

College Cases Determined 2017-18

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Admissions	Antisocial behaviour	Communication / staff attitude / dignity / confidentiality	Complaints handling	Policy / administration	Special needs - assessment and provision	Student discipline	Teaching and supervision	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	1	0	0	0	0	0	1	0	0	3	5	
		Premature	0	1	0	1	0	1	1	0	0	1	5	
		<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>10</b>	
	Early Resolution	Not duly made or withdrawn	0	0	0	0	1	0	0	0	0	0	0	1
		Out of jurisdiction (non-discretionary)	1	1	1	0	0	1	1	0	0	2	0	6
		Outcome not achievable	0	0	0	0	1	1	1	0	0	1	0	3
		Premature	0	0	0	0	0	0	0	0	0	1	0	1
		Proportionality	4	0	0	3	2	1	1	1	0	1	0	12
		<b>Total</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>23</b>
	Investigation	Fully upheld	0	0	0	0	0	0	2	0	1	0	0	3
		Some upheld	0	0	0	1	0	0	1	1	0	1	0	4
		Not upheld	0	1	1	0	0	0	1	1	0	1	0	5
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>12</b>
	<b>Total Complaints</b>			<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>45</b>
	<b>Total Contacts</b>			<b>6</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>4</b>	<b>45</b>

No enquiries in 2017-18

University Cases Determined 2017-18

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation	Admissions	Communication / staff attitude / dignity / confidentiality	Complaints handling	Grants / allowances / bursaries	Personnel matters	Plagiarism and intellectual property	Policy / administration	Property	Special needs - assessment and provision	Student discipline	Teaching and supervision	Welfare	Out Of Jurisdiction	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	2	0	0	1	0	0	0	0	2	0	0	1	1	0	0	3	10	
		Premature	2	0	1	1	3	0	1	0	1	0	0	0	1	0	0	0	1	11
		<b>Total</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>21</b>
	Early Resolution	Not duly made or withdrawn	2	0	0	1	0	0	0	0	2	0	0	0	2	0	0	0	0	7
		Out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	1	0	0	0	1	2	0	0	0	5
		Out of jurisdiction (non-discretionary)	27	0	0	0	0	0	0	2	1	7	0	1	1	2	0	1	0	42
		Outcome not achievable	5	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	8
		Premature	1	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	4
		Proportionality	1	1	3	2	1	1	0	0	6	1	1	1	1	4	2	0	0	24
		Resolved	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		<b>Total</b>	<b>37</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>91</b>
	Investigation	Fully upheld	2	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	5
		Some upheld	4	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	0	8
		Not upheld	3	0	0	2	2	0	0	0	1	4	0	0	1	3	0	0	0	16
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		<b>Total</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30</b>
	<b>Total Complaints</b>		<b>50</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>24</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>142</b>	
	<b>Total Contacts</b>		<b>50</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>12</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>24</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>142</b>	

No enquiries in 2017-18

**Health Cases Determined 2017-18**  
(note - includes prison health)

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (where not covered by a HSCP)	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	Enquiry	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	3	
		Total	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3
	Total Enquiries	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3	
Complaint	Advice	Not duly made or withdrawn	1	0	0	7	155	19	3	0	0	0	1	4	3	2	5	0	0	56	256	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
		Premature	0	0	0	14	124	15	24	0	1	0	0	10	1	4	9	2	0	38	242	
		Total	1	0	0	21	279	34	27	0	1	0	1	14	4	6	14	2	3	94	501	
	Early Resolution	Not duly made or withdrawn	3	0	0	9	39	6	1	0	0	1	0	0	0	0	2	1	0	0	0	62
		Out of jurisdiction (discretionary)	1	0	0	4	32	2	8	0	0	0	0	0	1	0	3	1	0	0	0	52
		Out of jurisdiction (non-discretionary)	1	1	0	2	16	3	3	0	0	0	0	0	2	0	3	0	1	0	0	32
		Outcome not achievable	2	0	0	1	18	8	0	0	0	0	1	0	0	0	5	1	0	0	0	36
		Premature	0	0	0	4	29	7	9	3	2	0	0	0	0	0	5	0	0	0	0	59
		Proportionality	3	1	1	28	84	31	10	0	3	1	0	4	9	1	17	2	0	0	0	195
		Resolved	0	0	0	1	10	1	0	0	0	0	0	0	0	0	1	1	0	0	0	14
		Total	10	2	1	49	228	58	31	3	5	2	1	4	12	3	35	5	1	0	0	450
	Investigation	Fully upheld	4	0	0	7	90	5	2	0	0	0	0	3	8	0	1	0	0	0	0	120
		Not duly made or withdrawn	0	0	0	0	3	1	0	1	0	0	0	0	1	0	0	0	0	0	0	6
		Not upheld	6	0	0	5	145	8	0	0	1	0	0	1	2	0	4	0	0	0	0	172
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
		Some upheld	4	0	0	9	111	9	0	0	0	0	0	0	5	0	3	0	0	0	0	141
		Total	14	0	0	21	349	23	2	1	1	0	0	4	17	0	8	0	0	0	0	440
	Total Complaints	25	2	1	91	856	115	60	4	7	2	2	22	33	9	57	7	4	94	1,391		
Total Contacts	25	2	1	91	857	115	60	4	7	2	2	22	33	9	58	7	4	95	1,394			

