Complaints and Enquiries Determined by Authority 2020-21

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1. Cases Determined by Sector

Authority Sector	Complaint	Enquiry	Total
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
Total	3176	679	3852



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
Total Complaints		2	3	3	2	7	3	1	1	2	24



3. Health Cases Determined

		Dentists & Dental	GP & GP																Other Health	Pharmacists & Pharmacy						
		Practices	Practices								Health Board								Authority	Services		S	pecial Health Boa	ard		1
٠.		Dentists & Dental	GP & GP	A Health Board		Borders NHS		E:(NUO B		Grampian NHS	Greater Glasgow and Clyde NHS	Highland NHS		Lothian NHS	•	Shetland NHS		Western Isles	Healthcare Improvement	Pharmacists & Pharmacy	National		NHS National Services	Scottish Ambulance	The State Hospital Board	
Stage	Outcome Group	Practices	Practices	Unknown	Board	Board	Board	Fife NHS Board	NHS Board	Board	Board	Board	NHS Board	Board	Board	Board	Board	NHS Board	Scotland	Services	Hospital	NHS 24	Scotland	Service	for Scotland	Total
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	2
	Premature	10	53	9	14	0	2	3	3	15	14	5	5	10	0	0	10	0	0	1	1	0	1	2	1	159
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	1	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	0	3	5	0	144
	Total	11	95	11	17	1	4	12	9	23	34	15	13	30	0	0	16	1	0	1	1	0	4	7	1	306
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	2
	Discretion – alternative route used or	1	4	0	0	0	0	0	0	0	1	0	0	3	0	1	1	0	0	0	0	0	0	0	0	11
	available		_	_	_		_				_		_		_	_	_			_						
	Discretion – Insufficient benefit would	2	5	0	2	0	2	2	3	2	5	7	7	12	0	0	6	0	1	0	0	0	0	3	0	59
	be achieved by investigation Discretion – alternative action proposed	0	0	0	0	0	0	0	0	0	2	1	1	1	0	0		0	0	0	0	0	1	1	+ 0	9
	Discretion - Good complaint handling	0	54	0	0	6	12	14	10	16	33	27	18	4	0	0	15	0	0	0	0	4	0	7	0	253
	Discretion – referred back	0	54	0	0	2	12	14	10	10	33	21	3	19	0	1	10	0	0	0	0	•	2	0	0	38
		0	5	0	2	0	0	1	4	4	0	2	3	1	0	0	2	0	0	0	0	0	0	1	0	30
	Premature	0	1	0	0		0	2	0	1	0	1	2	1	0	0	0	0	0	U	0	0	0	1	0	3
	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	U	0	0	0	0	0	1	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	1 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	1 0	26
	Unable to proceed	2	6	0	2	0	3	2	2	2	7	2	4	5	0	0	3	0	0	0	0	1	0	1	1 0	42
	Total	14	80	0	16	9	19	21	19	27	63	42	40	55	0	2	28	1	1	1	0	5	3	13	1	460
Investigation	Fully upheld	0	8	0	4	3	3	8	8	6	20	8	7	7	1	1	7	2	0	0	0	0	0	19		94
in vooligation	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	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		114
	Resolved	0	20	0	0	0	0	0	0	0	2	1 1	0	0	0	0	0	0	0	0	0	0	0	0		3
		0	2	0	4	0	0	0	7	0	12	1 2	U	0	0	0	7	0	0	0	1	0	0	0		74
1	Some upheld Total	0	31	0	13	2	13	δ 22	20	18	52	26	10	27	0	0	22	0	0	0	1	0	0	2	0	297
Total Complaints		<u> </u>	206	11	13	19	13	22	40	10	149	83	2/	112	2	2	22	5	1	3	3	<u> </u>	7	36	1 2	1 063

