

COMPLAINTS AND ENQUIRIES DETERMINED BY SUBJECT AND OUTCOME 2022-23

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1. CASES DETERMINED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	24	0	24
Health	1,322	5	1,327
Housing Associations	355	2	357
Joint Health and Social Care	171	0	171
Local Authority	1,151	2	1,153
Other	54	1,034	1,088
Prisons	273	1	274
Scottish Government & Devolved Administration	192	0	192
Universities	209	1	210
Water	78	1	79
Total	3,829	1,046	4,875

2. SCOTTISH COLLEGE CASES DETERMINED

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessment / Exams / Certification	Course Management (including class cancellations)	Diversity and Equality (other than support for learning)	Finance (course fees and refunds)	Learning and Teaching	Not otherwise covered	Out Of Jurisdiction	Providing Learning Support and Guidance (by curriculum staff)	Staff Conduct	Subject Unknown	Total	
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	0	0	0	0	0	0	1	0	1	
		A&G - Complaint submissions - premature	0	0	1	0	0	0	0	0	0	0	0	0	1
		A&G - Enquiries	0	1	0	0	0	0	2	0	0	0	0	1	4
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	1	0	0	0	1
		Total	0	1	1	0	0	2	0	1	0	1	1	1	7
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	1	0	0	1	0	1	0	0	0	0	1	0	4
		Discretion – alternative action proposed	0	0	0	0	0	0	1	0	0	0	0	0	1
		Discretion - Good complaint handling	0	1	2	0	1	4	1	0	1	2	0	0	12
		Total	1	1	2	1	1	6	1	0	1	3	0	17	
		Total	1	2	3	1	1	8	1	1	1	1	4	1	24

3. HEALTH CASES DETERMINED

*note - includes prison health

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	Clinical treatment / diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints handling	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	Subject unknown	Total	
Compliant	Advice	A&G - Complaint submissions - mature	0	0	0	3	33	3	0	0	0	1	1	1	0	2	1	1	46	
		A&G - Complaint submissions - premature	1	0	0	11	79	16	1	0	0	5	1	2	0	5	3	2	126	
		A&G - Enquiries	1	0	0	16	107	14	4	0	0	2	2	3	1	9	4	35	198	
		Organisation not in jurisdiction	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Total	2	0	0	30	219	33	6	0	0	8	4	6	1	16	8	38	371		
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	1	1	1	0	0	0	0	0	2	0	0	4	
		Discretion – Insufficient benefit would be achieved by investigation	1	1	0	14	54	14	1	1	1	2	1	0	0	9	0	0	96	
		Discretion – alternative action proposed	0	0	0	5	12	1	0	0	11	0	0	0	0	2	0	0	21	
		Discretion – Alternative route used or available	0	0	0	0	2	0	0	2	0	0	0	0	0	1	7	0	12	
		Discretion - Good complaint handling	10	0	0	26	318	71	6	9	2	3	6	6	6	0	15	6	0	478
		Discretion - referred back	0	0	0	6	28	4	3	1	0	0	2	0	0	3	0	0	47	
		Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	2	11	1	0	0	0	2	2	0	0	1	1	1	20	
		Member of the public test not met (s 5 (6))	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	1	0	0	0	0	0	0	0	0	0	0	0	1	
		Premature	0	0	0	1	5	0	0	0	0	0	0	1	0	0	0	0	7	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	3	2	0	0	0	0	0	0	0	1	0	0	6	
		Subject matter not in jurisdiction	0	0	0	0	1	1	1	0	0	0	0	0	0	1	0	0	3	
		Time limit (s 10)	0	1	0	1	39	5	5	0	0	0	0	0	0	0	0	3	1	55
		Unable to proceed	0	1	1	3	47	2	0	0	0	0	3	0	0	2	0	0	0	59
		Total	11	3	1	58	521	102	17	13	3	7	14	7	0	37	17	1	1	812
		Investigation	Fully upheld	1	0	0	2	49	0	0	1	0	0	1	0	0	0	0	0	54
			Not duly made or withdrawn	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	3
			Not upheld	11	0	0	0	46	2	0	0	11	0	0	0	0	0	0	0	50
	Resolved		0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
	Some upheld		0	1	0	1	25	0	1	0	0	0	2	0	0	0	0	1	0	31
	Total	2	1	0	3	124	2	1	1	1	0	3	0	0	0	0	1	0	139	
	Total	15	4	1	91	864	137	24	14	4	15	21	13	1	53	26	39	1,327		
	Enquiry	Advice	Enquiry	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3	5
		Total	Total	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3	5
	Total	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	3	5	
	Total	15	4	1	91	866	137	24	14	4	15	21	13	1	53	26	42	1,327		

