----------------|------------|------------|
| Complaint | Advice | Not duly made or withdrawn | 84 | 85 | 169 | |
| | | Out of jurisdiction (discretionary) | 2 | 0 | 2 | |
| | | Out of jurisdiction (non-discretionary) | 1 | 0 | 1 | |
| | | Outcome not achievable | 0 | 0 | 0 | |
| | | Premature | 138 | 183 | 321 | |
| | | Resolved | 0 | 0 | 0 | |
| | | Total | 225 | 268 | 493 | |
| | Early Resolution 1 | Not duly made or withdrawn | 10 | 13 | 23 | |
| | | Out of jurisdiction (discretionary) | 4 | 14 | 18 | |
| | | Out of jurisdiction (non-discretionary) | 40 | 41 | 81 | |
| | | Outcome not achievable | 51 | 44 | 95 | |
| | | Premature | 12 | 11 | 23 | |
| | | Resolved | 11 | 5 | 16 | |
| | | Total | 128 | 128 | 256 | |
| | Early Resolution 2 | Fully upheld | 5 | 5 | 10 | |
| | | Some upheld | 0 | 6 | 6 | |
| | | Not upheld | 6 | 15 | 21 | |
| | | Not duly made or withdrawn | 0 | 0 | 0 | |
| | | Resolved | 0 | 1 | 1 | |
| | | Total | 11 | 27 | 38 | |
| | Investigation 1 | Fully upheld | 6 | 5 | 11 | |
| | | Some upheld | 4 | 7 | 11 | |
| | | Not upheld | 8 | 11 | 19 | |
| | | Not duly made or withdrawn | 0 | 1 | 1 | |
| | | Resolved | 0 | 1 | 1 | |
| | | Total | 18 | 25 | 43 | |
| | Total Complaints | | | 382 | 448 | 830 |
| | Total Contacts | | | 382 | 448 | 830 |

No enquiries or Investigation 2 cases in 2015-16