4. Housing Association Cases Determined

		1	1					Aroudi						1		Castle Rock	1	1								Dumfries and		T								1			Цапачат	<u> </u>			
		A Housing Association	Abertay Housing	Albyn Housing	Almond Housing		Ardenglen Housing	Community Housing		Berwicks Housin	ng Bield Hou		nd Housing	Cairn Housin		Edinvar Housing	Castlehill Housing	Cernach Housing	Charing Cross Housing	Cloch Housing	Clyde Valley Housing	Clydesdale Housing	Craigdale Housing Association Ltd	Cube Housing	Cunninghame Housing	Dumfries and Galloway Housing	Dunbritton Housing	East Lothian Housing	Eildon Housing	Elderpark Housing	Fife Housing		Glasgow Housing	Glasgow West Housing		Govan Housing	Govanhill g Housing	Grampian Housing	`Housing H	lousing Ho	ousing H	jaltland lousing	Horizon Housing
Stage	Outcome Group	Unknown	Association Ltd	Society Ltd	Association Ltd	ANCHO Limited	d Association Lt	d Association	Ayrshire Housing	Associatio	on Ltd & Care	Care	Association L	td Association L	d Association	Association	Association Ltd	Association Ltd	Association Ltd	Association Ltd	Association Ltd	Association	Association Ltd	Association Ltd A	Association Ltd	Partnership A	Association Ltd A	Association Ltd	Association Ltd	Association Ltd	Group	Fyne Homes	Association	Association Ltd	Association Ltd	Association Ltd	d Association Ltd As	ssociation Ltd	Association Ltd Part	nership Ltd Ass	ociation Asso	ciation Ltd Ho	Home Scotland Association
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	1	0	2	0	1	0	0 2
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	h 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
	ministers (s 7 (8)) 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
	Unable to proceed	3	0	1	0	0	1	0	0	1	0	0	2	0	1	2	2	0	1	0	1	0	1	0	0	1	1	0	0	0	0	1	4	0	0	0	1	0	0	1	2	0	1 2
	Total	8	2	3	0	0	1	0	1	1	1	1	2	0	1	3	2	1	1	0	2	0	1	0	0	3	1	1	0	0	1	2	6	0	0	0	2	0	2	1	3	0	1 4
Early Resolution		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	0	0 0
	available Discretion – Insufficient benefit would be achieved by investigation	0	0	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	0	1	0	0	0	1	1	1	1	0	2	0	0	1 0
	be achieved by investigation Discretion – alternative action proposed	0 b	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
	Discretion - Good complaint handling	0	0	0	0	2	0	3	0	2	0	1	0	2	2	4	3	0	0	1	0	1	0	1	1	0	0	1	0	0	1	0	4	2	2	1	0	0	0	1	1	0	2 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
	Organisation 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
	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	1	0 0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8)) Subject matter not in jurisdiction	h 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
	Time limit (s 10)	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
	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	1	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	0	1	1	0	0	1	1	1	2	0	4	2	3	2	1	2	0	3	1	1	3 0
nvestigation	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	1	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
	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	1	0	0 0
Total Complaints	S	9	2	3	1	2	1	3	1	4	1	3	2	2	4	8	5	1	2	2	2	1	1	1	1	3	1	2	1	1	3	2	10	2	3	2	3	2	2	4	5	1	4 4