4. JOINT HEALTH AND SOCIAL CARE CASES DETERMINED

Case Type	Stage	Outcome Group	Access to files and information	Admission / discharge / transfer procedures	Adoption / Fostering	Adult support and protection / adults with incapacity	Appointments / Admissions (delay / cancellation / waiting lists)	Assessments / self-directed support	Care charges for homecare and residential care	Child protection	Child services and family support	Clinical treatment / diagnosis	Communication / staff attitude / dignity / confidentiality	Communication / staff attitude / dignity / confidentiality	Community Mental health services	Complaint handling	Continuing care	Criminal justice	Hygiene / cleanliness / infection control	Kinship care	Nurses / nursing care	Occupational therapy / assessment / equipment / adaptations	Other	Policy / administration	Record keeping	Sheltered housing / residential issues	Standard of care	Subject unknown	Total				
Complaint	Advice	AKG - Complaint submissions - mature	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	1				
		AKG - Complaint submissions - premature	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	13		
		AKG - Enquiries	0	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	0	0	0		
	Early Resolution	None	0	0	0	0	0	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	0	0	1	1	1	1	0	0	2	4	3	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	18		
		Discretion - alternative action proposed	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	3		
		Discretion - alternative route used or available	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	4		
		Discretion - ECoD complaint pending	0	0	0	0	0	0	0	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Discretion - referred back	0	0	0	0	0	0	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 - both parties satisfied with proposed outcome	0	0	0	0	0	0	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 - both parties satisfied with proposed outcome	0	0	0	0	0	0	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 - referred back	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Subject matter not in jurisdiction	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	0	0	0
		Time limit is 101	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Investigation	Follow up	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Follow up	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Not likely to make or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
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	0	0	0	0	0	0	0		
Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total			11	11	4	7	9	13	4	1	21	34	18	13	7	1	2	2	1	3	1	3	3	11	2	3	8	0	171				

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	Mould / damp	Neighbour disputes and anti-social behaviour	Other	Out of Jurisdiction	Policy / administration	Rent and/or service charges	Repairs and maintenance	Shared ownership	Subject unknown	Terminations of tenancy	Total	
Complaint	Advice	A&G - Complaint submissions - mature	0	6	0	0	0	0	0	2	0	0	11	0	10	0	6	1	26	
		A&G - Complaint submissions - premature	0	4	3	3	2	1	0	8	1	1	3	11	28	0	4	0	59	
		A&G - Enquiries	0	5	6	3	1	1	0	17	1	0	7	5	34	0	18	0	98	
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
		Total	0	15	9	6	3	2	0	27	2	2	11	6	72	0	28	1	184	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2
		Discretion – Insufficient benefit would be achieved by investigation	0	3	4	0	0	1	0	4	2	0	3	0	10	0	0	0	0	27
		Discretion – alternative action proposed	0	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	0	5
		Discretion – Alternative route used or available	0	0	0	0	0	0	0	0	0	0	11	0	0	0	0	0	0	11
		Discretion - Good complaint handling	1	16	6	2	6	1	1	13	2	0	7	2	38	0	0	0	1	96
		Discretion – referred back	0	0	0	1	0	0	0	1	0	0	0	0	2	0	0	0	0	4
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0	0	0	1	0	5	0	0	0	6
		Premature	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	1	0	0	1	4	0	0	0	0	6
		Time limit (s 10)	0	11	0	0	0	0	0	4	0	0	0	2	2	0	0	0	0	9
		Unable to proceed	0	2	0	0	0	0	0	2	0	0	0	0	0	3	1	0	0	8
			Total	1	22	11	3	7	2	1	27	4	0	13	9	65	1	0	1	167
	Investigation	Fully upheld	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	3
		Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
		Total	0	0	0	0	0	0	0	2	0	0	1	0	0	1	0	0	0	4
		Total	1	37	20	9	10	4	1	56	6	2	25	15	138	1	28	2	355	
	Enquiry	Advice	Enquiry	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2
Total			0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2	
	Total	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2		
Total			1	37	20	9	10	4	1	56	6	3	25	15	138	1	29	2	357	