Joint Health and Social Care Cases determined 2017-18

Case Type	Stage	Outcome Group	Health and Social Care Partnerships - Health								Health and Social Care Partnerships - Prison Health Care			Health and Social Care Partnerships - Social Work												Total	Subject Unknown or Out Of Jurisdiction	Grand Total				
			Admission / discharge / transfer procedures	Appointments / Admissions (delay / cancellation / waiting lists)	Clinical treatment / Diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints handling	Other	Policy / administration	Record Keeping	Total	Clinical treatment / Diagnosis	Complaints handling	Total	Access to files and information	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	Calls for general assistance	Care in the community	Child services and family support	Communication / staff attitude / dignity / confidentiality	Complaints handling (incl Social Work complaints procedures)	Continuing care	Home helps / concessions / grants / charges for services	Mental health issues	Other				Policy / administration	Sheltered housing issues/residential homes		
Complaint	Advice	Not duly made or withdrawn	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	1	1	2	
		Premature	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3
		<b>Total</b>	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	5	
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	2	0	2	0	0	1	0	0	1	1	0	0	0	0	0	0	0	3	0	5	
		Out of jurisdiction (discretionary)	0	1	2	0	0	0	1	0	4	1	0	1	0	0	0	2	1	1	0	0	0	0	0	0	0	0	4	0	9	
		Out of jurisdiction (non-discretionary)	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	0	2	1	0	0	0	0	0	2	1	6	0	8		
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	2	0	2	0	2	
		Premature	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	1	1	1	0	0	1	0	1	1	1	8	0	9		
		Proportionality	1	1	2	1	2	0	0	1	8	3	0	3	1	1	1	3	7	6	2	1	3	0	1	1	2	29	0	40		
		Resolved	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	1	0	1		
	<b>Total</b>	1	2	5	2	3	0	1	1	15	6	0	6	1	2	1	5	10	11	6	2	4	1	1	5	4	53	0	74			
	Investigation	Fully upheld	0	0	2	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
		Not upheld	0	0	1	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	3		
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	2		
	<b>Total</b>	0	0	3	0	0	1	0	0	4	1	0	1	0	0	0	2	1	0	0	0	0	0	0	0	0	0	3	0	8		
	<b>Total Complaints</b>		1	2	8	2	3	1	1	19	8	1	9	1	2	1	5	13	12	6	2	4	1	1	5	4	57	2	87			
	<b>Total Contacts</b>		1	2	8	2	3	1	1	19	8	1	9	1	2	1	5	13	12	6	2	4	1	1	5	4	57	2	87			