																									Sanctuary	Scottish										West	of West				
	Kingdom	Knowes	Lanarkshire	Langstane		Link Housing I Association Ltd	Loretto	Manor Estate	es Maryhill	II Melville	Milnbank	k New Gorba	als North Glasgo	w North View	Oak Tree	Ochil View	Orkney		Paragon	Partick	Port of Leith	Prospect	Queens Cross		(Scotland) Housing Association Ltd	Borders	Shettleston	Southside			Tollcross		Viewpoint		l v	est Highland Scotl	nd Whitlawbur	n Wheatle	y Williamsburg	gh Yorkhill	
ey Housing	Kingdom Housing	Housing d Association Ltd	Housing	Housing		Link Housing	Housing	Housing	Housing	II Melville g Housing	Housing td Association	g Housing	Housing Ltd Association I	Housing	Housing d Association Ltd	Housing	Housing	Osprey	Housing Association Ltd	Housing	Housing	Community	Housing Association Ltd	River Clyde Homes	Housing	Housing Association Ltd	Housing	Housing Association	Thenue	Thistle Housing	Housing	Trust Housing	Housing	Waverley	Weslo Housing	Housing Housessociation Ltd Association	ng Housing Co	 Housing Gr 	roup Housing	Housing	
sociation Ltd /	Association Ltd	d Association Ltd	Association Ltd	d Association Ltd	Link Group Ltd	Association Ltd A	Association Ltd	d Association Lt	td Association	n Ltd Association Ltd	td Association	1 Ltd Association	Ltd Association I	td Association Lt	d Association Ltd	Association Ltd	Association Ltd	Housing	Association Ltd	Association Ltd	Association Ltd	Housing	Association Ltd	Homes	Association Ltd A	Association Ltd	Association Ltd	Association	Housing	Thistle Housing Association Ltd A	Association Ltd	Association Ltd	Association Ltd	Housing	Management A	ssociation Ltd Association	n Ltd operative Lt	d Ltd	Association I	Ltd Association L	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	0	1	3	0	1	0	1	1	0	0	0	1	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	1	0	0	0	1	0	0	0	2	0	1	1	1	3	0	0	0	0	0	0	2	2	1	0	1 0	0	0	2	0	52
0	0	0	0	0	5	1	1	1	0	1	0	1	1	1	0	1	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	99
0	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	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	0	1	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 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
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	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
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	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	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 1	0	2	0	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	0	3	2	0	2	0 5	1	10	1	1	140
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	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

					Argyll and	Dumfries and			East		East									North		Perth and		South	West	
		Aberdeen City	Aberdeenshire		Bute Health	Galloway		East Ayrshire	Dunbartonshir	East Lothian	Renfrewshire	Edinburgh			Glasgow City	Inverclyde	Midlothian	Moray Health	North Ayrshire	Lanarkshire	Orkney Health	Kinross Health	Renfrewshire	Lanarkshire	Dunbartonshir	1
		Health and	Health and	Angus Health	and Social	Health and	Dundee Health	Health and	e Health and	Health and	Health and	Health and	Falkirk Health	Fife Health and	Health and	Health and	Health and	and Social	Health and	Health and	and Social	and Social	Health and	Health and	e Health and	1
		Social Care	Social Care	and Social Care	Care	Social Care	and Social Care	Social Care	Social Care	Social Care	Social Care	Social Care	and Social Care		Social Care	Social Care	Social Care	Care	Social Care	Social Care	Care	Care	Social Care	Social Care	Social Care	1
Stage	Outcome Group	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	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	21
	Total	9	1	0	1	1	1	1	1	1	2	0	0	1	9	0	0	0	4	1	1	0	0	1	2	37
Early Resolution	Discretion – alternative route used or	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
	available																									
	Discretion – Insufficient benefit would	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
	be achieved by investigation	0	0	0	4	0	0	0	0	0	4		0	0	0	0	0	0	0		0	0		0	0	
	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	U	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	1	1	0	10
	Total	0	3	0	5	2	0	2	6	2	7	9	3	5	33	1	1	2	5	0	0	0	4	6	4	100
nvestigation	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
	Total	1	0	1	0	0	0	1	1	0	1	2	0	3	9	2	0	1	0	0	0	1	1	1	0	25
Total Complaints		10	4	1	6	3	1	4	8	3	10	11	3	9	51	3	1	3	9	1	1	1	5	8	6	162

