CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS

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1. CASES DETERMINED BY SECTOR

AUTHORITY SECTOR	COMPLAINT	ENQUIRY	TOTAL
Colleges	19	0	19
Health	1,175	4	1,179
Housing Associations	281	1	282
Joint Health and Social Care	175	0	175
Local Authority	1,124	2	1,126
Other	39	695	734
Prisons	231	1	232
Scottish Government & Devolved Administration	163	0	163
Universities	186	0	186
Water	99	0	99
TOTAL	3,492	703	4,195



2. SCOTTISH COLLEGE CASES DETERMINED

	OUTCOME GROUP	A College Unknown	Ayrshire College	City Of Glasgow College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Inverness College	Lews Castle College	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	TOTAL
Advice	Premature	1	0	0	C	0	0	0	0	0	0	0	0	0	0	1
	Unable to proceed	0	0	0	1	0	1	0	0	0	0	0	0	1	1	4
	Total	1	0	0	1	0	1	0	0	0	0	0	0	1	1	5
Early Resolution	Discretion - Insufficient benefit would be achieved by investigation	0	0	0	C	1	0	1	1	0	0	0	0	1	0	4
	Discretion - Good complaint handling	0	2	2	C	1	0	0	0	0	0	1	0	0	0	6
	Discretion – referred back	0	0	0	C	0	0	0	0	1	1	0	1	0	0	3
	Subject matter not in jurisdiction	0	0	0	C	0	0	0	1	0	0	0	0	0	0	1
	Total	0	2	2	C	2	0	1	2	1	1	1	1	1	0	14
TOTAL		1	2	2	1	2	1	1	2	1	1	1	1	2	1	19



3. HEALTH CASES DETERMINED

		DENTISTS																					OTHER HEALTH AUTHORITY		S & PHARMACY							
		PRAC	TICES		3P & GP PRACTIC	ES								HEALTI	H BOARD								AUTHORITY	SER	VICES			SPECIAL HE	ALTH BOARD			
STAGE	OUTCOME GROUP	Dentists & Dental Practices			GP & GP Practices	Woodhead Medical Practice	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	Public Health Scotland	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board		Pharmacists & Pharmacy Services		Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	TOTAL
Advice	Organisation not in jurisdiction)	0 0		0 0	0 0	0	0				0 1				0	0 0	ol .	0 0) 1	1 0) (0			0	. 0'	2
1	Premeture			2	1 5		0 9	9 7	1 1	4	- 5	-	1	4 2		- 1	17	7	0 0		0 0			0 4		1	0	2		9		197
	Subject matter 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	1
	Unable to proceed	- 5		1	2 2	7	0 :	7 6		3	4	-		7 14	-	11	22	9 .	2 1		3 10			0 1		- 1	1	2		- 5		149
	Total	14			3 8		0 16	6 12	1	7		10	2	1 30	7	27	40	0	2 (3 10			1 5			1		0	14		349
Early Resolution	Cause and impact test not met (s 5 (3))	- 0)	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	2			1 1	2	0 0	0 3	3	3	4	3	3	5 17	6		12	2	0		0 3			0 1			0	0	1	0	. 0	81
	Discretion – alternative action proposed)	0		0 0	0 0	0	1		-		0 0				3	0 0		0 3			0 0			0	0		0		
	Discretion - Alternative route used or available	0)	0		0 0	0 1	1 1	0	2		1	2 2	1		1 .	1	0 0		n :			0 0			0	0		0	. 0'	12
	Discretion - Good complaint handling	7		1	1 74		1 0	0 14	9	13	7	20	11	8 46	18	30	51	1	0 0		2 10			0 2			0	4	1	7	- 1	354
	Discretion – referred back	- 1	-	1	1	7	0 0	1	1	2	- 1			4 7		-		6 1	0 (0 9			0 0			0	0		2		50
	Discretion - Resolved - both parties satisfied with proposed outcome	0			0		0 0	0 1	0	2				3 3	1) :	5	0 0		0 0			0 0			0	0	0	1	0	16
	Premeture	0		0	0 :	2	0 0	0 0	0	0		- 1		2 2	1			1 1	0 0		0 0		0	0 0			0		0	0	. 0	
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	- 0		1	0 0		0 0	0 0	0	0		-		0 0				1	0 (0 0	-		0 0			0	0		0		1
	Subject matter not in jurisdiction)	0	1	0 0	0 1	0	0)	1 2			1 2	2 1	0 0	ol .	0 0) (0 0) (0		1	0	. 0'	. 9
	Time limit (s 10)	0)	0 :	2	0 0	0 3	8 0	0				3 5	2	_	1 2	2	0 0		0 2		0	0 0			0		0	0	. 0	20
	Linable to proceed	0			2	5	0 0	0 1	2	1	3	- 4		4 12	4	-	12	2	0 0		0 1			0 0			0	0		- 1	. 0	59
	Total	10		1:	5 105	5	1 (0 25	16	22	17	33	4	2 100	39	45	96	6 1	0 :		2 22			0 3		1	0	4	3	11		620
Investigation	Fully upheld	3)	0 6	3	0 0	0 2	2	2	5	- 6	3	4 14	5	10) 3	3 1	0 0	ol .	0 0			0 0) (0		0	1	. 0'	74
	Not duly made or withdrawn	0)	0		0 0	0 0	0	0				1 (2		1	1	0 0		0 1			0 0			0		0	0	. 0	6
	Not upheld	2			4 17	7	0 0	0 1	1	1	10	2	2	3 11	- 6		. 6	6 1	0 0		0 7			0 0			0	0	0	2	. 0	. 77
1	Some upheld	- 0	1 0	ol .	1 :	3	ol o	0 1	1 2	. 0	2	- 4		2 13	7	-	sl 3	3	0 0	ol .	0 1		ol 0	0 0	1 0		0	1	0	- 1	. 0'	49
	Total	5			5 2	7	0 0	0 4	5	3	17	12	11	0 38	20	2	13	3 1	0 0		0 17			0 0		2	0	1	0	4	0	206
TOTAL		29		2	3 211	3	1 16	6 41	22	32	43	60	7	3 179	66	94	149	9	2 .		5 50		1	1 8			1		3	29	- 1	1 175