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 & Admn	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	A&G - Compliant submissions - mature	0	0	1	9	2	5	1	16	0	2	0	0	0	0	6	11	2	10	5	0	0	2	62				
		A&G - Compliant submissions - premature	1	1	1	9	9	1	44	2	14	0	1	0	10	4	13	19	9	0	1	0	1	0	148				
		A&G - Enquiries	3	2	0	24	18	10	0	67	1	12	0	0	0	0	8	1	11	24	27	1	0	0	209				
		Organisation not in jurisdiction	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	4				
	Early Resolution	Total	Unable to proceed	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
			Cause and impact test not met (s 5 (3))	0	0	0	0	1	0	0	0	1	1	1	1	0	0	0	8	2	2	0	0	0	0	0	17		
			Discretion – Insufficient benefit would be achieved by investigation	3	0	0	13	17	7	0	24	5	4	0	2	0	0	52	4	14	8	0	1	0	0	0	152		
			Discretion – alternative action proposed	0	0	0	0	2	0	0	6	2	1	0	0	0	0	3	11	3	4	0	0	0	0	0	22		
			Discretion – Alternative route used or available	0	0	0	3	1	2	0	1	0	0	3	0	1	0	0	0	0	0	2	3	0	0	0	13		
			Discretion - Good complaint handling	2	3	3	45	27	31	1	84	2	11	0	1	0	42	7	34	38	0	0	0	0	0	0	331		
			Discretion – referred back	0	0	0	5	6	0	0	5	0	1	0	0	0	5	0	1	5	0	0	0	0	0	0	29		
			Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	2	1	1	0	3	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	10	
			Member of the public test not met (s 5 (6))	0	0	0	1	0	0	0	0	0	0	4	0	0	1	1	0	0	0	0	0	0	0	0	0	7	
			Organisation not in jurisdiction	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	3	
			Premature	0	0	11	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4	
			Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	1	5	0	7	0	0	0	0	0	0	0	0	1	0	0	8	0	0	1	0	0	0	23	
			Subject matter not in jurisdiction	1	0	0	7	0	2	1	5	0	0	0	0	0	6	0	2	0	0	0	0	1	0	0	0	25	
			Time limit (s 10)	0	0	0	2	1	3	0	2	11	2	0	0	0	5	0	3	6	0	0	0	0	0	0	0	25	
			Unable to proceed	0	0	0	8	2	1	0	9	0	2	0	0	0	3	0	2	14	0	0	0	0	0	0	0	41	
			Investigation	Total	Fully upheld	1	0	1	2	1	1	0	1	0	1	0	0	0	2	0	0	0	1	0	0	0	0	0	11
					Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Not upheld	0			0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	4		
	Resolved	0			0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Some upheld	0			0	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	3	0	0	0	0	0	8		
	Unable to proceed	1			0	1	4	1	1	0	3	0	1	0	0	1	6	0	7	0	0	0	0	0	0	0	0	25	
	Total	11			0	3	11	4	3	2	14	3	11	1	1	1	19	2	14	0	4	1	0	0	0	0	0	79	
	Enquiry	Total	Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	2			
			Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	2		
	Total			11	6	8	138	89	80	4	273	14	59	1	6	7	153	22	94	137	44	4	1	2	1,153				

