

## **COMPLAINTS AND ENQUIRIES DETERMINED BY SUBJECT AND OUTCOME 2021-22**

Tab 1 - Determined by Sector

Tab 2 - Scottish College Cases Determined

Tab 3 - Health Cases Determined

Tab 4 - Joint Health and Social Care Cases Determined

Tab 5 - Housing Association Cases Determined

Tab 6 - Local Authority Cases Determined

Tab 7 - Scottish Government & Devolved Administration Cases Determined

Tab 8 - Scottish Prison Service Cases Determined

Tab 9 - Scottish University Cases Determined

Tab 10 - Water Cases Determined

Tab 11 - Other Cases Determined

Tab 12 - Housing Association and Local Authority Housing Cases Determined - Combined

## 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
<b>Total</b>	<b>3,492</b>	<b>703</b>	<b>4,195</b>

## 2. SCOTTISH COLLEGE CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	Application / Admission / Interview / Enrolment / Induction	Assessment / Exams / Certification	Health and Safety	Learning and Teaching	Staff Conduct	Subject Unknown	TOTAL
Complaint	Advice	Premature	1	0	0	0	0	0	1
		Unable to proceed	0	1	0	1	0	2	4
		Total	1	1	0	1	0	2	5
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	1	0	2	1	0	4
		Discretion - Good complaint handling	1	0	1	3	1	0	6
		Discretion – referred back	0	0	0	0	3	0	3
		Subject matter not in jurisdiction	0	1	0	0	0	0	1
		Total	1	2	1	5	5	0	14
	<b>TOTAL CONTACTS</b>			<b>2</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>2</b>

3. HEALTH CASES DETERMINED

\*note - includes prison health

CASE TYPE	STAGE	OUTCOME GROUP	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	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	Hygiene / cleanliness / infection control	Lists (incl difficulty registering and removal from lists)	Nurses / nursing care	Other	Out of jurisdiction	Policy / administration	Record keeping	Standard of care	Subject unknown	TOTAL	
Complaint	Advice	Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	2	
		Premature	1	0	8	127	19	3	0	3	0	7	0	2	3	12	2	0	10	197	
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
		Unable to proceed	3	0	9	78	16	0	0	3	0	4	1	1	1	6	2	0	25	149	
	Early Resolution	Total	4	0	17	205	35	3	0	6	0	11	1	4	5	18	4	1	35	349	
		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	0	1
		Discretion – Insufficient benefit would be achieved by investigation	2	1	5	46	12	4	0	0	0	2	1	3	0	4	1	0	0	81	
		Discretion – alternative action proposed	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
		Discretion – Alternative route used or available	0	0	0	3	5	2	0	0	0	0	0	0	0	1	1	0	0	12	
		Discretion – Good complaint handling	4	1	32	218	53	5	0	2	1	5	5	5	0	14	9	0	0	354	
		Discretion – referred back	0	0	5	29	8	2	1	1	0	1	1	0	0	2	0	0	0	50	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	2	11	1	1	0	1	0	0	0	0	0	0	0	0	0	16	
		Premature	1	0	0	5	3	0	0	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Subject matter not in jurisdiction	0	0	0	4	0	2	0	0	0	0	0	0	0	1	2	0	0	9	
		Time limit (s 10)	0	0	1	16	0	3	0	0	0	0	0	0	0	0	0	0	0	20	
		Unable to proceed	1	0	1	45	10	0	0	1	0	0	1	0	0	0	0	0	0	0	59
		Total	8	2	46	386	92	19	1	5	1	8	8	1	24	11	0	0	0	820	
		Investigation	Fully upheld	3	0	2	52	1	0	0	0	0	0	4	0	0	0	0	0	0	74
			Not duly made or withdrawn	0	0	0	4	1	1	0	0	0	0	0	0	0	0	0	0	0	6
	Not upheld		2	0	2	70	0	0	0	1	0	2	0	0	0	0	0	0	0	77	
	Some upheld		0	0	1	45	0	1	0	0	0	0	1	0	0	0	0	1	0	49	
	Total		5	0	5	181	2	2	0	1	0	2	5	0	0	1	2	0	0	206	
	Total	17	2	68	772	129	24	1	12	1	12	14	12	6	43	17	1	35	1,179		
	Enquiry	Advice	Enquiry	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2	4
			Total	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2	4
	<b>TOTAL CONTACTS</b>			<b>17</b>	<b>2</b>	<b>68</b>	<b>773</b>	<b>129</b>	<b>24</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>21</b>	<b>14</b>	<b>12</b>	<b>6</b>	<b>44</b>	<b>17</b>	<b>1</b>	<b>37</b>	<b>1,179</b>

