

## Cases Determined by Sector in 2018-19

Authority Sector	Enquiry	Complaint	Total
Colleges	0	33	33
Health	5	1,331	1,336
Housing Associations	1	326	327
Joint Health & Social Care	1	186	187
Local Authority	7	1,271	1,278
SG&DA	1	474	475
Universities	0	142	142
Water	0	142	142
Other incl OJ and Prem enqs	1,692	50	1,742
<b>Total</b>	<b>1,707</b>	<b>3,955</b>	<b>5,662</b>

Scottish College Cases Determined 2018-19

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessment / Exams / Certification	Finance (course fees and refunds)	Health and Safety	Learning and Teaching	Not otherwise covered	Policy / administration	Progression / Articulation / Withdrawal	Providing Learning Support and Guidance (by curriculum staff)	Quality (including complaint handling)	Special needs - assessment and provision	Staff Conduct	Student Conduct	Out Of Jurisdiction	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	1	0	0	0	0	0	0	0	1	1	0	0	0	0	3	6	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
		Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
		<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</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>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>8</b>
	Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
		Out of jurisdiction (discretionary)	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2
		Out of jurisdiction (non-discretionary)	0	0	0	0	1	1	1	0	0	0	0	0	1	0	0	0	3
		Outcome not achievable	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2
		Premature	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
		Proportionality	0	2	0	1	1	1	1	0	1	1	0	0	2	2	0	0	11
		Resolved	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	2
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>24</b>	
	Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
	<b>Total Complaints</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>33</b>
<b>Total Contacts</b>			<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>33</b>	

No enquiries in 2018-19

Scottish University Cases Determined 2018-19

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Admissions	Communication / staff attitude / dignity / confidentiality	Complaints handling	Facilities	Grants / allowances / bursaries	Other	Personnel matters	Plagiarism and intellectual property	Policy / administration	Special needs - assessment and provision	Student discipline	Teaching and supervision	Subject Unknown	Total	
Complaint	Advice	Not duly made or withdrawn	1	0	3	1	0	0	1	0	0	3	0	0	2	4	15	
		Premature	6	1	0	3	0	1	0	0	0	2	0	0	0	3	16	
		Total	7	1	3	4	0	1	1	0	0	5	0	0	2	7	31	
	Early Resolution	Not duly made or withdrawn	1	0	2	1	0	0	0	0	0	0	1	0	0	1	0	6
		Out of jurisdiction (discretionary)	3	0	2	1	1	0	0	0	0	0	0	0	0	0	0	7
		Out of jurisdiction (non-discretionary)	13	0	0	0	0	0	0	0	2	2	3	0	0	1	0	21
		Outcome not achievable	6	0	1	0	0	0	0	0	0	2	5	1	1	0	0	16
		Premature	2	0	0	0	0	0	0	0	0	0	1	1	0	3	0	7
		Proportionality	9	3	3	4	0	0	0	3	0	0	5	2	1	2	0	32
		Resolved	2	0	1	0	0	0	0	0	0	0	1	0	0	0	0	4
	Total	36	3	9	6	1	0	3	2	4	16	4	4	2	7	0	93	
	Investigation	Fully upheld	2	0	0	2	0	0	0	0	0	0	1	0	0	1	0	6
		Not upheld	3	0	1	2	0	0	0	0	0	0	2	2	1	1	0	12
		Total	5	0	1	4	0	0	0	0	0	0	3	2	1	2	0	18
	Total Complaints			48	4	13	14	1	1	4	2	4	24	6	3	11	7	142
	Total Contacts			48	4	13	14	1	1	4	2	4	24	6	3	11	7	142