No enquiries in 2017-18

Housing Association Cases Determined 2017-18

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges	Communication / staff attitude / dignity / confidentiality	Complaints handling	Estate management / open space / environment work	Improvements and renovation	Neighbour disputes and anti-social 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	
Enquiry	Advice & Signposting	Enquiry	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
		Total	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Total Enquiries		0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Complaint	Advice	Not duly made or withdrawn	0	0	9	8	1	2	7	0	9	0	5	22	0	0	0	0	0	12	75	
		Out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
		Premature	0	5	3	12	4	1	9	1	18	0	2	29	2	0	0	0	0	0	7	93
		Total	0	5	12	21	5	3	16	1	27	0	7	53	2	0	0	0	0	2	19	173
	Early Resolution	Not duly made or withdrawn	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	5
		Out of jurisdiction (discretionary)	0	0	1	0	0	1	1	0	0	0	0	2	1	1	1	1	0	0	0	9
		Out of jurisdiction (non-discretionary)	0	2	2	0	1	1	0	0	2	0	6	2	0	0	0	0	0	0	0	16
		Outcome not achievable	1	0	0	1	0	3	0	1	0	0	2	10	1	0	0	0	0	0	0	19
		Premature	0	0	1	1	0	0	1	0	1	0	0	5	0	0	0	0	0	0	0	9
		Proportionality	0	4	1	5	2	6	21	0	7	1	2	26	0	0	0	0	0	0	0	75
		Resolved	0	0	0	1	0	1	1	0	0	0	0	3	0	0	0	0	0	0	0	6
	Total	1	7	6	8	4	13	25	1	10	1	10	48	2	1	1	1	1	0	0	139	
	Investigation	Fully upheld	1	0	0	1	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	6
		Some upheld	0	0	0	1	0	1	2	0	1	0	0	1	0	0	0	0	0	0	0	6
		Not upheld	0	2	0	0	0	1	2	0	1	0	0	3	0	0	0	0	0	0	0	9
		Total	1	2	0	2	0	2	6	0	2	0	0	6	0	0	0	0	0	0	0	21
	Total Complaints		2	14	18	31	9	18	47	2	39	1	17	107	4	1	1	1	2	19	333	
	Total Contacts		2	15	18	31	9	19	47	2	39	1	17	107	4	1	1	1	2	19	335	

Local Authority Cases Determined 2017-18

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	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	4	
		Total	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	4
		Total Enquiries	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	4
Complaint	Advice	Not duly made or withdrawn	3	1	0	17	20	12	0	50	2	8	0	1	0	5	3	12	46	0	3	0	70	253	
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	3
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	1	0	1	2	0	0	1	0	0	0	0	0	0	5
		Premature	1	0	1	21	36	34	0	91	2	21	0	2	3	25	4	22	67	0	1	1	49	381	
		Total	4	1	1	38	56	46	0	142	4	30	0	4	5	30	7	35	115	0	4	1	119	642	
	Early Resolution	Not duly made or withdrawn	0	1	0	8	1	3	0	11	2	1	1	0	0	1	0	3	6	0	0	0	0	0	38
		Out of jurisdiction (discretionary)	2	0	0	15	3	17	0	9	1	8	0	0	1	4	2	7	30	0	0	0	0	0	99
		Out of jurisdiction (non-discretionary)	2	1	0	13	4	10	2	21	2	8	0	2	5	19	3	11	9	0	1	0	0	0	113
		Outcome not achievable	0	0	0	9	3	10	0	15	2	8	0	0	0	14	1	18	5	0	0	0	0	0	85
		Premature	0	0	0	5	9	5	0	4	1	4	0	0	0	5	0	3	17	0	0	0	0	0	53
		Proportionality	3	1	0	36	27	22	2	81	2	5	3	0	0	52	10	20	45	1	2	2	2	0	314
		Resolved	0	0	0	5	3	2	0	9	1	2	0	0	0	0	0	4	3	0	0	0	0	0	29
		Total	7	3	0	91	50	69	4	150	11	36	4	2	6	95	16	66	115	1	3	2	0	731	
	Investigation	Fully upheld	1	0	0	7	11	1	0	10	0	2	0	0	0	0	7	1	0	7	0	0	0	0	47
		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	1
		Not upheld	3	0	0	9	1	2	0	29	3	0	1	0	0	14	1	0	6	0	0	0	0	0	69
		Resolved	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	3
		Some upheld	3	0	0	7	4	3	0	12	0	2	0	0	0	10	1	1	6	0	0	0	0	0	49
	Total	7	0	0	23	16	6	0	52	3	4	1	0	0	31	3	3	20	0	0	0	0	0	169	
	Total Complaints			18	4	1	152	122	121	4	344	18	70	5	6	11	156	26	104	250	1	7	3	119	1,542
Total Contacts			18	4	1	152	123	121	4	345	18	70	5	6	11	156	26	104	251	1	7	3	120	1,546	

