

Scottish Further Education Complaints Determined 2016-17

Stage	Outcome Group	A College Unknown (FE)	Ayrshire College	Cardonald College	City of Glasgow College	Dundee and Angus College	Edinburgh College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	Total
Advice	Not duly made or withdrawn	1	0	0	0	0	0	0	0	1	0	0	1	1	0	2	6
	Premature	0	2	0	0	0	1	0	0	0	1	1	1	0	0	0	6
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>12</b>
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2
	Out of jurisdiction (discretionary)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2
	Outcome not achievable	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2
	Premature	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	3
	Proportionality	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	
Investigation	Fully upheld	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2
	Some upheld	0	0	0	1	0	2	0	0	0	0	0	1	0	0	0	4
	Not upheld	0	0	0	1	0	2	1	0	0	0	0	0	0	0	0	4
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>10</b>
<b>Total Complaints</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>34</b>	

Scottish Higher Education Complaints Determined 2016-17

Stage	Outcome Group	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Scotland's Rural College	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
Advice	Not duly made or withdrawn	0	1	0	2	1	0	4	3	0	1	1	2	1	1	0	4	21
	Premature	0	2	0	1	0	0	0	2	0	2	0	0	3	2	1	0	13
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>34</b>
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	2	6
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	4	0	1	0	1	0	0	6
	Out of jurisdiction (non-discretionary)	1	0	0	6	0	0	6	0	1	1	1	1	0	2	0	1	20
	Outcome not achievable	0	0	0	0	2	0	2	0	0	0	1	1	0	2	0	0	8
	Premature	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3
	Proportionality	0	2	1	0	0	1	1	0	0	1	3	0	1	3	0	2	15
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>6</b>	<b>58</b>
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Some upheld	1	0	0	1	0	0	0	2	0	0	0	1	0	2	0	1	8
	Not upheld	2	1	0	0	1	0	0	0	0	3	2	2	1	1	0	0	13
	Not duly made or withdrawn	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>23</b>
<b>Total Complaints</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>1</b>	<b>12</b>	<b>115</b>	

Health Complaints Determined 2016-17

Stage	Outcome Group	Health Boards														Special Health Boards			Other Health Authorities		Family Health Services			Total			
		A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Golden Jubilee National Hospital	NHS 24	Scottish Ambulance Service	The State Hospital Board for Scotland	Healthcare Improvement Scotland	NHS National Services Scotland	Dentists & Dental Practices		GP & GP Practices	Pharmacists & Pharmacy Services	Opticians
Advice	Not duly made or withdrawn	3	19	6	5	14	16	11	65	20	24	44	0	1	19	1	2	1	12	2	0	0	4	42	0	1	312
	Premature	1	21	1	5	4	8	16	43	14	11	34	1	0	25	0	0	5	0	0	0	8	43	1	1	242	
	<b>Total</b>	<b>4</b>	<b>40</b>	<b>7</b>	<b>10</b>	<b>18</b>	<b>24</b>	<b>27</b>	<b>108</b>	<b>34</b>	<b>35</b>	<b>78</b>	<b>1</b>	<b>1</b>	<b>44</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>85</b>	<b>1</b>	<b>2</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	3	1	1	1	6	6	8	5	3	14	0	0	4	0	2	0	1	0	0	1	12	0	0	68	
	Out of jurisdiction (discretionary)	0	2	1	0	3	4	5	12	6	5	5	0	1	4	0	0	0	1	0	0	1	3	5	0	0	58
	Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	1	3	4	2	2	0	0	1	1	0	0	0	0	0	0	0	5	0	0	20
	Outcome not achievable	0	2	1	0	4	2	4	6	4	3	7	0	0	3	0	0	0	0	0	0	0	2	9	0	0	47
	Premature	0	3	1	1	3	0	2	9	5	4	10	0	0	5	0	0	0	1	0	0	2	7	1	0	54	
	Proportionality	0	2	0	3	4	5	10	21	7	13	16	0	0	6	1	0	0	2	1	1	1	2	17	1	0	113
	Resolved	0	0	0	0	1	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0	0	12
	<b>Total</b>	<b>0</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>16</b>	<b>18</b>	<b>28</b>	<b>60</b>	<b>31</b>	<b>33</b>	<b>54</b>	<b>0</b>	<b>1</b>	<b>23</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>60</b>	<b>2</b>	<b>0</b>	<b>372</b>
Investigation	Fully upheld	0	6	1	4	4	9	9	23	13	8	19	0	1	9	2	0	1	3	0	0	5	12	0	0	129	
	Some upheld	0	9	2	5	5	3	12	24	11	10	19	0	1	6	1	1	0	0	0	0	3	18	1	0	131	
	Not upheld	0	9	1	3	11	10	7	51	10	12	18	1	0	12	2	2	1	3	1	0	0	16	63	0	2	235
	Not duly made or withdrawn	0	0	0	0	2	2	0	0	0	2	1	0	0	2	0	0	0	0	0	0	0	1	1	0	0	11
	Outcome not achievable	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>0</b>	<b>24</b>	<b>4</b>	<b>12</b>	<b>22</b>	<b>24</b>	<b>28</b>	<b>99</b>	<b>34</b>	<b>32</b>	<b>57</b>	<b>1</b>	<b>2</b>	<b>29</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>25</b>	<b>94</b>	<b>1</b>	<b>2</b>	<b>507</b>
<b>Total Complaints</b>	<b>4</b>	<b>76</b>	<b>15</b>	<b>27</b>	<b>56</b>	<b>66</b>	<b>83</b>	<b>267</b>	<b>99</b>	<b>100</b>	<b>189</b>	<b>2</b>	<b>4</b>	<b>96</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>28</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>49</b>	<b>239</b>	<b>4</b>	<b>4</b>	<b>1,433</b>	

