

ENQUIRIES AND COMPLAINTS DETERMINED BY SECTOR AND OUTCOME 2021-22

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 route used or available	0	0	0	1	0	0	0	0	0	0	1			
		Member of the public test not met (s 5 (6))	0	0	0	0	1	0	0	0	0	0	1			
		Organisation not in jurisdiction	0	2	0	0	0	11	0	0	0	0	0	13		
		Premature	1	197	88	22	296	11	40	34	19	44	752			
		Subject matter not in jurisdiction	0	1	0	0	0	0	0	0	0	0	1			
	Early Resolution	Early Resolution	Unable to proceed	4	149	57	19	143	16	44	17	15	9	473		
			Cause and impact test not met (s 5 (3))	0	1	0	0	13	0	2	6	1	0	23		
			Discretion – Insufficient benefit would be achieved by investigation	4	81	18	12	104	0	21	15	33	6	294		
			Discretion – alternative action proposed	0	8	8	4	8	0	1	0	0	1	30		
			Discretion – Alternative route used or available	0	12	0	5	7	0	1	8	1	0	34		
			Discretion - Good complaint handling	6	354	78	60	383	0	83	45	74	20	1,103		
			Discretion – referred back	3	50	2	11	42	0	7	6	8	1	130		
			Discretion - Resolved - both parties satisfied with proposed outcome	0	16	5	3	13	0	3	1	0	3	44		
			Member of the public test not met (s 5 (6))	0	0	0	0	7	0	0	0	0	0	7		
			Organisation not in jurisdiction	0	0	0	1	1	1	0	0	0	0	3		
			Premature	0	9	1	3	6	0	4	2	3	3	31		
			Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	2	1	6	0	0	2	2	0	14		
			Subject matter not in jurisdiction	1	9	3	2	18	0	14	20	15	0	82		
			Time limit (s 10)	0	20	3	3	18	0	0	2	7	1	54		
			Unable to proceed	0	59	11	8	20	0	7	2	6	5	118		
			Investigation	Investigation	Fully upheld	0	74	0	9	14	0	1	1	0	3	102
					Not duly made or withdrawn	0	6	0	1	0	0	0	0	0	0	7
					Not upheld	0	77	4	7	10	0	1	0	0	1	100
					Outcome not achievable	0	0	0	0	1	0	0	0	0	0	1
					Resolved	0	0	0	0	2	0	0	0	0	1	3
	Some upheld	0			49	1	3	11	0	2	2	2	1	71		
	<b>Total</b>			<b>19</b>	<b>1,175</b>	<b>281</b>	<b>175</b>	<b>1,124</b>	<b>39</b>	<b>231</b>	<b>163</b>	<b>186</b>	<b>99</b>	<b>3,492</b>		
	Enquiry	Advice	Enquiry	0	4	1	0	2	3	1	0	0	0	11		
		<b>Total</b>		<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>		
	<b>TOTAL CONTACTS</b>			<b>19</b>	<b>1,179</b>	<b>282</b>	<b>175</b>	<b>1,126</b>	<b>42</b>	<b>232</b>	<b>163</b>	<b>186</b>	<b>99</b>	<b>3,503</b>		
<i>Total Premature Complaints</i>			<i>1</i>	<i>206</i>	<i>89</i>	<i>25</i>	<i>302</i>	<i>11</i>	<i>44</i>	<i>36</i>	<i>22</i>	<i>47</i>	<i>783</i>			
<i>Premature Rate</i>			<i>5%</i>	<i>18%</i>	<i>32%</i>	<i>14%</i>	<i>27%</i>	<i>26%</i>	<i>19%</i>	<i>22%</i>	<i>12%</i>	<i>48%</i>	<i>22%</i>			
<i>Total Investigation Decisions (fully, some and not upheld)</i>			<i>0</i>	<i>200</i>	<i>5</i>	<i>19</i>	<i>35</i>	<i>0</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>5</i>	<i>273</i>			
<i>Total Upholds (fully and some upheld)</i>			<i>0</i>	<i>123</i>	<i>1</i>	<i>12</i>	<i>25</i>	<i>0</i>	<i>3</i>	<i>3</i>	<i>2</i>	<i>4</i>	<i>173</i>			
<i>Uphold Rate</i>			<i>#DIV/0!</i>	<i>62%</i>	<i>20%</i>	<i>63%</i>	<i>71%</i>	<i>#DIV/0!</i>	<i>75%</i>	<i>100%</i>	<i>100%</i>	<i>80%</i>	<i>63%</i>			