Scottish Government & Devolved Administration Cases Determined 2017-18

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	Subject unknown or Out of Jurisdiction	Total	Agriculture, environment, fishing & rural affairs	Care & health	Courts administration	Education	Financial matters	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	Courts administration	Education	Enterprise bodies	Financial matters	Governance	Other		Subject Unknown or Out Of Jurisdiction	Total				
Complaint	Advice	Not duly made or withdrawn	1	0	1	0	0	0	0	4	4	0	1	68	0	0	10	95	0	0	1	4	0	1	0	0	0	0	0	0	0	0	3	9	105
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3	3	
		Premature	0	1	1	1	0	4	2	2	0	0	0	54	0	0	4	78	2	0	1	1	0	1	0	0	0	0	0	0	0	1	6	85	
		Total	1	1	2	1	0	19	0	8	6	2	1	124	0	0	14	175	2	1	2	5	0	2	0	0	0	0	0	4	16	193			
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	1	0	0	0	9	1	0	0	11	0	1	1	0	0	0	0	0	0	1	0	3	14	14				
		Out of jurisdiction (discretionary)	0	0	0	0	0	1	0	4	0	0	0	5	0	0	10	1	0	2	0	1	1	1	2	0	0	1	9	19					
		Out of jurisdiction (non-discretionary)	0	0	0	1	1	9	1	3	24	0	0	35	2	1	0	77	0	1	5	4	0	3	0	0	0	0	0	13	90				
		Outcome not achievable	0	0	0	2	1	2	0	0	0	0	0	30	1	0	0	36	0	0	2	3	0	4	0	5	0	0	0	14	50				
		Premature	0	0	0	0	0	1	1	1	0	0	1	9	0	0	13	0	0	0	1	0	0	1	0	0	0	0	2	15					
		Proportionality	0	0	0	2	0	5	0	3	3	2	3	49	1	2	0	70	4	1	4	2	0	0	0	2	1	0	0	14	84				
		Resolved	0	0	0	0	0	0	0	0	1	0	0	12	0	0	13	0	1	0	0	0	1	0	0	0	0	0	2	15					
	Total	0	0	0	5	2	18	2	12	28	2	4	149	5	3	0	230	5	4	14	10	1	9	2	9	1	1	1	57	287					
	Investigation	Fully upheld	0	0	0	1	0	2	0	2	2	0	0	3	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	4	10				
		Some upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	0	1	0	1	0	0	0	4	5					
		Not upheld	0	0	0	1	0	0	0	0	0	0	8	1	1	1	11	1	0	0	0	2	0	0	0	0	0	0	3	14					
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	10	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	10						
		Total	0	0	0	2	0	2	0	2	2	0	0	22	1	1	0	32	3	0	0	0	3	0	1	0	0	0	7	39					
	Total Complaints	1	1	2	8	2	39	2	22	36	4	5	295	6	4	14	437	10	5	16	15	1	14	2	10	1	1	5	80	519					
	Total Contacts	1	1	2	8	2	39	2	22	36	4	5	295	6	4	14	437	10	5	16	15	1	14	2	10	1	1	5	80	519					

No enquiries in 2017-18

**Prison Cases Determined 2017-18**

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	Supervision Levels	Work, Education, Earnings and Recreation	Subject Unknown or Out Of Jurisdiction	Total	
Complaint	Advice	Not duly made or withdrawn	2	4	3	5	14	1	2	2	1	3	31	68	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	2	2	
		Premature	7	6	5	10	1	6	5	3	1	2	8	54	
		<b>Total</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>15</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>41</b>	<b>124</b>	
	Early Resolution	Not duly made or withdrawn	0	1	1	2	1	2	1	1	1	0	0	0	9
		Out of jurisdiction (discretionary)	0	1	0	0	1	0	1	1	1	0	1	0	5
		Out of jurisdiction (non-discretionary)	1	3	8	0	8	2	3	6	2	2	2	0	35
		Outcome not achievable	0	3	2	1	5	3	5	8	0	0	3	0	30
		Premature	0	0	2	2	0	3	2	0	0	0	0	0	9
		Proportionality	5	2	4	8	2	6	8	9	1	4	0	0	49
		Resolved	4	0	1	0	1	0	2	4	0	0	0	0	12
	<b>Total</b>	<b>10</b>	<b>10</b>	<b>18</b>	<b>13</b>	<b>18</b>	<b>16</b>	<b>22</b>	<b>29</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>149</b>	
	Investigation	Fully upheld	0	0	0	0	0	0	0	1	2	0	0	0	3
		Some upheld	0	0	0	0	0	0	0	0	1	0	0	0	1
		Not upheld	0	1	0	1	0	0	0	1	4	0	1	0	8
		Not duly made or withdrawn	0	3	0	4	1	1	0	1	1	0	0	0	10
		<b>Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>22</b>
	<b>Total Complaints</b>	<b>19</b>	<b>24</b>	<b>26</b>	<b>33</b>	<b>34</b>	<b>24</b>	<b>31</b>	<b>42</b>	<b>5</b>	<b>16</b>	<b>41</b>	<b>295</b>		
	<b>Total Contacts</b>	<b>19</b>	<b>24</b>	<b>26</b>	<b>33</b>	<b>34</b>	<b>24</b>	<b>31</b>	<b>42</b>	<b>5</b>	<b>16</b>	<b>41</b>	<b>295</b>		