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)	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	A&G - Complaint submissions - mature	0	0	2	0	0	1	0	0	1	0	0	4	
		A&G - Complaint submissions - premature	3	6	2	4	0	1	7	2	3	0	3	31	
		A&G - Enquiries	4	4	2	9	2	3	1	2	29	1	0	57	
		Unable to proceed	0	1	0	0	0	0	0	0	0	0	0	1	
		Total	7	11	6	13	2	5	8	4	33	1	3	93	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	1	0	0	2	0	0	0	0	0	3
		Discretion – insufficient benefit would be achieved by investigation	1	1	3	4	0	3	4	5	0	0	0	1	22
		Discretion – alternative action proposed	0	1	0	0	0	0	2	0	0	0	0	0	3
		Discretion – Alternative route used or available	1	1	1	0	0	0	1	0	0	0	0	1	5
		Discretion - Good complaint handling	3	22	15	11	3	17	18	12	0	0	0	12	113
		Discretion – referred back	1	3	3	1	0	0	1	1	0	0	0	2	12
		Discretion - Resolved - both parties satisfied with proposed outcome	0	0	1	2	0	0	0	0	0	0	0	0	3
		Premature	1	2	2	1	0	1	1	0	0	0	0	0	8
		Subject matter not in jurisdiction	0	1	0	1	0	0	1	0	0	0	0	0	3
		Time limit (s 10)	0	0	0	1	0	0	0	0	0	0	0	0	1
		Unable to proceed	0	2	0	1	0	1	2	0	0	0	0	0	6
			Total	7	33	25	23	3	24	30	18	0	0	16	179
		Investigation	Some upheld	0	1	0	0	0	0	0	0	0	0	0	0
	Total		0	1	0	0	0	0	0	0	0	0	0	1	
		Total	14	45	31	36	5	29	38	22	33	1	19	273	
	Enquiry	Advice	Enquiry	0	0	0	0	0	0	0	0	1	0	0	1
			Total	0	0	0	0	0	0	0	0	1	0	0	1
		Total	0	0	0	0	0	0	0	0	1	0	0	1	
Total		14	45	31	36	5	29	38	22	34	1	19	274		

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	Grants / allowances / bursaries	Inappropriate staff / student relationship	Other	Out Of Jurisdiction	Personnel matters	Plagiarism and intellectual property	Policy / administration	Special needs - assessment and provision	Student discipline	Subject Unknown	Teaching and supervision	Welfare	Total		
Complaint	Advice	A&G - Complaint submissions - mature	10	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	13	
		A&G - Complaint submissions - premature	4	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0	9	
		A&G - Enquiries	7	0	1	0	0	0	0	0	0	1	0	1	1	0	3	0	0	0	14	
		Organisation not in jurisdiction	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	22	0	2	0	0	0	0	0	1	1	0	3	2	0	4	2	0	0	37	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Discretion – insufficient benefit would be achieved by investigation	14	0	3	0	3	0	0	0	0	0	0	1	3	1	0	6	1	0	32	
		Discretion - Good complaint handling	68	1	1	6	1	3	0	1	0	0	2	11	5	1	0	9	0	0	109	
		Discretion – referred back	2	0	1	1	1	0	0	0	0	0	0	3	0	0	0	0	0	0	7	
		Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
		Subject matter not in jurisdiction	2	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	5	
		Time limits (s 10)	1	0	1	0	1	0	0	1	0	0	0	3	2	0	0	0	0	0	8	
		Unable to proceed	1	0	1	1	0	0	0	0	0	0	0	1	3	0	0	0	1	0	8	
			Total	88	2	5	9	6	3	1	1	0	1	3	22	11	2	0	16	1	0	171
		Investigation	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total	110	2	7	9	6	3	1	1	1	2	3	25	14	2	4	18	1	0	206	
Enquiry	Advice	Enquiry	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Total	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Total	111	2	7	9	6	3	1	1	1	2	3	25	14	2	4	18	1	0	210		