No enquiries in 2018-19

**Health Cases Determined 2018-19**

*note - includes prison health*

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	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	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	5	
		Total	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	5	
		Total Enquiries	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2	5	
Complaint	Advice	Not duly made or withdrawn	1	0	0	6	148	10	4	0	2	0	0	6	1	4	3	3	0	72	260	
		Premature	0	0	0	12	114	15	11	0	0	0	0	5	0	0	4	2	0	11	174	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		Total	1	0	0	18	262	25	15	0	2	0	0	11	1	4	7	6	0	83	435	
	Early Resolution	Not duly made or withdrawn	0	0	0	4	37	8	0	0	0	0	0	0	2	1	1	1	1	0	0	54
		Out of jurisdiction (discretionary)	2	1	0	0	29	4	2	0	0	0	0	2	1	0	2	1	1	1	0	45
		Out of jurisdiction (non-discretionary)	1	0	0	1	10	0	2	0	0	0	0	2	0	0	5	1	0	0	0	22
		Outcome not achievable	0	1	0	5	12	2	2	0	0	0	0	1	3	1	0	5	3	0	0	35
		Premature	2	0	0	2	32	3	8	0	2	0	1	1	2	0	1	1	1	0	0	55
		Proportionality	2	0	2	29	72	55	10	0	3	1	1	3	13	1	17	5	0	0	0	214
		Resolved	0	0	0	2	7	4	3	0	0	0	0	0	0	0	1	0	0	0	0	17
	Total	7	2	2	43	199	76	27	0	5	1	3	11	19	2	32	12	1	0	0	442	
	Investigation	Fully upheld	5	1	0	7	128	4	1	0	3	0	1	2	7	0	3	0	0	0	0	162
		Some upheld	5	0	1	1	80	2	0	1	2	0	0	0	4	0	2	0	0	0	0	98
		Not upheld	5	1	0	5	158	2	3	0	1	0	0	0	2	0	5	0	0	0	0	182
		Not duly made or withdrawn	0	0	0	0	8	0	0	0	1	0	0	1	0	0	1	0	0	0	0	11
		Resolved	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	16	2	1	13	374	8	4	1	7	0	1	3	13	0	11	0	0	0	0	454	
		Total Complaints		24	4	3	74	835	109	46	1	14	1	4	25	33	6	50	18	1	83	1,331
	Total Contacts			24	4	3	74	838	109	46	1	14	1	4	25	33	6	50	18	1	85	1,336



Housing Association Cases Determined 2018-19

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges	Communication / staff attitude / dignity / confidentiality	Complaints handling	Estate management / open spaces / environment work	Improvements and renovation	Neighbour disputes and anti-social behaviour	Other	Policy / administration	Pre-contractual or commercial matters	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	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
		Total	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Total Enquiries			0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Complaint	Advice	Not duly made or withdrawn	0	1	2	2	0	1	11	1	13	0	5	31	0	0	0	0	0	14	81	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	2	
		Premature	1	2	2	2	0	1	17	0	6	0	3	26	0	0	0	0	0	3	63	
		Total	1	3	4	4	0	2	28	1	19	1	8	57	0	0	0	0	1	17	146	
	Early Resolution	Not duly made or withdrawn	0	0	0	1	0	1	0	0	1	0	1	2	0	0	0	0	1	0	7	
		Out of jurisdiction (discretionary)	0	2	1	1	0	1	1	0	4	0	0	4	0	0	0	0	0	0	14	
		Out of jurisdiction (non-discretionary)	0	0	0	1	1	0	0	0	1	0	1	3	1	0	0	0	0	0	8	
		Outcome not achievable	0	2	0	0	0	2	1	0	3	0	0	7	0	0	0	0	0	0	15	
		Premature	0	0	0	0	1	0	1	0	0	0	1	3	0	1	1	0	0	0	8	
		Proportionality	1	8	8	0	5	6	8	1	10	1	0	44	1	0	2	1	0	0	96	
		Resolved	0	1	0	0	0	0	1	0	0	0	0	10	0	0	0	0	1	0	13	
	Total	1	13	9	3	7	10	12	1	19	1	3	73	2	1	3	1	2	0	161		
	Investigation	Fully upheld	0	0	0	0	0	0	2	0	0	0	0	4	0	0	0	0	0	0	6	
		Some upheld	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	3	
		Not upheld	0	1	0	0	0	0	2	0	1	0	0	5	0	0	0	0	0	0	9	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
		Total	0	1	0	0	0	0	4	0	1	0	1	11	0	0	1	0	0	0	19	
	Total Complaints			2	17	13	7	7	12	44	2	39	2	12	141	2	1	4	1	3	17	326
	Total Contacts			2	17	13	7	7	12	44	2	39	2	12	142	2	1	4	1	3	17	327