Housing Association Complaints Determined 2016-17

Housing Associations A-D

Stage	Outcome Group	A Housing Association Unknown	Aberdeenshire Housing Partnership	Abertay Housing Association Ltd	Abrohill Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Antonine Housing Association	Argyll Community Housing Association	Atrium Homes	Bellsmyre Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blairtummock Housing Association Ltd	Bridgewater Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Calway Housing Association Ltd	Cassiloun Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cernach Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Clydesdale Housing Association	Craigdale Housing Association Ltd	Cube Housing Association Ltd	Dalmuir Park Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Ltd		
Advice	Not duly made or withdrawn	5	0	0	0	0	0	0	0	0	1	0	1	1	0	0	1	0	1	0	0	3	2	1	0	0	1	0	0	1	1	1	3	0	3		
	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	0	0	0	0		
	Out of jurisdiction (non-discretionary)	0	0	0	0	1	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	4	1	0	0	0	0	1	0	2	0	1	2	1	1	0	1	2	1	1	1	1	3	0	0	1	0	0	0	0	0	2	1	3	0	4	
	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	0	0	
Total	9	1	0	0	0	1	1	0	2	1	1	3	2	1	0	2	2	2	1	1	4	5	1	1	1	0	1	0	0	1	3	2	6	0	7		
Early Resolution	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	0	0	0	0	0	1	0	0	0	0	0	0	0		
	Out of jurisdiction (discretionary)	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	0	0	0	0	1	0	0	
	Out of jurisdiction (non-discretionary)	0	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	2	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	1	0	1	
	Outcome not achievable	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	1	
	Premature	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	0	0	1	0	0	1	0	
	Proportionality	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	1	0	0	
Resolved	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	0	0	0	0	0	0	0	0	1		
Total	0	0	1	0	2	1	1	0	3	0	0	0	2	1	0	1	3	1	0	1	3	1	1	0	2	1	1	2	1	1	2	0	1	0	4	1	3
Investigation	Fully upheld	0	0	0	0	0	0	0	1	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	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	1	2	0	0	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Not duly made or withdrawn	0	1	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	0
	Resolved	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	0	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1	3	0	0	0	0	0	0	1	1	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total Complaints		9	2	1	0	2	2	2	1	8	1	1	3	4	2	1	4	6	3	1	2	7	8	2	1	2	2	2	1	2	1	4	2	10	1	11	