4. JOINT HEALTH & SOCIAL CARE CASES DETERMINED

		Aberdeen City Health and Social Care Partnership		Angus Health and Social Care Partnership	Argyll and Bute Health and Social Care		Galloway Health and	Dundee Health and Social Care Partnership	Health and	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	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Inverciyde Health and Social Care Partnership	Midlothian Health and Social Care Partnership	Moray Health and Social Care Partnership	North Ayrshire Health and Social Care Partnership		Perth and Kinross Health and Social Care Partnership	Health and	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	Turning Point Scotland	West Dunbartonshire Health and Social Care Partnership	TOTAL
Auvice	Premature		- 0	-	1 1	0	0	- 0	- 1	0		- 0	0	0	- 11	9	1	- 0	1	- 0	1	2	0	- 1	0	9	22
	Unable to proceed		0		2	0	0	ő	·	0	1	1	2	0	8			0	1	0	0	3	0	o o	0	0	19
	Total	0	0	2	3	0	0	0	1	0	1	1	2	0	20	2	1	0	2	0	1	5	0	- 1	0	0	42
Early Resolution	Discretion - Insufficient benefit would be achieved by investigation	0	1		0	0	0	0	1	1	0	0	3	1	2		0	0	0	0	1	1	1	0	0	0	12
	Discretion – alternative action proposed	0	1		0	0	0	0	1	0			- 1	0	1	0	0	0	0	0	0	0	0	0	0	0	4
	Discretion - Alternative route used or available	0	1		0	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	5
	Discretion - Good complaint handling	2		1	3	2	0	2	1	4	3		7	4	21	1	0	0	0	3	. 0	3	1	2	0	0	60
	Discretion – referred back	0	1		0	1	0	0	0	0	0	0	0	2	2	1	0	0	2	0	0	2	0	0	0	0	11
	Discretion - Resolved - both parties satisfied with proposed outcome		0		0	0	0	0	0	0	0			1	0	0	0	0	0	0	0	0	0	0	0	1	3
	Organisation not in jurisdiction		0		0	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	1	0	0	1	0	0	1	0	0	0	0	0	3
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))		0		0	0		0						0	1			0	0	0	0	0	0	0		0	1
	Subject matter not in jurisdiction		0		1	0	0	0	0	0	0		0	0	1	0	0	0	0	0	0	0	0	0	0	0	. 2
	Time limit (s 10)		0		1	0	0	0	0	0	0		0		1	0	0	0	0	0	0	0	0	0	0	0	3
	Unable to proceed	0	0		0	0	1	0			1		1	0	3		0	0	1		0	0	0	1		0	8
	Total	2	4	1	5	3	1	2	4	5	4	0	14	10	33	2	1	1	3	3	2	6	2	3	1	1	113
	Fully upheid	2	0		1	0	0	0	1	0	0	1	1	0	3	0	0	0	0	0	0	0	0	0	0	0	9
	Not duly made or withdrawn	0	0		0	0	0	0	0	0	0		0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	Not upheld	0	0		1 0	0	0	0		0		1	1		2			0	0	1	0	0	0	1		0	7
	Some upheld	0	0		0	0	0	1		0		1	0	0	1	0	0	0	0	0	0	0	0	0		0	3
	Total	2	0	1	1	0	0	1	1	0		3	2	0	7		0	0	0	1	0	0	0	1	0	0	20
TOTAL		4	4	4	9	3	1	3	6	5	5	4	18	10	60	4	2	1	5	4	3	11	2	5	1	1	175





