

## **Cases Determined by Subject and Outcome 2020-21**

Enquiries and complaints determined by subject and outcome

Tab 1 - Determined by Sector

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Tab 11 - Other Cases Determined

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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	<b>24</b>
Health	1063	2	<b>1065</b>
Housing Associations	243	1	<b>244</b>
Joint Health and Social Care	162	0	<b>162</b>
Local Authority	953	4	<b>957</b>
Other	33	666	<b>699</b>
Prisons	223	0	<b>223</b>
Scottish Government & Devolved Administration	154	3	<b>157</b>
Universities	208	0	<b>208</b>
Water	113	0	<b>113</b>
<b>Total</b>	<b>3176</b>	<b>676</b>	<b>3852</b>

2. Scottish College Cases Determined

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessing and Providing Learning Support (by support staff)	Assessment / Exams / Certification	Diversity and Equality (other than support for learning)	Funding / Bursaries	Health and Safety	Learning and Teaching	Maintenance / Lifts / Car Parking	Progression / Articulation / Withdrawal	Providing Learning Support and Guidance (by curriculum staff)	Staff Conduct	Total	
Complaint	Advice	Premature	2	0	1	0	0	1	1	0	0	0	0	5	
		Total	2	0	1	0	0	1	1	0	0	0	0	5	
	Early Resolution	Discretion – alternative route used or available	0	0	0	0	0	0	0	0	1	0	0	0	1
		Discretion – Insufficient benefit would be achieved by investigation	0	0	0	1	0	0	0	2	0	0	0	2	5
		Discretion - Good complaint handling	2	1	1	0	1	0	0	1	0	0	1	1	8
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	2	0	1	0	0	3
		Total	2	1	1	1	1	0	0	5	1	1	1	3	17
	Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	1	0	1
		Some upheld	0	0	0	0	0	0	0	0	0	0	1	0	1
		Total	0	0	0	0	0	0	0	0	0	0	2	0	2
	Total		4	1	2	1	1	1	1	6	1	1	3	3	24
	<b>Total Contacts</b>			<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>24</b>

3. Health Cases Determined

note - includes prison health

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	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	Out of jurisdiction	Policy / administration	Record keeping	Subject unknown	Total		
Complaint	Advice	Organisation not in jurisdiction	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
		Premature	0	0	9	102	15	2	0	2	0	0	3	2	2	0	0	9	2	11	159	
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
		Unable to proceed	0	1	7	88	16	1	0	2	0	0	4	0	5	0	0	5	0	15	144	
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>192</b>	<b>31</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>14</b>	<b>2</b>	<b>26</b>	<b>306</b>		
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2	
		Discretion – alternative route used or available	0	0	0	4	2	1	0	0	0	0	0	0	0	0	0	1	3	0	11	
		Discretion – Insufficient benefit would be achieved by investigation	1	1	5	37	8	3	0	1	0	0	1	0	0	1	0	1	0	0	59	
		Discretion – alternative action proposed	1	0	2	4	0	0	0	1	0	0	0	0	0	0	0	1	0	0	9	
		Discretion - Good complaint handling	5	1	21	148	35	3	1	6	0	2	7	7	1	0	0	11	5	0	253	
		Discretion – referred back	0	1	3	21	8	1	0	0	1	1	0	0	0	0	0	2	0	0	38	
		Premature	0	0	0	6	2	0	0	1	0	0	0	0	0	0	0	0	0	0	9	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
		Subject matter not in jurisdiction	0	0	0	2	0	0	0	0	0	0	0	1	0	1	2	2	0	0	8	
		Time limit (s 10)	0	0	0	23	1	1	0	0	0	0	0	0	0	0	0	0	1	0	26	
		Unable to proceed	0	0	3	30	6	1	0	1	0	0	0	0	0	0	0	1	0	0	42	
		<b>Total</b>	<b>7</b>	<b>3</b>	<b>34</b>	<b>278</b>	<b>62</b>	<b>10</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>20</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>460</b>	
		Investigation	Fully upheld	0	0	3	83	5	1	0	1	0	0	1	0	0	0	0	0	0	0	94
			Not duly made or withdrawn	0	0	0	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	12
			Not upheld	2	0	0	109	0	0	0	0	0	0	0	1	0	0	0	1	1	0	114
	Resolved		0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
	Some upheld		3	0	0	63	3	0	1	2	0	0	0	1	0	0	0	1	0	0	74	
	<b>Total</b>		<b>5</b>	<b>1</b>	<b>3</b>	<b>268</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>297</b>	
	<b>Total</b>	<b>12</b>	<b>5</b>	<b>53</b>	<b>738</b>	<b>102</b>	<b>14</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>4</b>	<b>16</b>	<b>11</b>	<b>11</b>	<b>3</b>	<b>36</b>	<b>12</b>	<b>26</b>	<b>1063</b>			
	Enquiry	Advice	Enquiry	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
			<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</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>2</b>	
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</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>2</b>		
	<b>Total Contacts</b>			<b>12</b>	<b>5</b>	<b>53</b>	<b>740</b>	<b>102</b>	<b>14</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>4</b>	<b>16</b>	<b>11</b>	<b>11</b>	<b>3</b>	<b>36</b>	<b>12</b>	<b>26</b>	<b>1065</b>	