Housing Associations E-M

Stage	Outcome Group	East Kilbride and District Housing Association Ltd	East Lothian Housing Association Ltd	Elidon Housing Association Ltd	Fife Housing Association Ltd	Forth Housing Association Ltd	Fyne Homes	Gardeen Housing Association Ltd	Glasgow Housing Association	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Hjaltland Housing Association Ltd	Home Scotland	Homes for Life Housing Partnership	Horizon Housing Association Ltd	Hunters Hall Housing Co-operative Ltd	Key Housing Association Ltd	Kingdom Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Linstone Housing Association Ltd	Linthouse Housing Association Ltd	Lister Housing Co-operative Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd		
Advice	Not duly made or withdrawn	0	0	0	0	0	0	0	6	0	1	1	0	2	0	0	3	0	0	6	0	0	0	2	0	0	2	2	1	0	0	0	1	2	0		
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Premature	0	0	1	2	0	0	0	10	3	1	1	1	0	2	1	0	0	0	6	1	0	1	0	1	0	0	0	2	2	3	0	0	1	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	0	0	0	0	1	0
	Total	0	0	1	2	0	0	0	17	3	2	2	2	1	2	2	1	3	0	0	12	1	0	1	2	1	0	2	2	3	0	0	1	1	3	3	
Early Resolution	Not duly made or withdrawn	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0		
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	3	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	0		
	Out of jurisdiction (non-discretionary)	0	2	0	1	1	2	0	1	0	0	0	0	0	0	1	1	0	0	1	0	1	0	0	0	0	2	1	1	1	0	0	0	0	0	1	
	Outcome not achievable	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0
	Premature	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Proportionality	0	0	0	0	0	0	0	4	0	0	0	0	0	1	1	0	1	0	3	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0
	Resolved	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	0	0	0	0	0	0	0	0	0	0	0
	Total	0	2	1	1	1	2	1	12	1	0	0	0	0	1	3	1	2	0	4	0	2	0	0	2	2	5	2	1	1	1	0	0	1	1	1	
	Investigation	Fully upheld	0	0	0	0	0	0	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	1	0	0	0
Some upheld		1	0	0	0	0	0	0	1	0	0	0	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
Not upheld		0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0
Resolved		0	0	0	0	0	0	0	0	1	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	0	0	0	0	0	2	1	1	0	0	0	0	0	0	1	1	1	1	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	0	
Total Complaints		1	2	2	3	1	2	1	31	5	3	2	1	2	3	4	5	3	1	17	1	2	1	3	4	2	8	4	4	1	1	2	1	4	4		

Housing Associations N-Z

Stage	Outcome Group	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	North View Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Scottish Veterans Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Tenants First Housing Co-operative Ltd	Thenue Housing	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	West Granton Housing Co-operative Ltd	West Lothian Housing Partnership	West of Scotland Housing Association Ltd	Whitninch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Total		
Advice	Not duly made or withdrawn	2	1	0	0	1	0	0	0	1	0	1	2	1	4	1	0	4	2	0	1	0	0	1	1	1	1	2	1	1	0	1	0	1	0	85	
	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	0	0	0	0	1	
	Out of jurisdiction (non-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	0	0	0	0	1	
	Premature	3	3	1	0	0	1	2	2	4	0	0	2	0	1	0	0	5	7	0	0	0	1	1	2	0	1	1	1	0	0	3	0	1	1	113	
	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	0	1	
	Total	5	4	1	0	1	1	2	2	5	0	1	4	1	5	1	0	9	9	0	1	0	1	2	3	1	2	3	2	0	1	3	1	1	201		
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	1	0	0	1	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	10	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	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	8	
	Out of jurisdiction (non-discretionary)	1	0	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	37	
	Outcome not achievable	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19
	Premature	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	0	0	0	0	0	0	0	9	
	Proportionality	0	1	0	0	0	0	0	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	27	
	Resolved	1	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	
	Total	2	1	0	1	3	1	0	1	2	1	1	4	0	4	0	1	2	2	1	0	1	0	1	0	1	1	1	0	0	2	0	0	0	0	120	
	Investigation	Fully upheld	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	0	0	0	0	6
Some upheld		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	0	0	0	0	0	5	
Not upheld		0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	16	
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	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	0	0	2	
Total	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	30		
Total Complaints	7	5	1	1	4	2	3	3	7	1	2	9	1	10	1	1	11	12	1	2	1	1	3	4	2	3	3	2	2	1	3	1	1	351			