Local Authority Cases Determined 2018-19

Case Type	Stage	Outcome Group	Building Control	Economic Development	Education	Environmental Health & Cleansing	Finance	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	1	0	0	0	0	2	0	0	0	1	0	1	2	0	0	0	0	7	
		Total	0	0	1	0	0	0	0	0	2	0	0	0	1	0	1	2	0	0	0	0	7
	Total Enquiries	0	0	1	0	0	0	0	0	2	0	0	0	1	0	1	2	0	0	0	0	7	
Complaint	Advice	Not duly made or withdrawn	3	1	22	10	20	49	1	6	0	3	0	7	2	10	40	0	0	0	81	255	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
		Premature	5	0	13	19	20	67	1	11	0	0	0	11	1	23	44	0	1	1	27	244	
		Total	8	1	35	29	40	116	2	17	0	3	1	18	3	33	84	0	1	1	109	501	
	Early Resolution	Not duly made or withdrawn	0	0	10	2	4	8	0	3	1	0	0	3	2	4	8	0	0	0	0	45	
		Out of jurisdiction (discretionary)	1	1	7	2	12	3	2	8	0	2	0	11	0	12	7	0	1	0	1	70	
		Out of jurisdiction (non-discretionary)	0	0	7	4	3	3	1	8	0	1	6	8	2	2	2	0	0	0	0	47	
		Outcome not achievable	1	1	9	4	5	12	1	6	0	0	0	14	3	13	2	0	0	0	0	71	
		Premature	1	1	7	11	5	10	0	3	0	0	0	1	1	4	10	0	1	0	0	55	
		Proportionality	4	1	44	36	21	78	4	14	1	0	1	50	11	35	55	3	0	0	0	358	
		Resolved	0	0	2	7	4	6	0	4	0	0	0	0	0	0	3	0	0	0	0	26	
		Total	7	4	86	66	54	120	8	46	2	3	7	87	19	70	87	3	2	0	1	672	
	Investigation	Fully upheld	1	0	8	3	0	6	1	1	0	0	0	4	0	2	8	0	0	0	0	34	
		Some upheld	1	0	2	2	0	2	0	0	0	0	0	5	0	1	10	0	0	0	0	23	
		Not upheld	2	0	7	2	0	9	1	2	0	0	0	8	0	1	8	0	0	0	0	40	
		Resolved	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	4	0	17	7	0	18	2	3	0	0	0	17	0	4	26	0	0	0	0	98	
	Total Complaints	19	5	138	102	94	254	12	66	2	6	8	122	22	107	197	3	3	1	110	1,271		
	Total Contacts	19	5	139	102	94	254	12	68	2	6	8	123	22	108	199	3	3	1	110	1,278		





Prison Cases Determined 2018-19

Case Type	Stage	Outcome Group	Admission / transfers / discharge	Communication and records	Discipline	Health / Welfare / Religion	Leave from Prison (Including Home Detention Leave)	Other	Physical and personal environment	Privileges and prisoners property	Security / control / progression	Supervision levels	Work / education / earnings / recreation	Subject unknown or Out of Jurisdiction	Total	
Complaint	Advice	Not duly made or withdrawn	4	5	1	6	8	2	2	2	3	1	2	39	75	
		Out of jurisdiction (discretionary)	0	1	0	0	0	0	0	0	0	0	0	0	0	1
		Premature	4	6	4	13	3	1	4	4	4	0	0	2	6	51
		<b>Total</b>	<b>8</b>	<b>12</b>	<b>5</b>	<b>19</b>	<b>11</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>45</b>	<b>127</b>	
	Early Resolution	Not duly made or withdrawn	0	3	1	2	0	0	0	0	1	1	0	0	0	8
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	2	0	0	0	2
		Out of jurisdiction (non-discretionary)	0	1	5	2	2	0	0	0	0	1	0	1	0	12
		Outcome not achievable	6	5	2	1	26	0	4	5	1	0	0	2	0	52
		Premature	0	4	1	1	1	0	2	2	1	0	0	0	0	12
		Proportionality	1	6	5	4	4	0	10	18	7	1	4	0	0	60
		Resolved	1	1	0	1	1	0	0	1	2	0	0	0	0	7
		<b>Total</b>	<b>8</b>	<b>20</b>	<b>14</b>	<b>11</b>	<b>34</b>	<b>0</b>	<b>16</b>	<b>27</b>	<b>15</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>153</b>
	Investigation	Fully upheld	0	1	0	2	1	0	1	3	1	0	0	0	0	9
		Some upheld	1	0	0	3	1	0	1	0	1	0	0	0	0	7
		Not upheld	0	2	0	1	0	0	0	1	0	1	1	0	0	6
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	1	0	1
		Resolved	0	0	1	0	0	0	0	0	0	0	0	0	0	1
		<b>Total</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>24</b>
	<b>Total Complaints</b>			<b>17</b>	<b>35</b>	<b>20</b>	<b>36</b>	<b>47</b>	<b>3</b>	<b>25</b>	<b>36</b>	<b>25</b>	<b>3</b>	<b>12</b>	<b>45</b>	<b>304</b>
	<b>Total Contacts</b>			<b>17</b>	<b>35</b>	<b>20</b>	<b>36</b>	<b>47</b>	<b>3</b>	<b>25</b>	<b>36</b>	<b>25</b>	<b>3</b>	<b>12</b>	<b>45</b>	<b>304</b>