4. Joint Health and Social Care Cases Determined

Case Type	Stage	Outcome Group	Adult support and protection / adults with incapacity	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	Appointments / Admissions (delay / cancellation / waiting lists)	Assessments / self-directed support	Care charges for homecare and residential care	Care in the community	Carer's assessments	Child services and family support	Clinical treatment / Diagnosis	Communication / staff attitude	Communication / staff attitude / dignity / confidentiality	Community Mental health services	Complaint handling	Complaints handling	Complaints handling (incl Social Work complaints procedures)	Continuing care	Criminal justice	Free personal care	Home helps / concessions / grants / charges for services	Kinship care	Nurses / Nursing Care	Occupational therapy / assessment for equipment / adaptations	Other	Out Of Jurisdiction	Policy / administration	Sheltered housing / residential issues	Standard of care	Subject Unknown	Total	Total	
Complaint	Advice	Premature	1	0	0	1	0	0	0	2	2	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	6	0	0	1	16	16	
		Unable to proceed	1	0	1	1	1	0	0	1	4	3	0	1	1	1	0	0	0	0	0	0	0	0	2	0	1	0	1	3	21	21	
	Early Resolution	Total	2	0	1	2	1	0	0	3	6	3	1	1	1	1	0	0	1	0	0	0	0	0	3	0	7	0	1	4	37	37	
		Discretion – alternative route used or available	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	1	0	0	2	2	
		Discretion – insufficient benefit would be achieved by investigation	0	0	0	1	1	0	3	4	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	13	13	
		Discretion – alternative action proposed	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	0	0	0	2	2	
		Discretion - Good complaint handling	3	0	0	5	1	7	0	6	10	7	6	1	3	1	1	2	1	1	1	1	1	1	0	0	4	2	1	0	65	65	
		Discretion – referred back	1	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	5	5	
		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	2	0	0	0	0	2	2	
		Time limit (s 10)	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	1	1	
		Unable to proceed	0	0	0	1	1	0	0	1	3	0	1	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	10	10
		Total	5	0	0	7	4	8	1	10	18	9	9	1	3	2	1	3	1	1	1	2	2	1	1	0	2	5	2	2	0	100	100
	Investigation	Fully upheld	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	6	6
		Not upheld	0	1	0	1	1	3	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	14	14	
		Resolved	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	1	1	
		Some upheld	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	4	4	
		Total	0	1	0	2	1	3	0	1	9	0	0	0	1	0	0	1	0	0	0	0	1	0	0	2	0	3	0	0	25	25	
	<b>Total</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>14</b>	<b>33</b>	<b>12</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>15</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>162</b>	<b>162</b>		
	<b>Total Contacts</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>14</b>	<b>33</b>	<b>12</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>15</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>162</b>	<b>162</b>		