4. JOINT HEALTH AND SOCIAL CARE CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	Admission / discharge / transfer procedures	Adoption / Forfeiting	Adult support and protection / adults with incapacity	Appointments / (delay / cancellation / waiting lists)	Assessments / self-directed support	Care charges for homecare and residential care	Care in the community	Care's assessments	Child protection	Child services and family support	Clinical treatment / Diagnosis	Communication / staff attitude	Communication / staff attitude / dignity / confidentiality	Community Mental health services	Complaint handling	Complaints handling	Continuing care	Criminal justice	Home helps / concessions / grants / charges for services	Nurses / Nursing Care	Occupational therapy / assessment / equipment / adaptations	Other	Out Of Jurisdiction	Policy / administration	Record Keeping	Standard of care	Standard of care	Subject Unknown	TOTAL					
Complaint	Advice	Discretion – alternative route used or available	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	0	0	0	1				
		Discretion – alternative route used or available	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1			
Early Resolution	Investigation	Discretion – alternative route used or available	0	0	3	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		Discretion – insufficient benefit would be achieved by investigation	0	0	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Discretion – alternative action proposed	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Discretion – alternative route used or available	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	0	0	0	0	0	0	0	
		Discretion – Good complaint handling	1	0	4	1	13	3	1	0	1	0	1	10	10	3	0	0	0	0	0	0	0	1	1	3	0	4	1	1	0	0	0	0	60	
		Discretion – referred back	0	0	1	0	1	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	0	
		Discretion – Resolved – both parties satisfied with proposed outcome	1	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	0	0	0	0	0	0	0	
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discretion – Resolved – one party not satisfied																																				

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	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	Subject unknown	Terminations of tenancy	TOTAL	
Complaint	Advice	Premature	0	7	3	1	0	3	21	2	0	2	3	36	0	10	0	88	
		Unable to proceed	2	8	2	0	1	0	9	0	0	1	0	25	0	7	2	57	
		<b>Total</b>	<b>2</b>	<b>15</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>30</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>61</b>	<b>0</b>	<b>17</b>	<b>2</b>	<b>145</b>	
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	3	0	1	0	0	4	0	0	3	0	7	0	0	0	18	
		Discretion – alternative action proposed	1	0	0	0	0	0	1	1	0	2	0	3	0	0	0	8	
		Discretion – Good complaint handling	0	6	11	0	1	0	22	0	0	1	2	33	0	0	2	78	
		Discretion – referred back	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	
		Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	1	0	0	0	0	3	1	0	0	5	
		Premature	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	
		Subject matter not in jurisdiction	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	3	
		Time limit (s 10)	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	3
		Unable to proceed	0	3	0	0	0	0	3	0	0	0	0	0	4	0	0	1	11
	<b>Total</b>	<b>1</b>	<b>14</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>32</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>3</b>	<b>51</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>131</b>		
	Investigation	Not upheld	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	4	
		Some upheld	0	0	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>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	
	<b>Total</b>	<b>3</b>	<b>29</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>64</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>6</b>	<b>115</b>	<b>1</b>	<b>17</b>	<b>6</b>	<b>281</b>		
	Enquiry	Advice	Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	
<b>TOTAL CONTACTS</b>			<b>3</b>	<b>29</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>64</b>	<b>3</b>	<b>1</b>	<b>12</b>	<b>6</b>	<b>115</b>	<b>1</b>	<b>18</b>	<b>6</b>	<b>282</b>	