No enquiries in 2018-19

## Water Cases Determined 2018-19

Case Type	Stage	Outcome Group	Billing and charging	Customer service	New Connections	Other	Waste Water	Water Supply	Subject unknown or Out of Jurisdiction	Total	
Complaint	Advice	Not duly made or withdrawn	16	0	0	1	0	3	12	32	
		Premature	28	3	0	0	3	5	10	49	
		<b>Total</b>	<b>44</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>22</b>	<b>81</b>	
	Early Resolution	Not duly made or withdrawn	3	0	0	0	0	0	0	0	3
		Out of jurisdiction (discretionary)	1	1	0	0	0	0	0	0	2
		Out of jurisdiction (non-discretionary)	3	0	0	0	0	0	0	0	3
		Outcome not achievable	2	0	0	0	0	2	1	0	5
		Premature	2	0	1	0	0	0	0	0	3
		Proportionality	14	1	0	0	1	6	0	0	22
		Resolved	9	0	0	0	0	2	0	0	11
		<b>Total</b>	<b>34</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>49</b>
	Investigation	Fully upheld	4	0	0	0	0	0	0	0	4
		Some upheld	1	0	1	0	0	0	0	0	2
		Not upheld	2	1	0	0	2	0	0	0	5
		Resolved	1	0	0	0	0	0	0	0	1
		<b>Total</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>
	<b>Total Complaints</b>		<b>86</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>17</b>	<b>22</b>	<b>142</b>	
<b>Total Contacts</b>			<b>86</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>17</b>	<b>22</b>	<b>142</b>	

No enquiries in 2018-19

**Other Cases Determined 2018-19**

Case Type	Stage	Outcome Group	General Enquiry	Subject Unknown or Out of Jurisdiction		Total
			From Member of the Public	Out of Jurisdiction	Subject Unknown	
Enquiry	Advice & Signposting	Enquiry	1	0	2	3
		Out of Jurisdiction Enquiry	0	813	0	813
		Premature Enquiry	0	0	876	876
	Total Enquiries		1	813	878	1,692
Complaint	Advice	Not duly made or withdrawn	0	0	18	18
		Out of jurisdiction (non-discretionary)	0	20	7	27
		Premature	0	0	3	3
		Total	0	20	28	48
	Early Resolution	Out of jurisdiction (non-discretionary)	0	2	0	2
		Total	0	2	0	2
Total Complaints		0	22	28	50	
Total Contacts			1	835	906	1,742

## Housing Cases Determined 2018-19

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Enquiry	Advice & Signposting	Enquiry	1	0	1
	Total Enquiries		1	0	1
Complaint	Advice	Not duly made or withdrawn	81	49	130
		Out of jurisdiction (non-discretionary)	2	0	2
		Premature	63	67	130
		Total	146	116	262
	Early Resolution	Not duly made or withdrawn	7	8	15
		Out of jurisdiction (discretionary)	14	3	17
		Out of jurisdiction (non-discretionary)	8	3	11
		Outcome not achievable	15	12	27
		Premature	8	10	18
		Proportionality	96	78	174
		Resolved	13	6	19
		Total	161	120	281
	Investigation	Fully upheld	6	6	12
		Some upheld	3	2	5
		Not upheld	9	9	18
		Resolved	1	1	2
		Total	19	18	37
Total Complaints		326	254	580	
Total Contacts			327	254	581