

ENQUIRIES AND COMPLAINTS DETERMINED BY SECTOR AND OUTCOME 2022-23

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	A&G - Complaint submissions - mature	1	46	26	8	62	1	4	8	13	5	174
		A&G - Complaint submissions - premature	1	126	59	13	148	8	31	23	9	15	433
		A&G - Enquiries	4	198	98	6	209	20	57	28	14	19	653
		Organisation not in jurisdiction	1	1	1	0	4	23	0	0	1	0	31
		Unable to proceed	0	0	0	0	1	0	1	0	0	0	2
	Early Resolution	Cause and impact test not met (s 5 (3))	0	4	2	0	17	0	3	7	1	0	34
		Discretion – Insufficient benefit would be achieved by investigation	4	98	27	18	152	0	22	18	32	5	376
		Discretion – alternative action proposed	1	21	5	3	22	0	3	1	0	2	58
		Discretion – Alternative route used or available	0	12	1	4	13	1	5	2	0	1	39
		Discretion - Good complaint handling	12	478	96	69	331	0	113	58	109	22	1,288
		Discretion – referred back	0	47	4	4	29	0	12	7	7	0	110
		Discretion - Resolved - both parties satisfied with proposed outcome	0	20	6	3	10	0	3	0	1	2	45
		Member of the public test not met (s 5 (6))	0	1	0	0	7	0	0	0	0	0	8
		Organisation not in jurisdiction	0	1	0	0	3	1	0	0	0	0	5
		Premature	0	7	1	2	4	0	8	4	0	1	27
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	6	2	0	23	0	0	10	0	1	42
		Subject matter not in jurisdiction	0	3	6	3	25	0	3	15	5	0	60
		Time limit (s 10)	0	55	9	6	25	0	1	7	8	0	111
		Unable to proceed	0	59	8	16	41	0	6	2	8	1	141
		Investigation	Fully upheld	0	54	3	6	11	0	0	1	0	2
	Not duly made or withdrawn		0	3	0	1	1	0	0	0	1	0	6
	Not upheld		0	50	1	6	4	0	0	0	0	0	61
	Resolved		0	1	0	1	1	0	0	1	0	2	6
Some upheld	0		31	0	2	8	0	1	0	0	0	42	
Total		24	1,322	355	171	1,151	54	273	192	209	78	3,829	
Enquiry	Advice	Enquiry	0	5	2	0	2	3	1	0	1	1	15
	Total		0	5	2	0	2	3	1	0	1	1	15
Total Contacts			24	1,327	357	171	1,153	57	274	192	210	79	3,844
<i>Total Premature Complaints</i>			1	133	60	15	152	8	39	27	9	16	460
<i>Premature Rate</i>			4%	10%	17%	9%	13%	14%	14%	14%	4%	20%	12%
<i>Total Investigation Decisions (fully, some and not upheld)</i>			0	135	4	14	23	0	1	1	0	2	180
<i>Total Upholds (fully and some upheld)</i>			0	85	3	8	19	0	1	1	0	2	119
<i>Uphold Rate</i>			#DIV/0!	63%	75%	57%	83%	#DIV/0!	100%	100%	#DIV/0!	100%	66%