

## **Complaints and Enquiries Determined by Authority 2020-21**

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## 1. Cases Determined by Sector

<b>Authority Sector</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Colleges	24	0	24
Health	1063	2	1065
Housing Associations	243	1	244
Joint Health and Social Care	162	0	162
Local Authority	953	4	957
Other incl OJ and Prem enqs	33	666	699
Prisons	223	0	223
Scottish Government & Devolved Administration	154	3	157
Universities	208	0	208
Water	113	0	113
<b>Total</b>	<b>3176</b>	<b>679</b>	<b>3852</b>

## 2. Scottish College Cases Determined

Stage	Outcome Group	Ayrshire College	City Of Glasgow College	Edinburgh College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Perth College UHI	South Lanarkshire College	West College Scotland	Total
Advice	Premature	0	1	0	1	1	1	0	1	0	5
	Total	0	1	0	1	1	1	0	1	0	5
Early Resolution	Discretion – alternative route used or available	0	0	0	0	0	0	0	0	1	1
	Discretion – Insufficient benefit would be achieved by investigation	1	1	0	0	2	1	0	0	0	5
	Discretion - Good complaint handling	1	0	1	1	2	1	1	0	1	8
	Subject matter not in jurisdiction	0	1	0	0	2	0	0	0	0	3
	Total	2	2	1	1	6	2	1	0	2	17
Investigation	Fully upheld	0	0	1	0	0	0	0	0	0	1
	Some upheld	0	0	1	0	0	0	0	0	0	1
	Total	0	0	2	0	0	0	0	0	0	2
<b>Total Complaints</b>		<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>24</b>

3. Health Cases Determined

Stage	Outcome Group	Dentists & Dental Practices	GP & GP Practices	Health Board														Other Health Authority	Pharmacists & Pharmacy Services	Special Health Board					Total			
		Dentists & Dental Practices	GP & GP Practices	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	Healthcare Improvement Scotland	Pharmacists & Pharmacy Services	Golden Jubilee National Hospital	NHS 24	NHS National Services Scotland	Scottish Ambulance Service		The State Hospital Board for Scotland		
Advice	Organisation not in jurisdiction	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	
	Premature	10	53	9	14	0	2	3	3	15	14	5	5	10	0	0	10	0	1	1	0	1	2	1	0	159		
	Subject matter not in jurisdiction	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	
	Unable to proceed	1	42	2	3	1	2	9	6	8	19	8	8	20	0	0	6	1	0	0	0	3	5	0	0	144		
	<b>Total</b>	<b>11</b>	<b>95</b>	<b>11</b>	<b>17</b>	<b>1</b>	<b>4</b>	<b>12</b>	<b>9</b>	<b>23</b>	<b>34</b>	<b>15</b>	<b>13</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>306</b>		
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
	Discretion – alternative route used or available	1	4	0	0	0	0	0	0	0	1	0	0	3	0	1	1	0	0	0	0	0	0	0	0	0	11	
	Discretion – Insufficient benefit would be achieved by investigation	2	5	0	2	0	2	2	3	2	5	7	7	12	0	0	6	0	1	0	0	0	0	3	0	0	59	
	Discretion – alternative action proposed	0	0	0	0	0	0	0	0	2	1	4	1	4	0	0	0	0	0	0	0	0	0	1	0	0	9	
	Discretion - Good complaint handling	6	54	0	8	6	12	14	10	16	33	27	18	19	0	1	15	0	0	1	0	4	2	7	0	0	253	
	Discretion – referred back	0	5	0	2	2	0	1	4	4	6	2	3	7	0	0	2	0	0	0	0	0	0	0	0	0	38	
	Premature	0	1	0	0	0	0	2	0	1	0	1	2	1	0	0	0	0	0	0	0	0	0	1	0	0	9	
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	
	Subject matter not in jurisdiction	3	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	8	
	Time limit (s 10)	0	5	0	1	1	0	0	0	2	7	1	5	4	0	0	0	0	0	0	0	0	0	0	0	0	0	26
	Unable to proceed	2	6	0	2	0	3	2	2	2	7	2	4	5	0	0	3	0	0	1	0	1	0	1	0	0	42	
		<b>Total</b>	<b>14</b>	<b>80</b>	<b>0</b>	<b>16</b>	<b>9</b>	<b>19</b>	<b>21</b>	<b>19</b>	<b>27</b>	<b>63</b>	<b>42</b>	<b>40</b>	<b>55</b>	<b>0</b>	<b>2</b>	<b>28</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>460</b>	
Investigation	Fully upheld	0	8	0	4	3	3	8	8	6	20	8	7	7	1	1	7	2	0	0	0	0	1	0	0	0	94	
	Not duly made or withdrawn	1	0	0	0	1	1	1	0	0	1	3	2	1	0	0	1	0	0	0	0	0	0	0	0	0	12	
	Not upheld	1	20	0	5	3	6	5	5	6	17	11	8	13	1	0	7	1	0	0	2	0	0	3	0	0	114	
	Resolved	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
	Some upheld	0	3	0	4	2	3	8	7	6	12	3	10	6	0	0	7	0	0	0	1	0	0	2	0	0	74	
	<b>Total</b>	<b>2</b>	<b>31</b>	<b>0</b>	<b>13</b>	<b>9</b>	<b>13</b>	<b>22</b>	<b>20</b>	<b>18</b>	<b>52</b>	<b>26</b>	<b>27</b>	<b>2</b>	<b>1</b>	<b>22</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>237</b>		
<b>Total Complaints</b>		<b>27</b>	<b>206</b>	<b>11</b>	<b>46</b>	<b>19</b>	<b>36</b>	<b>55</b>	<b>48</b>	<b>68</b>	<b>149</b>	<b>83</b>	<b>80</b>	<b>112</b>	<b>2</b>	<b>3</b>	<b>66</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>7</b>	<b>26</b>	<b>2</b>	<b>1063</b>		