5. Housing Association Cases Determined

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	Homeless person issues	Improvements and renovation	Neighbour disputes and anti-social behaviour	Other	Out of jurisdiction	Policy / administration	Rent and/or service charges	Repairs and maintenance	Right to Buy	Sheltered housing and community care	Subject unknown	Terminations of tenancy	Total	
Complaint	Advice	Premature	1	4	1	0	0	0	1	14	0	0	2	2	16	0	1	3	0	45	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
		Unable to proceed	0	3	4	0	0	0	1	0	10	0	0	0	2	27	0	0	5	0	52
		<b>Total</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>24</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>43</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>99</b>
	Early Resolution	Discretion – alternative route used or available	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	3
		Discretion – Insufficient benefit would be achieved by investigation	0	4	0	2	0	0	0	0	3	1	0	2	0	4	0	0	0	0	16
		Discretion – alternative action proposed	0	1	1	0	0	0	0	0	1	0	0	0	0	7	0	0	0	0	10
		Discretion - Good complaint handling	1	7	9	0	3	0	0	1	18	1	0	4	3	38	0	1	1	1	88
		Discretion – referred back	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
		Organisation not in jurisdiction	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Premature	1	1	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	5
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	1	0	0	0	2	1	0	1	0	0	0	5
		Time limit (s 10)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Unable to proceed	1	1	1	0	0	0	0	0	1	0	0	0	0	5	0	0	0	0	9
		<b>Total</b>	<b>4</b>	<b>14</b>	<b>14</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>24</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>4</b>	<b>58</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>140</b>
		Investigation	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0
	Some upheld		0	0	0	0	0	0	1	0	0	0	0	1	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>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
	<b>Total</b>			<b>5</b>	<b>21</b>	<b>19</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>48</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>103</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>243</b>
	Enquiry	Advice	Enquiry	0	0	0	0	0	0	0	1	0	0	0	0	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>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>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>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>0</b>	<b>1</b>	
<b>Total Contacts</b>			<b>5</b>	<b>21</b>	<b>19</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>49</b>	<b>2</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>103</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>244</b>	

6. Local Authority Cases Determined

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	Subject unknown or Out of Jurisdiction	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Total		
Complaint	Advice	Discretion – alternative action proposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1		
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
		Premature	3	0	1	11	20	23	0	70	2	20	0	2	0	17	2	17	29	24	1	1	1	1	244	
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
		Unable to proceed	1	0	1	11	4	9	0	40	1	6	0	0	1	12	0	13	20	20	1	0	0	0	140	
	Early Resolution	Total	4	0	2	22	24	32	0	110	3	26	0	3	1	29	2	31	49	45	2	1	1	1	387	
		Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	1	0	0	0	1	0	3	1	1	0	0	0	0	0	7	
		Discretion – alternative route used or available	0	0	0	0	1	1	0	2	0	0	0	0	0	1	0	0	2	0	0	0	0	0	7	
		Discretion – insufficient benefit would be achieved by investigation	1	0	0	15	5	6	1	20	1	5	0	0	0	13	2	5	10	0	0	0	0	1	85	
		Discretion – alternative action proposed	0	0	0	2	5	0	0	8	0	0	0	0	0	0	0	0	1	1	0	0	0	0	17	
		Discretion – Good complaint handling	1	2	0	55	21	21	0	71	4	14	0	4	0	40	7	17	31	1	0	1	1	1	291	
		Discretion – referred back	0	1	0	7	4	1	0	8	0	2	0	1	0	0	0	0	1	0	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	1	0	0	0	0	0	0	0	0	0	0	0	1	
		Premature	0	0	0	1	0	1	0	2	0	3	0	0	0	0	1	0	3	0	0	0	0	0	11	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	1	0	1	0	3	0	0	0	0	0	0	2	0	0	0	0	0	8	
		Subject matter not in jurisdiction	0	0	0	6	0	1	1	0	0	2	1	0	2	2	1	1	4	2	0	0	0	0	23	
		Time limit (s 10)	0	0	0	1	0	0	0	2	0	2	0	0	0	0	0	0	0	2	0	0	0	0	7	
		Unable to proceed	0	0	0	5	2	2	0	5	0	0	0	0	0	1	0	0	6	0	0	0	0	0	21	
		Total	2	3	0	93	38	34	2	119	6	32	1	6	2	60	12	28	59	3	0	1	2	2	503	
		Investigation	Fully upheld	0	0	0	2	1	0	0	5	0	0	0	0	0	2	2	1	15	0	0	0	1	0	29
			Not upheld	2	0	0	7	1	0	0	3	0	0	0	0	4	0	0	1	4	0	0	0	0	0	22
			Some upheld	0	0	0	1	2	0	0	2	0	1	0	0	0	1	0	0	5	0	0	0	0	0	12
	Total		2	0	0	10	4	0	0	10	0	1	0	0	0	7	2	2	24	0	0	1	0	0	63	
	Total	8	3	2	125	66	66	2	239	9	59	1	9	3	96	16	61	132	48	2	3	3	3	953		
	Enquiry	Advice	Enquiry	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	4	
		Total	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	4	
	Total	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	4	
	<b>Total Contacts</b>			<b>8</b>	<b>3</b>	<b>2</b>	<b>127</b>	<b>66</b>	<b>66</b>	<b>2</b>	<b>239</b>	<b>9</b>	<b>60</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>96</b>	<b>16</b>	<b>61</b>	<b>133</b>	<b>48</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>957</b>	







