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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

STAGE	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	Lewis Castle College	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	TOTAL
Advice	Premature	1	0	0	0	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	0	1	0	1	1	0	0	0	0	1	0	4
	Discretion - Good complaint handling	0	2	2	0	1	0	0	0	0	0	1	0	0	0	6
	Discretion – referred back	0	0	0	0	0	0	0	0	1	1	0	1	0	0	3
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Total	0	2	2	0	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

4. 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	Clackmannanshire and Stirling 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	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	Perth and Kinross Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership	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	
Advice	Discretion - alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	1
	Premature	0	0	1	1	0	0	0	0	1	0	0	0	0	0	11	2	1	0	1	0	1	2	0	0	1	0	22
Early Resolution	Unable to proceed	0	0	1	2	0	0	0	0	0	1	1	2	0	8	0	0	0	0	1	0	0	3	0	0	0	19	
	Total	0	0	2	3	0	0	0	0	1	1	1	2	0	20	2	1	0	2	0	1	0	3	0	0	0	42	
	Discretion - Insufficient benefit would be achieved by investigation	0	1	0	0	0	0	0	0	1	1	0	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	0	0	1	0	0	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	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	0	1	3	2	0	2	1	4	3	0	2	4	2	1	0	0	0	0	0	3	0	1	2	0	0	66
	Discretion - referred back	0	1	0	0	1	0	0	0	0	0	0	0	2	2	1	0	0	0	0	0	0	2	0	0	0	0	11
	Discretion - Resolved - both parties satisfied with processed outcome	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	1	3
	Operation 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	1	0	1
	Premature	0	0	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
	Start of appeal to court/bureau/Scottish ministers (s.7 (8))	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
	Subject matter not in jurisdiction	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	2
Time limit is 10)	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3	
Unable to proceed	0	0	0	0	0	1	0	0	1	0	0	1	0	3	0	0	0	0	0	1	0	0	0	0	1	0	6	
Total	2	4	1	5	3	1	2	4	5	4	0	14	10	33	2	1	1	3	3	2	6	2	2	3	1	1	113	
Investigation	File upheld	2	0	0	1	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	6	
	Not duly made or withdrawn	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	
	Not upheld	0	0	1	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	1	0	0	0	1	0	7	
	Some upheld	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
	Total	2	0	1	1	0	0	0	0	1	0	0	3	2	0	7	0	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	9	1	1	175	

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

STAGE	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 Learning & Justice	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
Advice	Premature	7	1	0	1	1	1	6	8	1	0	0	1	0	1	0	28
	Unable to proceed	2	0	1	0	0	0	4	4	0	0	0	0	0	0	1	12
	Total	9	1	1	1	1	1	10	12	1	0	0	1	0	1	1	40
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	4
	Discretion – insufficient benefit would be achieved by investigation	1	0	0	0	0	0	2	4	0	0	0	0	0	0	0	7
	Discretion – Alternative route used or available	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	5
	Discretion - Good complaint handling	5	0	1	2	1	0	7	4	0	0	0	1	2	0	1	24
	Discretion – referred back	2	0	0	0	0	0	2	1	0	0	0	0	0	0	0	5
	Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
	Subject matter not in jurisdiction	7	0	0	0	0	0	4	3	0	0	0	0	0	0	0	14
	Unable to proceed	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	Total	15	0	1	3	1	0	15	15	0	1	6	1	2	0	2	62
Investigation	Some upheld	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	Total	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
TOTAL		25	1	2	4	2	1	25	28	1	1	6	2	2	1	3	104

7b. SGADA - 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	National Library of Scotland	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	sportscotland	VisitScotland	TOTAL		
Advice	Premature	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	4	
	Unable to proceed	0	1	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	5
	Total	0	2	0	0	0	0	1	1	0	0	0	0	1	1	0	1	0	1	0	0	0	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	0	1	0	0	2	
	Discretion - Insufficient benefit would be achieved by investigation	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	7	
	Discretion - Alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	2	11	0	0	0	0	0	0	0	0	3	
	Discretion - Good complaint handling	1	5	0	0	0	11	0	0	0	0	11	1	0	0	2	11	2	1	2	1	0	0	1	19	
	Discretion - referred back	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Premature	0	0	0	0	0	0	0	0	0	0	0	1	0	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	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Subject matter not in jurisdiction	0	0	0	2	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	5
	Time limit (s 10)	0	0	1	0	0	11	0	0	0	0	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	0	0	0	0	0	0	0	1
	Total	1	7	3	1	2	0	2	2	1	1	2	1	1	7	2	2	2	2	2	1	1	1	2	43	
Investigation	Fully upheld	0	0	0	0	0	0	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	0	0	1	0	0	0	0	0	0	0	1	
TOTAL		1	9	3	1	2	1	1	2	1	1	2	1	2	8	2	4	2	2	3	1	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

STAGE	OUTCOME GROUP	Scottish Prison 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	0	15
	Total	2	0	1	1	3	2	0	0	1	0	6	13	0	0	0	3	0	34
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	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	0	0	0	0	1	2	0	1	1	0	0	0	8
	Premature	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	3
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	1	0	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	0	15
	Time limit (s 10)	0	0	0	1	0	0	0	0	0	1	2	2	0	0	1	0	0	7
	Unable to proceed	0	0	0	0	1	0	0	0	0	1	1	0	0	0	1	0	0	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	0	0	0	0	0	0	2
	Total	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2
TOTAL		2	1	6	8	10	15	5	7	12	7	34	31	5	8	10	5	20	186

10. WATER CASES DETERMINED

STAGE	OUTCOME GROUP	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Scottish Water	Source for Business	Water Plus 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	0	1	0	1	0	6
	Discretion – alternative action proposed	0	0	0	0	0	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	0	1	0	0	0	1
	Discretion - Resolved - both parties satisfied with proposed outcome	0	1	0	1	0	0	0	0	1	3
	Premature	0	0	0	0	0	1	0	2	0	3
	Time limit (s 10)	0	1	0	0	0	0	0	0	0	1
	Unable to proceed	0	0	0	1	0	3	0	0	1	5
	Total	1	11	0	10	1	10	0	3	4	40
Investigation	Fully upheld	0	0	1	0	0	0	0	2	0	3
	Not upheld	0	0	0	0	0	1	0	0	0	1
	Resolved	0	1	0	0	0	0	0	0	0	1
	Some upheld	0	0	1	0	0	0	0	0	0	1
	Total	0	1	2	0	0	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