4. Housing Association Cases Determined

Stage	Outcome Group	A Housing Association Unknown	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	ANCHD Limited	Ardengin Housing Association Ltd	Argyll Community Housing Association	Ayrshire Housing	Berwickshire Housing Association Ltd	Black Housing & Care	Blackwood Homes and Care	Bridgewater Housing Association Ltd	Cairn Housing Association Ltd	Caithness Housing Association	Caslinhill Housing Association Ltd	Carnach Housing Association Ltd	Charing Cross Housing	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydesdale Housing Association	Craigdale Housing Association Ltd	Cube Housing Association Ltd	Cumhingshame Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	East Lothian Housing Association Ltd	Eden Housing Association Ltd	Elderspark Housing Association Ltd	Fife Housing Group	Fyne Homes	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	Harrow (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hilcrest Housing Association	Hjotland Housing Association Ltd	Home Scotland	Horizon Housing Association Ltd													
Advice	Premature	4	2	2	0	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	0	2	0	1	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	2										
	Right of appeal to court/b tribunal/Scotland (Part 7 (8))	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	0	0							
	Subject matter not in jurisdiction/Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
Early Resolution	Total	5	2	2	0	0	0	0	1	0	1	1	0	0	0	1	0	1	0	0	1	0	0	0	0	2	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2					
	Discretion - alternative route used or possible	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	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			
	Discretion - insufficient benefit would be achieved by investigation	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	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		
	Discretion - alternative action proposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Discretion - Good complaint handling	0	0	0	0	0	2	0	3	0	2	0	1	0	2	4	3	0	0	1	0	1	0	1	1	0	0	1	0	0	4	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Discretion - referred back	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Discretion not in jurisdiction	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	0	0	0	0	0	0	0	0	
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Right of appeal to court/b tribunal/Scotland (Part 7 (8))	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Time limit (s.10)	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	0	0	0	0	0	0	0	0	0	0	0	0	0	
Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	2	0	3	0	3	0	2	0	2	3	5	3	0	1	2	0	1	1	1	1	1	2	0	1	1	2	0	4	2	3	2	1	2	0	3	1	2	0	3	1	1	1	3	0	0	0	0					
Investigation	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	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Complaints</b>		<b>9</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>						

Key Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstone Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milbank Housing Association Ltd	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	Orkney Housing Association Ltd	Osprey Housing	Paragon Housing Association Ltd	Patrick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Queens Cross Housing Association Ltd	River Clyde Homes	Sacrosanct (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association	Thames Housing	Thistle Housing Association Ltd	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Waste Housing Management	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	West Whiteburn Housing Co-operative Ltd	Whesley Housing Group Ltd	Williamsburgh Housing Association Ltd	Yorkhill Housing Association Ltd	Total	
0	0	0	0	0	2	1	1	0	0	1	0	0	1	1	0	0	0	0	0	0	1	0	0	1	3	0	1	0	1	0	0	0	0	0	1	0	0	0	0	2	0	0	45
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	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	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	3	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	2	0	1	1	3	0	0	0	0	0	0	2	1	0	1	0	1	0	0	2	0	52	
0	0	0	0	0	5	1	1	0	1	0	1	1	1	0	1	0	0	0	0	2	1	1	1	2	4	3	0	1	0	1	1	2	2	1	1	1	0	0	2	2	0	59	
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
0	0	0	0	0	1	0	0	0	2	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	1	0	0	0	0	16	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	2	0	0	10
1	3	1	1	0	3	0	0	1	2	1	1	1	0	0	2	0	0	0	0	3	2	0	1	3	4	3	0	0	1	0	0	3	2	0	2	0	2	1	5	1	0	88	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	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	1	1
0	0	0	0	0	0	1	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	0	0	0	0	0	0	1	0	0	5	
0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	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	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	0	0	1	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	9	
1	3	1	1	2	5	1	0	1	4	1	1	1	0	0	3	1	1	2	1	3	3	0	3	4	5	6	1	0	2	0	3	2	0	2	0	2	0	5	1	10	1	180	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	2	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	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	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4	
1	3	1	1	2	10	2	1	2	4	2	1	2	1	1	3	2	1	3	1	5	4	1	4	7	9	9	1	1	2	1	1	5	4	1	3	1	5	1	13	3	1	243	