6. Local Authority Cases Determined

																																										T			,
																																			Fire / Police / Safety Authority	National Park						J	1	J	,
																		Counc	cil																Safety Authority	Authority			Other Local	1 Authority			Valuation	Joint Board	
		A Council	Aberdeen City		,	Argyll and Bute	e Clackmannansh ire Council	n Comhairle nar	Dumfries and Galloway	d Dundee Cit	y East Ayrshire	East Dunbartonsh	ire East Lothia	East n Renfrewshi			Glasgow C	City Invercly	yde Midloth	ian North Ayrs	No shire Lana	orth irkshire Orkney Is buncil Counc	lands Perti	h and Renfrews	Scottisl nire Borders I Counci	Shetland	d South Ayrs	South shire Lanarksh	nire	The City of Edinburgh	The Highland	The Moray	West Dunbartonshire	West Lothian	The Scottish	Cairngorms National Park	A Local Authority Body Unknown (Not A	East Renfrewshire Culture and		Jobs & Business		Strathclyde Partnership for			
Stage Advice	Outcome Group	Unknown	Council	Council	Angus Council	Council	ire Council	Eilean Siar	Council	Council	Council	Council	Council	Council	Falkirk Cou	ncil Fife Coun	cil Council	Counc	cil Counc	il Counc	il Co	ouncil Counc	il Kinross	Council Counc	I Counci	Islands Cou	ıncil Counc	il Counci	il Stirling Cour	ncil Council	Council	Council	Council	Council	Rescue Service	Authority	Council)	Leisure Ltd	Glasgow Life	Glasgow	Live Borders	Transport	Board	Board	Total
Advice	Discretion – alternative action proposed	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	1
	Organisation 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	1
	Premature	21	6	5	7	2	7	1	2	3	2	2	6	5	9	11	29	0	8	7		17 0	į.	5 5	2	1	6	14	1	26	7	2	10	11	0	0	3	0	0	0	0	0	0	1	244
	Subject matter not in jurisdiction	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	1
	Unable to proceed	9	6	5	1	5	1	1	2	4	5	5	3	1	8	13	9	3	3	3		9 0	;	3 6	4	0	0	7	0	8	6	0	4	5	0	0	0	0	0	0	0	0	1	0	140
	Total	31	12	10	8	7	9	2	4	7	7	7	9	6	17	24	39	3	11	10		26 0	3	8 11	6	1	6	21	1	34	13	2	14	16	0	0	3	0	0	0	0	0	1	1	387
Early Resolution	Cause and impact test not met (s 5 (3))	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0		0 0		1 0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	7
	Discretion – alternative route used or	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0		0 0		0 0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	7
	available Discretion – Insufficient benefit would be																																						<u> </u>					<u> </u>	
	Discretion – Insufficient benefit would be	e 0	3	5	2	1	0	1	2	2	0	1	0	1	4	7	2	0	0	1		7 0		5 4	0	1	4	2	3	12	3	4	1	6	1	0	0	0	0	0	0	0	0 '	0	85
	achieved by investigation Discretion – alternative action proposed	0		0		•		1														0 0		2									0			0	4	0	1				<u> </u>		
	Discretion – alternative action proposed	0	0	0	0	0	0	1	0	0	0	0	0	0	2	2	45	0	0	0		0 0		1 1	0	0	0	1	0	2	1	0	2	40	0	0	1	0	1	0	0	0	+ 0 ,	0	17
	Discretion - Good complaint handling Discretion - referred back	0	15	1/	2	9	1	1	3	8	4	10	2	1	14	23	15	2	3	11		13 2	1	4 10	5	1	11	8	6	24	16	9	10	18	0	0	0	0	1	0	0	2	+ 0 '	0	291
		0	0	2	0	0	0	0	0	0	0	2	0	0	4	4	1	0	0	0		2 0		1 0	0	0	0	0	0	2	2	0	0	4	0	0	0	0	1 0	1	0	0	+ 0 '	0	25
	Member of the public test not met (s 5 (6))	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 1	, 1
	Premature	0	1	1	1	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0		1 0		0 0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	11
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	1	0	1	0	0	0	0	0	0	0	0	1	1	1	0	0	1		0 0	(0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8
	Subject matter not in jurisdiction	0	1	2	0	1	0	0	1	1	0	0	0	1	1	1	0	0	0	0		3 0	<u> </u>	1 1	1	1	0	0	0	1	2	1	0	0	1	1	0	1	0	0	0	0	0	0	23
	ministers (s 7 (8)) Subject matter not in jurisdiction Time limit (s 10)	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1		0 0		2 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	, 0	0	0	7
	Unable to proceed	0	1	2	0	0	0	0	0	0	0	1	0	1	1	2	0	0	0	1		2 0		1 1	3	0	0	0	0	2	1	0	1	1	0	0	0	0	0	0	0	0	0	0	21
	Total	0	24	31	6	12	1	3	6	11	4	14	4	4	28	41	23	4	5	15		28 2	2	5 17	10	3	15	11	12	47	26	15	16	31	2	1	1	1	1	1	0	2	0	0	503
Investigation	Fully upheld	0	1	3	2	0	0	1	1	1	0	0	3	0	1	1	2	0	0	1		1 0		3 0	0	0	0	0	0	1	1	3	0	1	0	0	0	0	1	0	1	0	0	0	29
J	Not upheld	0	2	1	2	0	0	0	1	0	0	3	2	0	0	1	1	0	0	0		0 1		0 1	1	1	1	2	0	0	1	0	1	0	0	0	0	0	0	1 0		1 0	0	1 0	22
	Some upheld	0	2	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	1	0		0 0		1 2	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	12
	Total	0	5	4	4	0	0	1	4	1	0	3	5	0	1	3	3	0	1	1		1 1		4 3	1	1	1	3	0	1	2	3	2	2	0	0	0	0	1	0	1	0	0	0	63
Total Complaints		31	41	45	18	19	10	6	14	19	11	24	18	10	46	68	65	7	17	26		55 3	3	7 31	17	5	22	35	13	82	41	20	32	49	2	1	4	1	2	1	1	2	1	1	953