6. LOCAL AUTH	RITY CASES DETERMINED																																																
																				Council																	F	Safety Na	unal Park			Other Local Aut				-	ution Joint Board		
	CATALON COLUMN	A Council	Aberdeen City	Aberdeess	Nine	Argyli	and State Clacker	sannana Conti	hairte nan	Dunfries and Gallowsy	Dundee City	Sast Ayrebi		hir East Luthia	Sast o Restreas		1	ai	lasgow City		Midlothian	North Agrahin Facecii	North Lanarksh	ire Orkney tota	Perth a		Scottis ire Burder	h Sherian	nd South Ay	rabine Lanar	uth kahire		he City of disburgh The	tightand The M		nat tomahir We	,	Fire and C.	rnoorms Soo	iture and et Glasgow (Glasgow Eldie	Serio	tratholyde trenship for 30		West Surbartonshir	West Lothian V	Aprehire Inhestion Joint Vol	and Argyl 1 and Buts in the Legislation	The Highland and Western lates Valuation	
Atlanta	Marker of the public hart port met in 5 (8)	THE PARTY NAMED	Position	Poundate	Annua Po	uase Po	COLUMN TO SERVE P	Occasion Birth	ann trac	Passer	Pauli	Passon	A Paulati	Penalte	Paul	Burking Po.	and the Po	ALEXA .	Position	Position	Postare	Passor	Postari	Passari	Pass	Paul	Paul	a lamacata Po	mare Pour	ra Pos	and desire	Pauli	Processed P	uara Pas	2 PA		Table 1	Tarvina .	- POUR	ritta's 1.a	mana to	ARADOS BAS	James Brend & L.	Address Total	Farmura 188	Manual .	Biologi	COMP BOLLER	100.00
Advice	Premature			-	- 9	- 5			- 5	- 1		-	2	-	2	2	-0	- 04	- 20				-	-2		- 1	-	- 2	- 2	- 9		- 9	- 4		- 5	- 1	- 4	- 1	- 4	- 2				- 3	-	_	-		
	Patricia to consent	- 4			-	- 1	-	- 1	- 2	- 1		-	1	2	3	2	- 1	-4	- 40		_		1	10		4	-	-	0	- 3	-1		- 11		- 1	- 1	- 4	- 4	- 4	- 2	- 4	- 2		- 3			- 1		101
	Total	22			-		- 1	6					13	19	2	100	19	99	45		- 1		2	99	4		u	100	0		76	-	46	17	6	- 6	96			N N	- 1	- 0		- 0					4.00
Early Paragraphics	Charles and intend had not out to \$700.			,	-		- 1		-	- 4			4	0		0		- 1			_				-	4	0		0	- 1			- 1			- 4	- 1					-	-	- 0		-	-		12
	Planarios - Insufficient benefit equit be achieved by inventoration	ò						- 1				1	1	4	2				- 1	- 1			2		2	1		-	0	4			10	- 1	,	- 1	- 5			0						- 1			104
	Planation - alternative action sonoraed	- ^		1	-		6		6			4		n		Α.	-		- 1				6		a	A	n	~	- 0	- 0	6	- 0					- 4			- 0	A	- ~		- 0			- 6		
	Placestics - Abstration truth used or auxiliatio	- 6			-							4	4	n		n							6					-	n	- 0		- 0					4							- 0	61				
	Placestics - Good constaint banding	- 0	-	+	3.6			- 4	- 1	- 6		>	2	u	13	9	34	99	16	- 4	_			98	9	11	16	-	- 1	6	90	-	16	99	16	- 6	16	- 1		,		-	- 6	- 0		- 1	- 1		282
	Discording Inflament back	- 0		,	,	-	,	-	,							- 0	-	- 6	- 4		_		6	- 1				-	- 0	-,			- 1			- 1	- 1			- 0			-	- 0	- 1				- 42
	Discretion - Resolved - both parties satisfied with proposed outcome																																																
	Manthur of the subtir best and met is 6 WV																																																
	Personalization and in lucia firther.																																																
	Recotos																																																
	Right of access to countribural Scottah ministers (s. 7 (K))																																																
	Subject matter and in Estadorius																																																
	Time Soints Wi																																																
	Ubable to cooped																																																
	Total																																																
Investigation	Enthywohald																																																
	No - mail																																																
	Chitosta sot achievable.	- 0		1	- 11	- 11	- 1			- 1		4	41	-01	41	-05	- 11	- 1			-	1	11	41	41	41	00	- 1	- 69	- 1		- 0	-	-	- 1			- 4				_							
1	Besided	- 0		12	9	- 12			- 0	- 1		4	9	0	9	9	9	- 0	- 0			4	12	-1	9	- 9	0	9	0	- 9	- 0	- 0			- 12	9	- 0	- 4	9	- 0	a		- 0	- 0	- 0	- 0	- 0		- 2
	Sout chair	- "		-	,	•	- 1	-		- 4	_	*	4	4																							- 4	- 4	- 4	- 4	A	_ ~	-	_ ~	-				