5. Joint Health & Social Care Cases Determined

Stage	Outcome Group	Aberdeen City Health and Social Care Partnership	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership	Argyll and Bute Health and Social Care Partnership	Dumfries and Galloway Health and Social Care Partnership	Dundee Health and Social Care Partnership	East Ayrshire Health and Social Care Partnership	East Dunbartonshire Health and Social Care Partnership	East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership	Edinburgh Health and Social Care Partnership	Falkirk Health and Social Care Partnership	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Inverclyde Health and Social Care Partnership	Midlothian Health and Social Care Partnership	Moray Health and Social Care Partnership	North Ayrshire Health and Social Care Partnership	North Lanarkshire Health and Social Care Partnership	Orkney Health and Social Care Partnership	Perth and Kinross Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	Total	
Advice	Premature	9	0	0	0	0	0	0	0	0	1	0	0	0	3	0	0	0	1	0	0	0	0	1	1	16	
	Unable to proceed	0	1	0	1	1	1	1	1	1	1	0	0	1	6	0	0	0	3	1	1	0	0	0	1	1	21
	<b>Total</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>37</b>	
Early Resolution	Discretion – alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	2	
	Discretion – insufficient benefit would be achieved by investigation	0	1	0	1	0	0	1	0	0	0	0	1	0	5	0	0	0	1	0	0	0	0	2	1	13	
	Discretion – alternative action proposed	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Discretion – Good complaint handling	0	2	0	3	2	0	0	4	1	5	8	2	4	20	1	1	2	1	0	0	0	3	3	3	65	
	Discretion – referred back	0	0	0	0	0	0	1	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	5	
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Time limit (s.10)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Unable to proceed	0	0	0	0	0	0	0	0	1	0	1	0	0	4	0	0	0	2	0	0	0	0	1	1	10	
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>33</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>100</b>	
	Investigation	Fully upheld	0	0	1	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	1	1	0	6
Not upheld		0	0	0	0	0	0	0	1	0	1	2	0	1	6	1	0	1	0	0	0	1	0	0	0	14	
Resolved		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	
Some upheld		1	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	4	
<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>25</b>	
<b>Total Complaints</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>10</b>	<b>11</b>	<b>3</b>	<b>9</b>	<b>51</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>6</b>	<b>162</b>		





Administration Cases Determined

Stage	Outcome Group	Crown Office and Procurator Fiscal Service	Disclosure 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 Forestry	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Transport Scotland	Total
Advice	Organisation not in jurisdiction	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Premature	2	1	0	1	0	1	2	0	4	0	1	0	0	0	1	4	0	17
	Unable to proceed	6	0	0	2	0	1	1	1	1	1	0	0	0	2	1	0	1	17
	<b>Total</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>35</b>
Early Resolution	Discretion – alternative route used or available	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Discretion – Insufficient benefit would be achieved by investigation	1	0	1	2	0	0	2	0	3	0	0	0	0	0	1	0	0	10
	Discretion – alternative action proposed	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	Discretion - Good complaint handling	4	1	0	1	1	0	3	0	4	0	0	0	1	0	0	2	1	18
	Discretion – referred back	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	3
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	3
	Subject matter not in jurisdiction	14	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	16
	Time limit (s 10)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Unable to proceed	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	2
	<b>Total</b>	<b>20</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>55</b>
Investigation	Fully upheld	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2
	Some upheld	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2
	<b>Total</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>2</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>4</b>
<b>Total Complaints</b>	<b>29</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>2</b>	<b>94</b>	

7b. SG&DA - Scottish Public Authority Cases Determined

Stage	Outcome Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	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	Total
Advice	Premature	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	4	0	8
	Unable to proceed	0	0	0	0	0	0	0	1	0	0	1	0	2	0	0	1	0	0	0	0	5
	<b>Total</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>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>13</b>
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	0	0	0	4
	Discretion – alternative route used or available	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0	1	0	0	1	0	1	0	1	1	0	0	0	1	0	0	1	0	7
	Discretion – alternative action proposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Discretion - Good complaint handling	0	3	1	0	0	0	0	0	0	1	4	2	0	1	2	1	0	0	0	1	16
	Discretion – referred back	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
	Member of the public test not met (s 5 (6))	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	3
	Unable to proceed	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3
<b>Total</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>43</b>
Investigation	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
	<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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total Complaints</b>		<b>1</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>58</b>