No enquiries in 2017-18



## Water Cases Determined 2017-18

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	11	0	0	1	1	2	3	5	23	
		Premature	24	2	1	0	0	2	4	4	37	
		<b>Total</b>	<b>35</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>60</b>	
	Early Resolution	Not duly made or withdrawn	2	1	0	0	0	0	0	0	0	3
		Out of jurisdiction (discretionary)	2	0	0	0	0	0	0	1	0	3
		Out of jurisdiction (non-discretionary)	2	0	0	0	0	0	0	1	0	3
		Outcome not achievable	2	0	0	0	0	0	0	1	0	3
		Premature	5	0	0	0	0	0	0	0	0	5
		Proportionality	9	0	0	0	0	0	0	2	0	11
		Resolved	4	0	0	0	0	0	0	1	0	5
		<b>Total</b>	<b>26</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>33</b>
	Investigation	Fully upheld	2	0	0	0	0	0	0	0	0	2
		Some upheld	4	0	0	0	0	0	1	1	0	6
		Not upheld	3	0	0	0	0	0	0	0	0	3
		Resolved	4	0	0	0	0	0	0	0	0	4
		<b>Total</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>15</b>
	<b>Total Complaints</b>		<b>74</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>108</b>
<b>Total Contacts</b>			<b>74</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>108</b>	

No enquiries in 2017-18

**Other Cases Determined 2017-18**

Case Type	Stage	Outcome Group	General Enquiry	Health	Subject Unknown or Out Of Jurisdiction		Total
			From Member of the Public	Clinical treatment / diagnosis	Out of Jurisdiction	Subject Unknown	
Enquiry	Advice & Signposting	Enquiry	1	0	0	0	1
		Out of Jurisdiction Enquiry	0	0	534	0	534
		Premature Enquiry	0	0	0	360	360
	Total Enquiries		1	0	534	360	895
Complaint	Advice	Not duly made or withdrawn	0	0	0	36	36
		Out of jurisdiction (non-discretionary)	0	0	11	5	16
		Premature	0	0	0	5	5
		Total	0	0	11	46	57
	Early Resolution	Out of jurisdiction (non-discretionary)	0	1	1	0	2
		Total	0	1	1	0	2
	Total Complaints		0	1	12	46	59
Total Contacts			1	1	546	406	954

## Housing Cases Determined 2017-18

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Enquiry	Advice & Signposting	Enquiry	2	1	3
	Total Enquiries		2	1	3
Complaint	Advice	Not duly made or withdrawn	75	50	125
		Out of jurisdiction (discretionary)	2	1	3
		Out of jurisdiction (non-discretionary)	2	0	2
		Outcome not achievable	1	0	1
		Premature	93	91	184
		Total	173	142	315
	Early Resolution	Not duly made or withdrawn	5	11	16
		Out of jurisdiction (discretionary)	9	9	18
		Out of jurisdiction (non-discretionary)	16	21	37
		Outcome not achievable	19	15	34
		Premature	9	4	13
		Proportionality	75	81	156
		Resolved	6	9	15
		Total	139	150	289
	Investigation	Fully upheld	6	10	16
		Some upheld	6	12	18
		Not upheld	9	29	38
		Resolved	0	1	1
		Total	21	52	73
	Total Complaints			333	344
Total Contacts			335	345	680