

Scottish Water Complaints Received 2016-17

Subject Group	Scottish Water	Rank	as % of SW total	Sector Total	Rank	as % of Water total
Waste Water	8	1	28.6%	10	2	5.7%
Water Supply	7	2	25.0%	8	4	4.6%
Customer Service	5	3	17.9%	9	3	5.2%
Billing and Charging	2	4=	7.1%	139	1	79.9%
Environmental Concerns	2	4=	7.1%	2	5	1.1%
Other	1	6	3.6%	1	6=	0.6%
New Connections	0	-	0.0%	1	6=	0.6%
Subject Unknown or Out Of Jurisdiction	3	-	10.7%	4	-	2.3%
Total	28		100.0%	174		100.0%

Complaints as % of sector

16.1%

100.0%

Scottish Water Complaints Received 2015-16

Subject Group	Scottish Water	rank	as % of SW total	Sector Total	rank	as % of Water total
Water Supply	13	1	46.4%	24	2	13.8%
Waste Water	7	2	25.0%	7	4	4.0%
New Connections	5	3	17.9%	9	3	5.2%
Billing and Charging	2	4=	7.1%	167	1	96.0%
Customer Service	2	4=	7.1%	4	5	2.3%
Other	2	4=	7.1%	2	7	1.1%
Environmental Concerns	1	7=	3.6%	3	6	1.7%
Subject Unknown or Out Of Jurisdiction	1	7=	3.6%	1	-	0.6%
Total	33		100.0%	217		100.0%

Complaints as % of sector

15.21%

100.0%

Water Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Scottish Water	Total
Advice	Not duly made or withdrawn	6	25
	Premature	19	69
	Total	25	94
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	5
	Out of jurisdiction (non-discretionary)	2	27
	Outcome not achievable	0	4
	Premature	0	2
	Proportionality	0	9
	Resolved	0	10
Total	2	60	
Investigation	Fully upheld	2	8
	Some upheld	0	4
	Not upheld	0	5
	Not duly made or withdrawn	0	1
	Resolved	0	2
Total	2	20	
Total Complaints		29	174

Total Premature Complaints	19	71
Premature Rate	65.5%	40.8%

Fit for SPSO Total (Investigations)	2	20
Total complaints upheld (fully or some upheld)	2	12
Uphold Rate (Upheld % total Fit for SPSO)	100.0%	60.0%

Stage	Outcome Group	2015-16	
		Scottish Water	Water Total
Advice	Not duly made or withdrawn	1	24
	Out of jurisdiction (discretionary)	1	1
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	0	0
	Premature	16	99
	Resolved	0	1
	Total	18	125
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (discretionary)	1	5
	Out of jurisdiction (non-discretionary)	5	21
	Outcome not achievable	6	11
	Premature	1	19
Resolved	0	8	
Total	13	69	
Early Resolution 2	Fully upheld	0	0
	Some upheld	0	0
	Not upheld	0	0
	Not duly made or withdrawn	0	0
	Resolved	0	0
Total	0	0	
Investigation 1	Fully upheld	0	9
	Some upheld	0	5
	Not upheld	1	13
	Not duly made or withdrawn	0	0
	Resolved	0	6
Total	1	33	
Investigation 2	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	0	0
Total	0	1	
Total Complaints		32	228

Total Premature Complaints	17	118
Premature Rate	53.1%	51.8%

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	34
Total complaints upheld (fully or partly)	0	15
Uphold Rate (Upheld % total Fit for SPSO)	0.0%	44.1%