7a. SG&DA - SCOTTISH GOVERNMENT & SCOTTISH ADMINISTRATION CASES DETERMINED

	OUTCOME GROUP	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Government		Scottish Government D- G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	TOTAL
	Premature	7	1	0	1	1	1	6	8	1	0		1	0	1	0	28
	Unable to proceed	2	0	1	0	0	C	4	4	0	0		C	0	0	1	12
	Total	9	1	1	1	1	1	10	12	1	0	(1	0	1	1	40
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	C	0	3	0	0	(0	0	0	1	4
	Discretion – Insufficient benefit would be achieved by investigation	1	0	0	0	0	C	2	4	. 0	0	(0	0	0	0	7
	Discretion – Alternative route used or available	0	0	0	0	0	C	0	0	0	0	5	0	0	0	0	5
	Discretion - Good complaint handling	5	0	1	2	1	C	7	4	. 0	0	(1	2	0	1	24
	Discretion – referred back	2	0	0	0	0	C	2	1	0	0	(C	0	0	0	. 5
	Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	C	0	0	0	1	(C	0	0	0	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	C	0	0	0	0	(C	0	0	0	1
	Subject matter not in jurisdiction	7	0	0	0	0	C	4	3	0	0	(C	0	0	0	14
	Unable to proceed	0	0	0	0	0	C	0	0	0	0	1	C	0	0	0	1
	Total	15	0	1	3	1	C	15	15	0	1	6	1	2	0	2	. 62
Investigation	Some upheld	1	0	0	0	0	C	0	1	0	0	(C	0	0	0	. 2
	Total	1	0	0	0	0	C	0	1	0	0	(C	0	0	0	2
TOTAL		25	1	2	4	. 2	1	25	28	1	1	6	2	2	1	3	104