8. Prison Cases Determined

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	Subject unknown or Out of Jurisdiction	Supervision levels	Work / education / earnings / recreation	Total	
Complaint	Advice	Premature	5	4	3	11	3	1	4	13	3	9	0	2	58	
		Unable to proceed	0	0	0	8	1	0	3	8	1	29	0	1	51	
		<b>Total</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>21</b>	<b>4</b>	<b>38</b>	<b>0</b>	<b>3</b>	<b>109</b>	
	Early Resolution	Discretion – alternative route used or available	1	0	0	0	0	0	0	0	0	0	0	0	0	1
		Discretion – Insufficient benefit would be achieved by investigation	0	2	5	2	1	0	0	3	2	0	0	0	3	18
		Discretion – alternative action proposed	0	1	0	0	0	0	0	1	4	2	0	0	0	8
		Discretion - Good complaint handling	2	10	5	7	3	0	0	3	21	7	0	1	6	65
		Discretion – referred back	1	1	0	2	1	0	0	0	2	1	0	0	3	11
		Premature	0	0	1	1	0	0	0	0	0	0	0	0	0	2
		Subject matter not in jurisdiction	0	0	1	0	0	0	0	0	0	0	0	0	0	1
		Unable to proceed	0	0	0	2	0	0	0	1	0	0	0	1	0	4
	<b>Total</b>	<b>4</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>29</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>12</b>	<b>110</b>		
	Investigation	Fully upheld	0	0	0	0	2	0	0	0	0	0	0	0	0	2
		Not duly made or withdrawn	0	0	0	1	0	0	0	0	0	0	0	0	0	1
		Some upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</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>4</b>
	<b>Total</b>	<b>9</b>	<b>18</b>	<b>15</b>	<b>34</b>	<b>11</b>	<b>1</b>	<b>15</b>	<b>50</b>	<b>15</b>	<b>38</b>	<b>2</b>	<b>15</b>	<b>223</b>		
	<b>Total Contacts</b>	<b>9</b>	<b>18</b>	<b>15</b>	<b>34</b>	<b>11</b>	<b>1</b>	<b>15</b>	<b>50</b>	<b>15</b>	<b>38</b>	<b>2</b>	<b>15</b>	<b>223</b>		

9. Scottish University Cases Determined

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation	Admissions	Communication / staff attitude / dignity / confidentiality	Complaints handling	Other	Personnel matters	Plagiarism and intellectual property	Policy / administration	Property	Special needs - assessment and provision	Student discipline	Subject Unknown	Teaching and supervision	Welfare	Total	
Complaint	Advice	Premature	7	1	2	0	1	1	0	0	1	0	1	1	4	5	0	24	
		Unable to proceed	7	1	1	3	0	0	0	0	4	0	3	0	3	3	0	25	
		<b>Total</b>	<b>14</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>49</b>	
	Early Resolution	Cause and impact test not met (s 5 (3))	1	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	5
		Discretion – Insufficient benefit would be achieved by investigation	5	2	1	1	1	1	1	0	0	9	0	1	2	0	10	0	33
		Discretion – alternative action proposed	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
		Discretion - Good complaint handling	31	6	0	1	1	1	3	0	1	16	1	4	1	0	8	1	74
		Discretion – referred back	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	3
		Premature	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Subject matter not in jurisdiction	8	0	1	1	0	0	0	0	1	3	0	0	0	1	2	0	17
		Time limit (s 10)	2	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	4
		Unable to proceed	5	0	0	0	2	0	0	0	0	1	0	0	0	0	2	0	10
		<b>Total</b>	<b>54</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>32</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>24</b>	<b>1</b>	<b>149</b>	
	Investigation	Fully upheld	0	0	0	1	0	0	0	0	0	0	0	4	0	0	0	0	5
		Not upheld	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	0	0	0	0	0	3	1	0	0	0	4
		<b>Total</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>0</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
	<b>Total</b>	<b>68</b>	<b>11</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>38</b>	<b>1</b>	<b>17</b>	<b>5</b>	<b>8</b>	<b>32</b>	<b>1</b>	<b>208</b>		
	<b>Total Contacts</b>	<b>68</b>	<b>11</b>	<b>5</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>38</b>	<b>1</b>	<b>17</b>	<b>5</b>	<b>8</b>	<b>32</b>	<b>1</b>	<b>208</b>		