10. WATER CASES DETERMINED

Case Type	Stage	Outcome Group	Billing and charging	Customer service	Other	Subject unknown or Out of Jurisdiction	Waste Water	Water Supply	Total
Complaint	Advice	A&G - Complaint submissions - mature	3	0	0	0	0	2	5
		A&G - Complaint submissions - premature	12	1	0	0	2	0	15
		A&G - Enquiries	13	0	0	2	1	3	19
		Total	28	1	0	2	3	5	39
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	4	1	0	0	0	0	5
		Discretion – alternative action proposed	2	0	0	0	0	0	2
		Discretion – Alternative route used or available	0	1	0	0	0	0	1
		Discretion - Good complaint handling	11	3	1	0	2	5	22
		Discretion - Resolved - both parties satisfied with proposed outcome	2	0	0	0	0	0	2
		Premature	1	0	0	0	0	0	1
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0	0	0	0	0	1
		Unable to proceed	1	0	0	0	0	0	1
	Total	22	5	1	0	2	5	35	
	Investigation	Fully upheld	2	0	0	0	0	0	2
		Resolved	2	0	0	0	0	0	2
		Total	4	0	0	0	0	0	4
	Total	54	6	1	2	5	10	78	
Enquiry	Advice	Enquiry	0	0	0	1	0	0	1
		Total	0	0	0	1	0	0	1
	Total	0	0	0	1	0	0	1	
Total	54	6	1	3	5	10	79		

11. OTHER CASES DETERMINED

Case Type	Stage	Outcome Group	General Enquiry	Subject Unknown or Out of Jurisdiction		Total
			From Member of the Public	Out of Jurisdiction	Subject Unknown	
Complaint	Advice	A&G - Complaint submissions - mature	0	0	1	1
		A&G - Complaint submissions - premature	0	2	6	8
		A&G - Enquiries	1	1	18	20
		Organisation not in jurisdiction	0	21	2	23
		Total	1	24	27	52
	Early Resolution	Discretion – Alternative route used or available	0	1	0	1
		Organisation not in jurisdiction	0	1	0	1
		Total	0	2	0	2
Total		1	26	27	54	
Enquiry	Advice	Enquiry	0	576	458	1,034
		Total	0	576	458	1,034
	Total		0	576	458	1,034
Total			1	602	484	1,088

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

**complaints only*

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Complaint	Advice	A&G - Complaint submissions - mature	26	16	42
		A&G - Complaint submissions - premature	59	44	103
		A&G - Enquiries	98	67	165
		Organisation not in jurisdiction	1	0	1
		Total	184	127	311
	Early Resolution	Cause and impact test not met (s 5 (3))	2	1	3
		Discretion – Insufficient benefit would be achieved by investigation	27	24	51
		Discretion – alternative action proposed	5	6	11
		Discretion – Alternative route used or available	1	1	2
		Discretion - Good complaint handling	96	84	180
		Discretion – referred back	4	6	10
		Discretion - Resolved - both parties satisfied with proposed outcome	6	3	9
		Premature	1	2	3
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	2	0	2
		Subject matter not in jurisdiction	6	5	11
		Time limit (s 10)	9	2	11
		Unable to proceed	8	9	17
		Total	167	143	310
	Investigation	Fully upheld	3	1	4
		Not upheld	1	2	3
		Total	4	3	7
	Total		355	273	628
	Enquiry	Advice	Enquiry	2	0
Total			2	0	2
Total			2	0	2
Total		357	273	630	