7b. SG&DA - SCOTTISH PUBLIC AUTHORITY CASES DETERMINED

					_																			
												Office of the		Police	Scottish		Scottish							1
				Children's				Mental Welfare				Scottish		Investigations	Children's		Environment		Scottish	Scottish Social	Skills			1
			Care	Hearings	Creative	Crofting	Islands	Commission		National Library		Charity	Parole Board	& Review	Reporter	Scottish		Scottish Legal	Qualifications	Services	Development			1
STAGE	OUTCOME GROUP	Audit Scotland	Inspectorate	Scotland	Scotland	Commission	Enterprise	for Scotland	Scotland	of Scotland	NatureScot	Regulator	for Scotland	Commissioner	Administration	Enterprise	Agency	Aid Board	Authority	Council	Scotland	sportscotland	VisitScotland	TOTAL
Advice	Premature	0	1		0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	4
	Unable to proceed	0	1		0 0	0	1	1	0	0	0	0) (0	1	0	0	0	0	1	0	0	0	. 5
	Total	0	2		0 0	0	1	1	0	0	0	0	0	1	1	0	1	0	0	1	0	0	1	9
Early Resolution	Cause and impact test not met (s 5 (3))	0	0		0 0	0	0	0	1	0	0	0) (0	0	0	0	0	0	0	0	1	0	2
1 '	Discretion - Insufficient benefit would be achieved by investigation	0	1		0 1	0	0	0	1	0	0	1	1 (0	0	0	0	1	0	0	1	0	1	7
	Discretion - Alternative route used or available	0	0		0 0	0	0	0	0	0	0	0) (0	2	- 1	0	0	0	0	0	0	0	3
	Discretion - Good complaint handling	1	5		0 0	1	0	0	0	0	1	1	1 (0	2	- 1	2	1	2	- 1	0	0	1	19
	Discretion - referred back	0	0		0 0			0	0	0) (0	1	0	0	0	0	0	0	0	0	1
	Premature	0	0		0 0	0	0	0	0	0	0	0	1	1 0	0	0	0	0	0	- 1	0	0	0	2
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0		0 0			0	0	1) (0	0	0	0	0	0	0	0	0	0	1
	Subject matter not in jurisdiction	0	0		2 0			0	0	0) (1	2	0	0	0	0	0	0	0	0	5
	Time limit (s 10)	0	0		1 0	1	0	0	0	0) (0	0	0	0	0	0	0	0	0	0	2
	Unable to proceed	0	1		0 0			0	0	0) (0	0	0	0	0	0	0	0	0	0	1
	Total	1	7		3 1	2	0	0	2	1	1	2	2 1	1 1	7	2	2	2	2	2	1	1	2	43
Investigation	Fully upheld	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	0	1	0	0	0	0	0	0	1
TOTAL		1	9		3 1	2	1	1	2	1	1	2	2	1 2	8	2	4	2	2	3	1	1	3	53

7c. SG&DA - CROSS-BORDER PUBLIC AUTHORITY CASES

STAGE	OUTCOME GROUP	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Forestry Commission Scotland	TOTAL
Advice	Premature	2	0	0	2
	Total	2	0	0	2
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	0	1	1
	Discretion - Good complaint handling	0	2	0	2
	Subject matter not in jurisdiction	0	1	0	1
	Total	0	3	1	4
TOTAL		2	3	1	6



8. SCOTTISH PRISON SERVICE CASES DETERMINED

		Scottish Prison	
STAGE	OUTCOME GROUP	Service	TOTAL
Advice	Premature	40	40
	Unable to proceed	44	44
	Total	84	84
Early Resolution	Cause and impact test not met (s 5 (3))	2	2
	Discretion – Insufficient benefit would be achieved by investigation	21	21
	Discretion – alternative action proposed	1	1
	Discretion – Alternative route used or available	1	1
	Discretion - Good complaint handling	83	83
	Discretion – referred back	7	7
	Discretion - Resolved - both parties satisfied with proposed outcome	3	3
	Premature	4	4
	Subject matter not in jurisdiction	14	14
	Unable to proceed	7	7
	Total	143	143
Investigation	Fully upheld	1	1
	Not upheld	1	1
	Some upheld	2	2
	Total	4	4
TOTAL		231	231