6. LOCAL AUTHORITY CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	Building Control	Consumer Protection	Economic Development	Education	Environmenta I Health & Cleanings	Finance	Fire & Police Boards	Housing	HSCP - Social Work	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	Member of the public test not met (s 5 (6))	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		Premature	1	1	0	27	23	20	0	89	0	4	23	0	2	2	2	15	3	21	27	32	2	0	4	296	
	Unable to proceed	0	0	1	15	14	6	0	39	0	2	5	0	1	0	6	1	7	35	10	0	0	1	0	143		
	Early Resolution	Total	1	1	1	42	37	26	0	128	0	6	28	0	3	2	21	4	28	62	42	2	0	5	0	446	
		Cause and impact test not met (s 5 (3))	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	6	1	4	0	0	0	0	0	13	
		Discretion – Insufficient benefit would be achieved by investigation	0	1	0	11	6	9	1	19	0	3	5	0	2	0	26	2	7	11	0	1	0	0	0	104	
		Discretion – alternative action proposed	0	0	0	0	0	1	0	5	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	9	
		Discretion – Alternative route used or available	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	7	
		Discretion - Good complaint handling	4	0	6	47	46	28	2	83	1	6	17	2	3	0	55	5	40	35	0	2	1	0	0	383	
		Discretion – referred back	1	0	1	6	3	3	0	13	0	0	1	0	0	0	0	5	1	4	4	0	0	0	0	42	
		Discretion - Resolved – both parties satisfied with proposed outcome	0	0	0	2	2	0	0	5	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	13	
		Member of the public test not met (s 5 (6))	0	0	0	0	0	0	2	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	7	
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
		Premature	0	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	1	0	1	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	6	
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
		Premature	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	1	0	1	0	1	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	6	
		Subject matter not in jurisdiction	1	0	1	5	2	0	0	1	0	0	1	0	0	1	1	2	0	1	1	0	0	0	0	0	18
		Investigation	Total	1	0	2	2	4	0	2	0	0	0	0	0	0	0	6	0	0	1	0	0	0	0	0	18
	Time limit (s 10)		0	1	0	4	2	3	0	0	0	1	0	0	0	0	4	0	1	4	0	0	0	0	0	30	
	Unable to proceed		0	1	0	4	2	3	0	0	0	0	0	0	0	0	4	0	1	4	0	0	0	0	0	30	
	Fully upheld		0	0	1	1	1	0	0	2	0	0	0	0	0	1	0	1	0	0	7	0	0	0	0	14	
	Not upheld		0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	10	
	Outcome not achievable		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Enquiry	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Some upheld	1	0	0	4	0	0	0	1	0	0	1	0	0	0	2	0	0	2	0	0	0	0	0	11	
	TOTAL CONTACTS	Enquiry	Total	1	0	1	7	1	0	5	0	0	1	0	0	1	0	3	0	0	18	0	0	0	0	38	
			Total	9	3	12	128	101	78	3	265	1	15	57	3	10	4	133	15	89	142	45	6	1	6	1,124	

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	SCOTTISH GOVERNMENT & SCOTTISH ADMINISTRATION																				GRAND TOTAL									
			CROSS BORDER PUBLIC AUTHORITY Non-Prison			SCOTTISH GOVERNMENT & SCOTTISH ADMINISTRATION Non-Prison														SCOTTISH PUBLIC AUTHORITY Non-Prison												
			Agriculture / environment / fishing / rural affairs	Financial matters	Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health	Courts administration	Education	Financial matters	Governance	Justice	Other	Planning	Records	Roads and transport	Subject unknown or Out of Jurisdiction	Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health		Commissioner s and Ombudsmen	Courts administration	Education	Enterprise bodies	Financial matters	Justice	Other	Subject unknown or Out of Jurisdiction	Total
Complaint	Advice	Premature	0	2	2	0	0	0	2	8	1	3	3	8	3	0	0	0	0	0	28	1	1	1	1	0	0	0	0	0	4	34
		Unable to proceed	0	0	0	0	0	1	4	1	0	0	0	0	0	0	1	3	12	0	1	2	1	0	0	0	0	0	1	17		
Early Resolution	Cause and impact not met (s. 2 (D))	Total	0	2	2	0	0	3	12	2	3	3	10	3	0	0	1	3	40	1	2	2	2	0	0	0	0	0	1	51		
		Discretion – no/limited benefit would be achieved by investigation	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	4	
		Discretion – Alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Discretion – Good complaint handling	2	0	2	0	0	1	11	1	8	0	0	0	0	1	0	0	24	0	2	4	2	2	0	0	0	1	0	46		
		Discretion – referred back	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
		Discretion – Resolved – both parties satisfied with proposed outcome	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	0	0	0	1	
		Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	
		Right of appeal to court/tribunal/Scottish ministers (s. 7 (B))	0	0	0	0	0	0	0	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	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	14	0	0	0	0	0	0	0	0	0	0	20	
		Time limit (s. 10)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Unable to proceed	0	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	0	0	0			
Investigation	Total	Total	4	0	4	1	1	1	19	1	17	0	12	3	2	2	2	1	62	6	7	6	6	6	3	2	3	2	1	83		
		Failed to meet	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		Same subject	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Total</b>	<b>Total</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>32</b>	<b>3</b>	<b>28</b>	<b>3</b>	<b>22</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>193</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>53</b>	<b>163</b>		
<b>TOTAL CONTACTS</b>	<b>TOTAL CONTACTS</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>32</b>	<b>3</b>	<b>28</b>	<b>3</b>	<b>22</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>199</b>	<b>7</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>53</b>	<b>168</b>		