## 10. Water Cases Determined

Case Type	Stage	Outcome Group	Billing and charging	Customer service	Environmental Concerns	Subject unknown or Out of Jurisdiction	Waste Water	Water Supply	Total	
Complaint	Advice	Premature	33	2	0	3	3	2	43	
		Unable to proceed	9	1	0	2	0	2	14	
		<b>Total</b>	<b>42</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>57</b>	
	Early Resolution	Discretion – alternative route used or available	0	1	0	0	0	0	1	2
		Discretion – Insufficient benefit would be achieved by investigation	5	1	0	0	0	3	1	10
		Discretion – alternative action proposed	4	0	0	0	0	0	0	4
		Discretion - Good complaint handling	18	1	1	0	0	5	5	30
		Discretion – referred back	1	0	0	0	0	0	0	1
		Subject matter not in jurisdiction	1	0	0	0	0	0	0	1
		<b>Total</b>	<b>29</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>8</b>	<b>7</b>	<b>48</b>	
	Investigation	Fully upheld	5	0	0	0	0	0	0	5
		Not upheld	1	0	0	0	0	1	0	2
		Resolved	1	0	0	0	0	0	0	1
		<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>8</b>	
	<b>Total</b>	<b>78</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>12</b>	<b>11</b>	<b>113</b>		
	<b>Total Contacts</b>		<b>78</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>12</b>	<b>11</b>	<b>113</b>	

## 11. Other Cases Determined

Case Type	Stage	Outcome Group	General Enquiry		Jurisdiction		Total
			From Member of the Public	From Other Authority	Out of Jurisdiction	Subject Unknown	
Complaint	Advice	Organisation not in jurisdiction	0	0	20	2	<b>22</b>
		Premature	0	0	0	2	<b>2</b>
		Subject matter not in jurisdiction	0	0	2	1	<b>3</b>
		Unable to proceed	0	0	1	2	<b>3</b>
		Total	0	0	23	7	<b>30</b>
	Early Resolution	Organisation not in jurisdiction	0	0	2	1	<b>3</b>
		Total	0	0	2	1	<b>3</b>
Total			0	0	25	8	<b>33</b>
Enquiry	Advice	Enquiry	1	1	263	401	<b>3</b>
		Total	1	1	263	401	<b>666</b>
	Total		1	1	263	401	<b>666</b>
<b>Total Contacts (recalculate all totals when signposting figures added)</b>			<b>1</b>	<b>1</b>	<b>288</b>	<b>409</b>	<b>699</b>

## 12. Housing Association and Local Authority Housing Cases Determined

*\*complaints only\**

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Complaint	Advice	Premature	45	70	115
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0	1
		Subject matter not in jurisdiction	1	0	1
		Unable to proceed	51	40	91
		<b>Total</b>	<b>98</b>	<b>110</b>	<b>208</b>
	Early Resolution	Discretion – alternative route used or available	3	2	5
		Discretion – Insufficient benefit would be achieved by investigation	16	20	36
		Discretion – alternative action proposed	10	8	18
		Discretion - Good complaint handling	88	71	159
		Discretion – referred back	1	8	9
		Organisation not in jurisdiction	1	0	1
		Premature	5	2	7
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	1	2
		Subject matter not in jurisdiction	5	0	5
		Time limit (s 10)	1	2	3
		Unable to proceed	9	5	14
		<b>Total</b>	<b>140</b>	<b>119</b>	<b>259</b>
		Investigation	Fully upheld	0	5
	Not upheld		2	3	5
	Some upheld		2	2	4
	<b>Total</b>		<b>4</b>	<b>10</b>	<b>14</b>
	<b>Total</b>		<b>242</b>	<b>239</b>	<b>481</b>
	Enquiry	Advice	Enquiry	1	0
<b>Total</b>			<b>1</b>	<b>0</b>	
<b>Total</b>			<b>1</b>	<b>0</b>	
<b>Total Contacts</b>			<b>243</b>	<b>239</b>	