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	Councils																																						Fire / Police / Safety	National Parks	Valuation Joint Boards			Other				Total
		A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	Community Safety Glasgow	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	Ayrshire Valuation Joint Board	Lanarkshire Valuation Joint Board			Orkney & Shetland Valuation Joint Board	The Highland and Western Isles Valuation Joint Board	A Local Authority Body Unknown (Not A Council)	City Property Investments	Glasgow Life	Jobs & Business Glasgow	South Lanarkshire Leisure and Culture	
Advice	Not duly made or withdrawn	7	8	16	5	7	4	0	8	7	2	2	14	4	13	15	25	1	8	7	14	1	10	7	3	1	8	9	3	32	12	2	6	13	0	0	0	0	1	0	0	0	0	0	0	0	0	279	
	Out of jurisdiction (non-discretionary)	0	0	1	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	0	1	0	0	0	0	0	0	0	0	0	0	0	3	
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Premature	5	15	12	7	9	2	2	6	10	18	18	8	9	23	23	49	8	7	10	22	1	14	15	3	3	9	31	10	60	24	3	10	18	0	0	1	0	0	0	1	0	0	0	0	0	0	467	
	Total	12	23	29	12	16	6	2	14	17	20	20	22	13	36	38	74	9	15	17	37	2	24	22	6	5	17	40	13	92	36	5	17	31	0	0	1	0	2	0	0	1	0	2	0	0	2	750	
Early Resolution	Not duly made or withdrawn	0	1	2	3	0	0	0	1	1	0	4	3	1	1	2	3	3	1	0	0	0	0	0	0	0	1	1	1	7	0	1	0	4	0	0	0	1	0	0	0	0	0	0	0	0	0	43	
	Out of jurisdiction (discretionary)	0	5	6	2	3	1	0	1	2	0	3	4	0	1	3	7	1	2	1	0	1	1	4	4	0	2	4	2	12	2	0	2	3	0	2	0	0	0	1	0	0	0	0	0	0	0	82	
	Out of jurisdiction (non-discretionary)	0	1	5	0	4	3	0	3	2	3	2	3	0	5	12	6	1	2	3	5	0	0	6	1	0	0	3	5	13	8	1	2	7	1	1	1	1	1	0	1	0	0	0	0	1	0	0	111
	Outcome not achievable	0	5	3	1	4	1	1	2	1	0	2	1	4	4	9	6	2	4	5	5	1	8	4	1	0	2	8	0	11	4	1	3	9	0	0	0	1	0	0	0	0	0	0	1	0	1	0	115
	Premature	0	3	5	1	0	0	0	3	1	0	2	4	1	0	5	9	0	1	0	2	0	2	1	0	0	1	1	0	8	5	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	57
	Proportionality	0	5	3	2	1	0	0	6	1	1	2	5	3	7	10	10	2	1	2	2	5	6	5	0	5	5	0	16	7	1	3	11	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	132
	Resolved	0	3	1	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	0	2	0	0	1	0	0	0	0	0	4	2	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	20
Total	0	23	25	9	13	5	2	16	8	5	16	20	9	18	41	42	9	11	11	16	4	16	22	11	0	11	22	8	71	28	5	10	36	1	3	3	1	1	1	1	0	1	1	1	2	0	560		
Investigation	Fully upheld	0	0	8	0	0	0	0	2	0	0	2	2	1	0	3	7	1	0	0	1	1	1	3	1	1	0	0	0	14	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	52
	Some upheld	0	2	2	1	1	0	0	0	1	0	3	2	1	0	3	2	2	1	1	1	0	2	1	1	0	0	2	1	7	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42
	Not upheld	0	2	3	0	3	3	0	1	1	0	3	1	1	3	2	2	0	1	2	4	0	3	1	0	0	1	1	0	12	1	0	0	1	7	0	0	1	0	0	0	0	0	0	0	0	0	0	60
	Not duly made or withdrawn	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Resolved	0	0	1	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	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	4	14	1	4	3	0	3	2	0	8	5	3	3	8	12	3	2	3	6	1	6	5	2	1	3	1	33	7	0	2	8	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	156	
<b>Total Complaints</b>		12	50	68	22	33	14	4	33	27	25	44	47	25	57	87	128	21	28	31	59	7	46	49	19	6	29	65	22	196	71	10	29	75	1	3	5	1	3	1	1	1	1	3	1	2	2	2	1,466