## Determined

Stage	Outcome Group	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Total
Early Resolution	Subject matter not in jurisdiction	0	1	1
	Total	0	1	1
Investigation	Fully upheld	1	0	1
	Total	1	0	1
<b>Total Complaints</b>		<b>1</b>	<b>1</b>	<b>2</b>

## 8. Scottish Prison Service Cases Determined

Stage	Outcome Group	Scottish Prison Service	Total
Advice	Premature	58	<b>58</b>
	Unable to proceed	51	<b>51</b>
	Total	109	109
Early Resolution	Discretion – alternative route used or available	1	<b>1</b>
	Discretion – Insufficient benefit would be achieved by investigation	18	<b>18</b>
	Discretion – alternative action proposed	8	<b>8</b>
	Discretion - Good complaint handling	65	<b>65</b>
	Discretion – referred back	11	<b>11</b>
	Premature	2	<b>2</b>
	Subject matter not in jurisdiction	1	<b>1</b>
	Unable to proceed	4	<b>4</b>
	Total	110	110
Investigation	Fully upheld	2	<b>2</b>
	Not duly made or withdrawn	1	<b>1</b>
	Some upheld	1	<b>1</b>
	Total	4	4
<b>Total Complaints</b>		<b>223</b>	<b>223</b>

9. Scottish University Cases Determined

Stage	Outcome Group	A University Unknown	Abertay University	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	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	Premature	3	0	0	1	1	0	2	1	1	1	0	6	4	0	2	1	0	1	24
	Unable to proceed	1	0	0	0	1	2	3	0	1	1	2	4	10	0	0	0	0	0	25
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>49</b>
Early Resolution	Cause and impact test not met (s 5 (3))	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	1	5
	Discretion – Insufficient benefit would be achieved by investigation	0	0	2	0	3	2	0	1	1	2	1	12	1	2	2	3	0	1	33
	Discretion – alternative action proposed	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
	Discretion - Good complaint handling	0	0	2	1	0	4	3	0	3	6	5	18	11	4	2	7	1	7	74
	Discretion – referred back	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	3
	Premature	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Subject matter not in jurisdiction	0	1	1	1	0	2	2	0	2	0	1	1	1	3	0	1	0	1	17
	Time limit (s 10)	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	4
	Unable to proceed	0	0	0	1	0	2	0	1	1	1	0	0	1	1	0	0	1	1	10
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>7</b>	<b>38</b>	<b>15</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>3</b>	<b>11</b>	<b>149</b>
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	4	1	0	0	0	0	5
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Some upheld	0	0	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	4
	<b>Total</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>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b>Total Complaints</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>3</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>49</b>	<b>34</b>	<b>10</b>	<b>7</b>	<b>14</b>	<b>3</b>	<b>12</b>	<b>208</b>	

## 10. Water Cases Determined

Stage	Outcome Group	Blue Business Water Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Scottish Water	Water Plus Select Ltd	Wave	Total
Advice	Premature	0	7	1	25	1	5	3	1	43
	Unable to proceed	0	5	1	5	0	1	1	1	14
	<b>Total</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>30</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>57</b>
Early Resolution	Discretion – alternative route used or available	0	0	0	0	0	2	0	0	2
	Discretion – Insufficient benefit would be achieved by investigation	0	3	1	1	0	4	0	1	10
	Discretion – alternative action proposed	0	0	0	1	0	1	2	0	4
	Discretion - Good complaint handling	1	8	3	4	0	13	1	0	30
	Discretion – referred back	0	0	0	0	0	0	0	1	1
	Subject matter not in jurisdiction	0	1	0	0	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>12</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>20</b>	<b>3</b>	<b>2</b>	<b>48</b>
Investigation	Fully upheld	0	1	1	2	0	0	0	1	5
	Not upheld	0	1	0	0	0	1	0	0	2
	Resolved	0	0	0	0	0	0	1	0	1
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>Total Complaints</b>	<b>1</b>	<b>26</b>	<b>7</b>	<b>38</b>	<b>1</b>	<b>27</b>	<b>8</b>	<b>5</b>	<b>113</b>	

## 11. Other Cases Determined

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Organisation not in jurisdiction	21	1	<b>22</b>
	Premature	0	2	<b>2</b>
	Subject matter not in jurisdiction	3	0	<b>3</b>
	Unable to proceed	2	1	<b>3</b>
	<b>Total</b>	<b>26</b>	<b>4</b>	<b>30</b>
Early Resolution	Organisation not in jurisdiction	3	0	<b>3</b>
	<b>Total</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Total Complaints</b>		<b>29</b>	<b>4</b>	<b>33</b>