

Enquiries and Complaints Determined by Sector and Outcome 2020-21

Case Type	Stage	Outcome Group	Colleges	Health	Housing Associations	Joint Health and Social Care	Local Authority	Other	Prisons	Scottish Government & Devolved Administration	Universities	Water	Total	
Complaint	Advice	Discretion – alternative action proposed	0	0	0	0	1	0	0	0	0	0	1	
		Organisation not in jurisdiction	0	2	0	0	1	22	0	0	1	0	0	26
		Premature	5	159	45	16	244	2	58	25	24	43	621	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	1	0	0	0	0	0	0	0	0	1
		Subject matter not in jurisdiction	0	1	1	0	1	3	0	0	0	0	0	6
		Unable to proceed	0	144	52	21	140	3	51	22	25	14	472	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	2	0	0	7	0	0	0	4	5	0	18
		Discretion – alternative route used or available	1	11	3	2	7	0	1	3	0	2	30	
		Discretion – Insufficient benefit would be achieved by investigation	5	59	16	13	85	0	18	17	33	10	256	
		Discretion – alternative action proposed	0	9	10	2	17	0	8	2	2	4	54	
		Discretion - Good complaint handling	8	253	88	65	291	0	65	34	74	30	908	
		Discretion – referred back	0	38	1	5	25	0	11	5	3	1	89	
		Member of the public test not met (s 5 (6))	0	0	0	0	1	0	0	2	0	0	3	
		Organisation not in jurisdiction	0	0	1	0	0	3	0	0	0	0	0	4
		Premature	0	9	5	0	11	0	2	2	1	0	30	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	3	1	0	8	0	0	4	0	0	16	
		Subject matter not in jurisdiction	3	8	5	2	23	0	1	20	17	1	80	
		Time limit (s 10)	0	26	1	1	7	0	0	1	4	0	40	
		Unable to proceed	0	42	9	10	21	0	4	5	10	0	101	
		Investigation	Fully upheld	1	94	0	6	29	0	2	3	5	5	145
	Not duly made or withdrawn		0	12	0	0	0	0	1	0	0	0	13	
	Not upheld		0	114	2	14	22	0	0	2	1	2	157	
	Resolved		0	3	0	1	0	0	0	0	0	1	5	
	Some upheld		1	74	2	4	12	0	1	2	4	0	100	
	Total		24	1063	243	162	953	33	223	154	208	113	3176	
	Enquiry	Advice	Enquiry	0	2	1	0	4	3	0	3	0	0	13
		Total	0	2	1	0	4	3	0	3	0	0	13	
	Total Contacts			24	1065	244	162	957	36	223	157	208	113	3189
	<i>Total Premature Complaints</i>			5	168	50	16	255	2	60	27	25	43	651
	<i>Premature Rate</i>			21%	16%	21%	10%	27%	6%	27%	18%	12%	38%	20%
<i>Total Investigation Decisions (fully, some and not upheld)</i>			2	282	4	24	63	0	3	7	10	7	402	
<i>Total Upholds (fully and some upheld)</i>			2	168	2	10	41	0	3	5	9	5	245	
<i>Uphold Rate</i>			100%	60%	50%	42%	65%	#DIV/0!	100%	71%	90%	71%	61%	