

Housing Association complaints closed by reason and by authority 2004-2005

	Housing Associations A-K																																
closure group	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Antonine Housing Co-operative Ltd	Ayrshire Housing	Berwickshire Housing Association Ltd	Bield Housing Association Ltd	Cairn Housing Association Ltd	Canmore Housing Association Ltd	Castle Rock Housing Association Ltd	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Clyde Valley Housing Association Ltd	Cube Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Dumfries and Galloway Housing Partnership	Dunedin Housing Association Ltd	Easthall Park Housing Co-operative	Edinvar Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Haven Housing Association Ltd	Hawthorn Housing Co-operative Ltd	Hillcrest Housing Association Ltd	Home in Scotland Ltd	Homes for Life Housing Partnership	Irvine Housing Association Ltd
Withdrawn / Failed to provide info	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	1	0	1	0	0
Out of jurisdiction	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Premature	1	1	0	1	0	2	1	1	1	0	0	1	1	1	1	2	6	1	1	3	3	14	1	1	1	1	1	0	0	3	2	1	1
DWS	0	3	0	0	0	0	0	0	2	2	0	0	0	1	0	0	0	0	1	0	2	1	0	0	1	0	0	0	0	0	0	0	0
Settled without investigation	0	1	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Fully 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	0	0
Partly 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	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	0	0
Grand Total	1	5	1	1	1	2	1	1	3	3	1	1	1	1	2	1	3	7	2	1	5	3	18	2	1	1	3	1	1	3	3	1	1

DWS Discontinued or disposed without settlement. This can include no evidence of hardship / injustice, no evidence of maladministration / service failure, no value added by SPSO involvement, and where the remedy sought was not within SPSO

Settled without Investigation In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Housing Association complaints closed by reason and by authority 2004-2005 (continued)

closure group	Housing Associations L-Z																												Total			
	Langstane (SP) Housing Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Linstone Housing Association Ltd	Loreburn Housing Association Ltd	Lorne Area Housing Association Ltd	Manor Estates Housing Association Ltd	Margaret Blackwood Housing Association Ltd	Melville Housing Association Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	North View Housing Association Ltd	Oak Tree Housing Association Ltd	Orchard Grove Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Pentland Housing Association Ltd	Port of Leith Housing Association Ltd	Queens Cross Housing Association Ltd	Scottish Veterans Garden City Association	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	St John (Glasgow) Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd		Viewpoint Housing Association Ltd	West Highland Housing Association Ltd	Williamsburgh Housing Association Ltd
Withdrawn / Failed to provide info	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	8
Out of jurisdiction	0	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	11
Premature	0	0	1	2	1	0	0	1	1	1	0	0	0	1	0	0	1	0	0	3	2	0	2	0	0	1	1	1	2	0	75	
DWS	0	0	1	0	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	21	
Settled without investigation	1	0	2	0	0	0	0	0	0	0	0	1	1	0	1	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	15	
Fully 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	
Partly 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	
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	
Grand Total	1	1	6	3	1	1	1	1	2	1	1	1	1	1	2	1	1	3	1	3	2	1	3	1	1	1	1	1	1	130		

DWS Discontinued or disposed without settlement. This can include no evidence of hardship / injustice, no evidence of maladministration / service failure, no value added by SPSO involvement, and where the remedy sought was not within SPSO

Settled without Investigation In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Local authority complaints closed by reason and by authority 2004-2005

closure group	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	Other †	Body unknown or out of jurisdiction	Total	
Withdrawn / Failed to provide info	0	0	0	1	1	0	0	0	2	2	0	1	3	4	1	1	0	1	1	0	2	3	0	0	1	1	0	8	0	1	1	0	0	0	33	
Out of jurisdiction	4	0	5	1	0	1	3	3	2	2	4	4	2	9	12	1	3	6	5	0	2	12	4	0	1	5	1	15	3	2	0	2	3	1	118	
Premature	18	18	13	10	2	6	15	6	16	17	14	9	20	26	18	3	11	7	33	1	6	29	8	3	14	31	8	77	28	7	20	11	2	0	507	
DWS	9	11	3	10	0	1	7	3	1	2	3	4	10	11	6	6	6	7	14	1	9	5	5	4	4	13	4	30	14	3	3	5	2	0	216	
Settled without investigation	0	0	1	2	1	0	4	3	0	9	2	1	3	5	3	1	1	4	6	0	1	6	0	1	2	0	0	14	5	0	4	4	1	0	84	
Fully Upheld	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	0	0	0	0	1	0	0	0	2
Partly Upheld	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	0	0	0	0	0	0	0	1
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	0	0	0	0	0
Grand Total	31	29	22	24	4	8	29	15	20	32	23	19	38	55	40	12	21	25	59	2	21	55	17	8	22	50	13	144	50	13	29	22	8	1	961	

Other † This includes unknown or unnamed local authorities, Loch Lomond and The Trossachs National Park Authority, Strathclyde Passenger Transport Authority, The Renfrewshire Valuation Joint Board, The Highland and Western Isles Valuation Joint Board, Dunbartonshire and Argyll and Bute Valuation Joint Board, Lothian and Borders Police Board, and Grampian Police Joint Board.

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Scottish Executive & devolved administration complaints closed by reason and by authority 2004-2005

closure group	Argyll and the Islands Enterprise	Audit Scotland	Communities Scotland	Criminal Injuries Compensation Appeals Panel	Crofters Commission	Crown Office	Forest Enterprise Scotland	Forestry Commissioners	HM Inspectorate of Education	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Children's Reporter Administration	Scottish Court Service	Scottish Criminal Record Office	Scottish Enterprise Ayrshire	Scottish Environment Protection Agency	Scottish Executive	Scottish Executive Development Department	Scottish Executive Education Department	Scottish Executive Enterprise, Transport and Lifelong	Scottish Executive Environment and Rural Affairs De	Scottish Executive Health Department	Scottish Executive Inquiry Reporters Unit	Scottish Executive Justice Department	Scottish Legal Aid Board	Scottish Prison Service	Scottish Prisons Complaints Commissioner	Sport Scotland	Student Awards Agency for Scotland	The Scottish Commission for the Regulation of Care	The Water Industry Commissioner for Scotland	Traffic Commissioner for the Scottish Traffic Area	Western Isles Enterprise	A Body Out of Jurisdiction	Total	
Withdrawn / Failed to provide info	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	0	2	0	0	0	0	0	3	
OOJ	0	0	0	1	0	1	1	0	1	1	0	1	1	0	1	0	5	1	0	0	1	2	0	0	0	0	0	0	2	1	0	0	0	0	1	21
Premature	1	1	1	0	2	1	0	0	1	1	3	0	1	1	0	2	2	1	1	2	2	0	0	0	0	0	0	1	3	1	0	1	0	0	0	27
DWS	0	1	0	0	2	0	0	1	0	0	0	0	2	0	0	0	1	1	0	5	0	2	2	0	2	1	0	1	4	0	0	1	0	0	26	
Settled without investigation	0	1	0	0	0	2	0	0	0	0	1	0	1	1	0	0	0	0	2	0	0	0	0	2	0	1	0	0	3	1	0	0	0	0	15	
Fully 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	0	0	0	0	0
Partly Upheld	0	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	0	0	0	0	0	0	0	0	1
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	0	0	0	0	0
Grand Total	1	3	1	1	4	4	1	1	2	2	4	1	5	2	1	1	7	4	2	1	9	2	2	2	2	2	2	1	6	11	1	1	1	1	93	

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