8. SCOTTISH PRISON SERVICE 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	Work / education / earnings / recreation	TOTAL	
Complaint	Advice	Premature	0	4	4	14	1	0	2	7	3	5	0	40	
		Unable to proceed	1	8	3	8	3	0	0	7	3	10	1	44	
		Total	1	12	7	22	4	0	2	14	6	15	1	84	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	1	1	0	0	0	0	0	0	0	0	2
		Discretion – Insufficient benefit would be achieved by investigation	2	3	3	2	0	1	0	8	1	0	1	0	21
		Discretion – alternative action proposed	0	0	0	0	0	0	0	1	0	0	0	0	1
		Discretion – Alternative route used or available	0	1	0	0	0	0	0	0	0	0	0	0	1
		Discretion - Good complaint handling	4	12	6	13	3	0	6	23	10	0	6	0	83
		Discretion – referred back	0	0	1	0	1	0	2	1	1	0	1	0	7
		Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	1	0	0	2	0	0	0	0	3
		Premature	0	0	0	3	0	0	0	0	0	1	0	0	4
		Subject matter not in jurisdiction	0	4	3	1	0	0	2	3	0	0	0	1	14
		Unable to proceed	0	1	0	2	1	0	2	1	0	0	0	0	7
		Total	6	21	14	22	6	1	13	38	13	0	9	0	143
	Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	1
		Not upheld	0	0	0	0	0	0	0	0	0	1	0	0	1
		Some upheld	0	0	0	0	0	0	0	1	1	0	0	0	2
		Total	0	0	0	0	0	0	0	1	3	0	0	0	4
	Total	7	33	21	44	10	1	15	53	22	15	10	0	231	
	Enquiry	Advice	Enquiry	0	0	0	0	0	0	0	0	0	1	0	1
Total			0	0	0	0	0	0	0	0	0	1	0	1	
Total	0	0	0	0	0	0	0	0	0	0	1	0	1		
<b>TOTAL CONTACTS</b>			<b>7</b>	<b>33</b>	<b>21</b>	<b>44</b>	<b>10</b>	<b>1</b>	<b>15</b>	<b>53</b>	<b>22</b>	<b>16</b>	<b>10</b>	<b>232</b>	

9. SCOTTISH UNIVERSITY CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	Academic appeal / exam results / degree classification	Accommodation	Admissions	Antisocial behaviour	Communication / staff attitude / dignity / confidentiality	Complaints handling	Grants / allowances / bursaries	Inappropriate staff / student relationship	Other	Personnel matters	Policy / administration	Special needs - assessment and provision	Student discipline	Subject Unknown	Teaching and supervision	Welfare	TOTAL	
Complaint	Advice	Premature	3	0	3	0	2	1	0	0	2	1	3	0	0	3	1	0	19	
		Unable to proceed	6	1	0	0	2	1	0	0	1	0	2	0	1	0	1	0	15	
		Total	9	1	3	0	4	2	0	0	3	1	5	0	1	3	2	0	34	
	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	0	0	1
		Discretion - Insufficient benefit would be achieved by investigation	11	2	1	0	2	1	0	0	2	0	6	0	0	0	0	8	0	33
		Discretion - Alternative route used or available	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
		Discretion - Good complaint handling	41	2	1	0	5	2	1	0	1	0	7	4	2	0	6	2	74	
		Discretion - referred back	4	0	0	0	0	0	0	0	2	0	0	0	1	0	1	0	8	
		Premature	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (b))	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
		Subject matter not in jurisdiction	7	0	0	0	1	0	0	1	1	2	0	0	0	1	0	2	0	15
		Time limit (s 10)	3	0	0	0	1	1	0	0	0	0	0	1	1	0	0	0	0	7
		Unable to proceed	2	0	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	6
		Total	71	4	2	1	12	5	1	1	7	2	14	5	5	0	18	2	150	
		Investigation	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2
			Total	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2
	Total		80	5	5	1	16	7	1	1	10	3	19	6	6	3	21	2	186	
	<b>TOTAL CONTACTS</b>		<b>80</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>16</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>19</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>21</b>	<b>2</b>	<b>186</b>	