Scottish Government & Devolved Administration Complaints Determined 2016-17

Stage	Outcome Group	Cross-Border Public Authority				Scottish Government & Scottish Administration														Scottish Public Authority																		Grand Total													
		Criminal Injuries Compensation Authority	Forestry Commission Scotland	The Electoral Commission	Total	Crown Office and Procurator Fiscal Service	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government D-G Health & Social Care	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	The Accountant of Court	Total	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Highlands & Islands Enterprise	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Private Rented Housing Panel	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage		Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	The Independent Living Fund Scotland	The Scottish Information Commissioner	Total							
Advice	Not duly made or withdrawn	0	0	0	0	24	0	0	0	0	2	4	4	1	0	72	0	1	1	1	110	2	8	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23	133
	Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	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	2
	Premature	1	0	1	2	14	0	0	2	1	0	3	2	0	2	41	1	1	1	0	68	0	5	0	1	0	1	0	0	2	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	13	83
	Total	1	0	1	2	39	0	0	2	1	2	7	7	1	2	113	1	2	2	1	180	2	13	1	2	0	1	1	0	6	2	0	0	1	0	3	0	2	2	0	0	0	0	0	0	0	0	36	218		
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	1	0	0	10	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	10			
	Out of jurisdiction (discretionary)	0	1	0	1	0	1	1	0	1	0	2	0	0	8	2	0	1	0	17	0	1	1	1	0	0	0	0	0	0	1	0	0	1	1	0	1	1	0	0	1	0	0	1	9	27					
	Out of jurisdiction (non-discretionary)	0	0	0	0	19	0	0	0	2	2	2	1	0	0	18	0	0	0	0	44	0	0	1	1	1	0	2	0	4	0	0	3	1	0	3	2	1	1	0	0	0	0	0	0	0	20	64			
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	1	1	0	0	45	0	1	0	0	48	2	5	0	1	1	0	4	1	0	0	0	0	0	0	0	1	0	0	1	0	1	0	1	0	17	65				
	Premature	0	0	0	0	2	0	0	0	0	0	1	0	0	0	11	0	1	0	0	15	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	18			
	Proportionality	0	0	0	0	4	0	0	0	1	1	1	1	0	1	20	0	1	0	0	30	0	5	1	2	0	0	0	0	2	0	0	1	0	0	0	0	0	0	1	2	0	1	15	45						
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	9	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	9	9			
	Total	0	1	0	1	25	1	1	0	4	4	4	6	0	1	120	2	4	1	0	173	2	14	3	5	2	0	6	1	6	0	1	4	1	1	5	2	2	4	2	1	2	64	238							
Investigation	Fully upheld	0	0	0	0	1	0	0	0	0	0	0	0	0	10	0	0	0	0	11	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	14				
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	9	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	2	11				
	Not upheld	0	0	0	0	1	0	0	0	0	0	0	1	0	0	20	0	2	0	0	24	0	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	28				
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	5	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	5				
	Resolved	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	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	2	0	0	0	0	0	1	0	0	0	45	0	2	0	0	50	0	2	0	0	1	0	0	0	1	0	0	1	0	1	0	0	1	2	0	0	0	0	0	0	9	59				
	Total Complaints	1	1	1	3	66	1	1	2	5	6	11	14	1	3	278	3	8	3	1	403	4	29	4	7	3	1	7	1	13	2	1	5	2	2	8	2	5	8	2	1	2	109	515							

## Water Complaints Determined 2016-17

Stage	Outcome Group	Business Stream	Anglian Water Business	Castle Water Ltd	Clear Business Limited	Cobalt Water Ltd	Scottish Water	Total
Advice	Not duly made or withdrawn	17	0	0	2	0	6	25
	Premature	38	1	3	7	1	19	69
	<b>Total</b>	<b>55</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>25</b>	<b>94</b>
Early Resolution	Not duly made or withdrawn	2	0	1	0	0	0	3
	Out of jurisdiction (discretionary)	5	0	0	0	0	0	5
	Out of jurisdiction (non-discretionary)	22	0	2	1	0	2	27
	Outcome not achievable	3	0	0	1	0	0	4
	Premature	2	0	0	0	0	0	2
	Proportionality	8	0	0	1	0	0	9
	Resolved	10	0	0	0	0	0	10
	<b>Total</b>	<b>52</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>60</b>
Investigation	Fully upheld	6	0	0	0	0	2	8
	Some upheld	4	0	0	0	0	0	4
	Not upheld	4	0	0	0	1	0	5
	Not duly made or withdrawn	1	0	0	0	0	0	1
	Resolved	2	0	0	0	0	0	2
	<b>Total</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>20</b>
<b>Total Complaints</b>		<b>124</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>2</b>	<b>29</b>	<b>174</b>

### Other Complaints Determined 2016-17

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Not duly made or withdrawn	0	8	8
	Out of jurisdiction (non-discretionary)	1	0	1
	Premature	1	2	3
	Total	2	10	12
Early Resolution	Out of jurisdiction (non-discretionary)	4	0	4
	Total	4	0	4
Total Complaints		6	10	16