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	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	2	0	1	1	0	1	0	0	1	0	2	10	0	0	0	1	0	19
	Unable to proceed	0	0	0	0	3	1	0	0	0	0	4	3	0	0	0	2	2	15
	Total	2	0	1	1	3	2	0	0	1	0	6	13	0	0	0	3	2	34
	Cause and impact test not met (s 5 (3))	0	0	0	0	0	C	0	0	0	0	0	1	0	0	0	0	0	. 1
1 '	Discretion - Insufficient benefit would be achieved by investigation	0	0	1	2	5	2	0	0	4	2	2	4	0	1	3	1	6	33
	Discretion – Alternative route used or available	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	. 1
	Discretion - Good complaint handling	0	0	4	2	0	8	5	6	6	1	15	9	2	5	3	1	7	74
	Discretion – referred back	0	1	0	0	0	C	0	0	0	1	2	C	1	1	0	0	2	
	Premature	0	0	0	0	0	C	0	0	1	0	2	C	0	0	0	0	0	. 3
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	C	0	0	0	0	1	C	1	0	0	0	0	2
	Subject matter not in jurisdiction	0	0	0	2	0	1	0	1	0	1	3	2	1	1	2	0	1	15
	Time limit (s 10)	0	0	0	1	0	C	0	0	0	1	2	2	. 0	0	1	0	0	. 7
	Unable to proceed	0	0	0	0	1	C	0	0	0	1	1	0	0	0	1	0	2	6
	Total	0	1	5	7	6	12	5	7	11	7	28	18	5	8	10	2	18	150
Investigation	Some upheld	0	0	0	0	1	1	0	0	0	0	0	C	0	0	0	0	0	2
	Total	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	
TOTAL		2	1	6	8	10	15	5	7	12	7	34	31	5	8	10	5	20	186



10. WATER CASES DETERMINED

		Bright Water	Business		Clear Business			Source for	Water Plus		
STAGE	OUTCOME GROUP	Services Ltd	Stream	Castle Water Ltd	Water	Everflow Ltd	Scottish Water	Business	Select Ltd	Wave	TOTAL
Advice	Premature	1	10	2	15	1	9	1	4	1	44
	Unable to proceed	0	0	0	4	1	2	0	2	0	. 9
	Total	1	10	2	19	2	11	1	6	1	53
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	3	0	1	C	1	0	1	0	6
	Discretion – alternative action proposed	0	0	0	0	C	0	0	0	1	1
	Discretion - Good complaint handling	1	6	0	7	1	4	0	0	1	20
	Discretion – referred back	0	0	0	0	C	1	0	0	0	1
	Discretion - Resolved - both parties satisfied with proposed outcome	0	1	0	1	C	0	0	0	1	3
	Premature	0	0	0	0	C	1	0	2	0	3
	Time limit (s 10)	0	1	0	0	C	0	0	0	0	1
	Unable to proceed	0	0	0	1	C	3	0	0	1	5
	Total	1	11	0	10	1	10	0	3	4	40
Investigation	Fully upheld	0	0	1	0	C	0	0	2	0	3
	Not upheld	0	0	0	0	C	1	0	0	0	1
	Resolved	0	1	0	0	C	0	0	0	0	. 1
	Some upheld	0	0	1	0	C	0	0	0	0	1
	Total	0	1	2	0	C	1	0	2	0	6
TOTAL		2	22	4	29	3	22	1	11	5	99



11. OTHER CASES DETERMINED

STAGE	OUTCOME GROUP	A Body Out of Jurisdiction	A Body Unknown	TOTAL
Advice	Organisation not in jurisdiction	11	0	11
	Premature	3	8	11
	Unable to proceed	1	15	16
	Total	15	23	38
Early Resolution	Organisation not in jurisdiction	1	0	1
	Total	1	0	1
TOTAL		16	23	39