Administration Cases Determined

Stage	Outcome Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	National Records of Scotland (NRS)	•	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 Planning and Environmental Appeals	Scottish Public	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
	Total	9	1	0	3	0	2	3	1	5	1	1	0	0	2	2	4	1	35
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
	Total	20	1	1	6	1	2	6	1	10	0	0	0	3	0	1	2	1	55
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
	Total	0	0	0	0	0	0	1	0	2	0	0	1	0	0	0	0	0	4
Total Complaints		29	2	1	9	1	4	10	2	17	1	1	1	3	2	3	6	2	94



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 I Regulator	Parole Board for Scotland		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
	Total	0	1	0	0	0	0	0	1	1	1	1	0	2	0	0	1	0	1	4	0	13
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	1	0	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
	Total	1	7	1	1	1	1	1	0	3	1	6	3	0	2	6	4	0	1	2	2	43
Investigation	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	2
Total Complaints		1	8	1	1	1	1	1	1	4	2	7	3	2	2	7	5	1	2	6	2	58



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
Total Complaints		1	1	2



8. Scottish Prison Service Cases Determined

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



9. Scottish University Cases Determined

Store	Outcome Group	A University	Abertay University	Edinburgh Napier	Glasgow Caledonian	Glasgow School of Art	Heriot-Watt University	Queen Margaret	Royal Conservatoire	The Robert Gordon	University of Aberdeen	University of Dundee	University of	University of Glasgow	University of St Andrews	University of Stirling	University of	University of the Highlands and Islands	University of the West of	Total
Stage Advice	Outcome Group Premature	Unknown	Oniversity	University	University	SCHOOL OF ALL	Oniversity	University	of Scotland	University	Aberdeen	Dundee	Edinburgh	Giasgow	Andrews	Stirling	Strathclyde ¹		Scotland	24
Advice		3	0	0	0	1	2	2	1 0	1 1	1	0	4	10	0	0	0	0	0	25
	Unable to proceed	1	0	0	1	1	2	5	1	<u> </u>	1	2	4	14	0	0	1	0	1	49
Factor Daniel (Car	Total	4	0	0	1	2	2	5	1	2	2	2	10	14	0	2	1	0	1	49
Early Resolution	Cause and impact test not met (s 5 (3))	Ü	1	0	0	0	Ü	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	0	0	1	1	0	0	1	1	1	10
	Total	0	2	7	3	3	10	6	2	7	9	7	38	15	9	4	13	3	11	149
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
	Total	0	0	0	0	0	0	1	0	0	0	1	1	5	1	1	0	0	0	10
Total Complaints		4	2	7	4	5	12	12	3	9	11	10	49	34	10	7	14	3	12	208



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
7.0.1100	Unable to proceed	0	5	1	5	0	1	1	1	14
	Total	0	12	2	30	1	6	4	2	57
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
	Total	1	12	4	6	0	20	3	2	48
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
	Total	0	2	1	2	0	1	1	1	8
Total Complaints		1	26	7	38	1	27	8	5	113



11. Other Cases Determined

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