## 10. WATER CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	Billing and charging	Customer service	New Connections	Subject unknown or Out of Jurisdiction	Waste Water	Water Supply	TOTAL	
Complaint	Advice	Premature	29	4	1	4	4	2	44	
		Unable to proceed	7	0	0	1	0	1	9	
		<b>Total</b>	<b>36</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>53</b>	
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	5	0	0	0	1	0	6	
		Discretion – alternative action proposed	1	0	0	0	0	0	1	
		Discretion - Good complaint handling	13	4	0	0	1	2	20	
		Discretion – referred back	0	0	0	0	0	1	1	
		Discretion - Resolved - both parties satisfied with proposed outcome	3	0	0	0	0	0	3	
		Premature	2	1	0	0	0	0	3	
		Time limit (s 10)	1	0	0	0	0	0	1	
		Unable to proceed	2	0	0	0	1	2	5	
	<b>Total</b>	<b>27</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>40</b>		
	Investigation	Fully upheld	2	0	0	0	0	1	3	
		Not upheld	0	1	0	0	0	0	1	
		Resolved	1	0	0	0	0	0	1	
		Some upheld	1	0	0	0	0	0	1	
		<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>	
	<b>Total</b>			<b>67</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>99</b>
	<b>TOTAL CONTACTS</b>			<b>67</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>9</b>	<b>99</b>

## 11. OTHER CASES DETERMINED

CASE TYPE	STAGE	OUTCOME GROUP	General Enquiry	Subject Unknown or Out of Jurisdiction		TOTAL
			From Other Authority	Out of Jurisdiction	Subject Unknown	
Complaint	Advice	Organisation not in jurisdiction	0	11	0	11
		Premature	0	2	9	11
		Unable to proceed	1	0	15	16
		Total	1	13	24	38
	Early Resolution	Organisation not in jurisdiction	0	1	0	1
		Total	0	1	0	1
	Total		1	14	24	39
Enquiry	Advice	Enquiry	0	304	391	695
		Total	0	304	391	695
	Total		0	304	391	695
<b>TOTAL CONTACTS</b>			<b>1</b>	<b>318</b>	<b>415</b>	<b>734</b>

## 12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES DETERMINED - COMBINED

*\*complaints only*

CASE TYPE	STAGE	OUTCOME GROUP	Housing Associations	Local Authority	TOTAL	
Complaint	Advice	Premature	88	89	177	
		Unable to proceed	57	39	96	
		Total	145	128	273	
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	Discretion – Insufficient benefit would be achieved by investigation	18	19	37
			Discretion – alternative action proposed	8	5	13
			Discretion - Good complaint handling	78	83	161
			Discretion – referred back	2	13	15
			Discretion - Resolved - both parties satisfied with proposed outcome	5	5	10
			Premature	1	3	4
			Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	2	1	3
			Subject matter not in jurisdiction	3	1	4
			Time limit (s 10)	3	2	5
			Unable to proceed	11	0	11
			Total	131	132	263
			Investigation	Fully upheld	Fully upheld	0
	Not upheld	4			2	6
	Some upheld	1			1	2
	Total	5			5	10
	Total	281	265	546		
	Enquiry	Advice	Enquiry	1	0	1
Total			1	0	1	
Total		1	0	1		
<b>TOTAL CONTACTS</b>			<b>282</b>	<b>265</b>	<b>547</b>	