		NHS Board			Ayrs	shire &	Arran					Borders	s			umfries Sallowa								Fife					
eport ase Type	Stage	Ciosure Reason Group	THP 1	=HP 2	-HP 3	=HP 4	Ayrshire and Arran VHS Board	Ayrsmre and Arran VHS Board - Patient	HP 5	-HP 1	-HP 2	:HP 3	=HP 4	Sorders NHS Board	=HP 1	=HP 2	Dumfries and Salloway NHS Board	-HP 1	=HP 2	=HP 3	-HP 4	-HP 5	9 dH :	-HP 7	=HP 8	6 dH=	=HP 10	-HP 11	=HP 12
quiry	1 - Receipt	Discontinued						Г																					г
	·	Out of jurisdiction					1																						
		Other					1																						
		Premature																										-	-
	Total Enquiries						2																						
mplaint	1 - Receipt	Discontinued					9	1						5			3										\Box		т
	·	Out of jurisdiction																											\mathbf{T}
		Premature - Local process formally tried but not exhausted					2										1												- 1
		Premature - Local process not formally tried					6							2			4										-	1	-
		Total					17	1						7			8											1	1
	2 - Initial Assessment	Discontinued					1							2						1				1	-		-	_	-
		OOJ - Subject out of jurisdiction (discretionary)					2																				-	-	-
		OOJ - Subject out of jurisdiction (non-discretionary)					1																					-	-
		Other																										-	-
		Premature - Local process formally tried but not exhausted					2							2			2											-	-
		Premature - Local process not formally tried					2									1						1			1		-	-	-
		Premature - Resolved by SPSO																										-	-
		Total					8							4		1	2			1		1		-1	1				
	3 - Consideration	Discontinued						-											1									-	-
		Discretionary decision not to pursue																										-	-
		Matter out of jurisdiction (discretionary)					1																					-	-
		Matter out of jurisdiction (non-discretionary)																										-	-
		Premature - Local process formally tried but not exhausted		1	1		1																					-	-
		Premature - Local process not formally tried																										-	-
		Total		1	1		2												1										
	4 - Examination	Discontinued					1	-																				-	-
		Discretionary decision not to pursue	1		2	2	16	- 1	-1	-1	5	1	1	7	1		4	1			-1		-1	-1		1	-1	-	- 1
		Total	1		2	2	17	1	1	1	5	1	1	7	1		4	-1			1		1	-1		1	1		1
	5 - Investigation	Report issued: complaint fully upheld					1	-						1														-	-
	-	Report issued: complaint not upheld (with recommendations)					1																					-	-
		Report issued: complaint not upheld (without recommendations)					1																					$\overline{}$	Г
		Report issued: complaint partly upheld					3															1						$\overline{}$	Г
		Total					6							1								1							
	Total Complaints		1	1	3	2	50	2	1	1	5	1	1	19	1	1	14	1	1	1	1	2	1	2	1	1	1	1	2
al			1	1	3	2	52	2	- 1	- 1	5	1	1	19	,	,	14	,	4	,	- 1	2	-	2	_	-1	-1	-1	2

		NHS Board								Forth	Valley									Gran	npian	
Report Case Type		Closure Reason Group	FHP 1	FHP 2	FHP3	FHP 4	FHP 5	FHP 6	FHP 7	FHP 8	ЕНР 9	FHP 10	FHP 11	FHP 12	FHP 13	FHP 14	FHP 15	Forth Valley NHS Board	FHP 1	FHP 2	FHP3	Grampian NHS Board
Enquiry	1 - Receipt	Discontinued																				
		Out of jurisdiction																1				
		Other																				2
		Premature																				
	Total Enquiries																	-				2
Complaint	1 - Receipt	Discontinued																4				3
		Out of jurisdiction																				
		Premature - Local process formally tried but not exhausted																3				2
		Premature - Local process not formally tried														1		5				15
		Total														1		12				20
	2 - Initial Assessment	Discontinued																1				1
		OOJ - Subject out of jurisdiction (discretionary)																3				
		OOJ - Subject out of jurisdiction (non-discretionary)																				2
		Other																				1
		Premature - Local process formally tried but not exhausted																1				2
		Premature - Local process not formally tried			1			1										2				2
		Premature - Resolved by SPSO																				_
		Total			1			1										7				8
	3 - Consideration	Discontinued																				-
		Discretionary decision not to pursue	1	1	1																	_
		Matter out of jurisdiction (discretionary)	1	1	1				1									1				3
		Matter out of jurisdiction (non-discretionary)	1	1	1							1										_
		Premature - Local process formally tried but not exhausted	—	—														3				1
		Premature - Local process not formally tried	—	—																		—
		Total							1			1						4				4
	4 - Examination	Discontinued											1									1
		Discretionary decision not to pursue	1	1	1	1	1				1			1	1		1	7	1	1	1	16
		Total		1		1	1				1		1	1	1		1	7	1	1	1	17
	5 - Investigation	Report issued: complaint fully upheld								1								3				2
	-	Report issued: complaint not upheld (with recommendations)	 	 	 		 												 			\vdash
		Report issued: complaint not upheld (without recommendations)	1	 	 		 															\vdash
		Report issued: complaint partly upheld			t							\vdash						2				2
		Total	1							1								5				4
	Total Complaints		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	35	1	1	1	53
Total			1	1	1	-	1	1	1	1	1	1	1	1	1	1	1	36	1	1	1	55

		NHS Board															Gre	ater GI	asgow	and Cly	yde													_	_
Report Case Type	Stage	Ciosure Reason Group	HP 1	HP 2	тн в з	∃HP 4	HP 5	HP 6	THP 7	HP 8	нь э	-HP 10	=HP 11	-HP 12	=HP 13	=HP 14	=HP 15	=HP 16	-HP 17		oreater Glasgow and Clyde NHS Soard	Sreater Glasgow and Dlyde NHS Board - Acute Services	=HP 19	=HP 20	=HP 21	=HP 22	-HP 23	=HP 24	-HP 25	-HP 26	-HP 27	-HP 28	-HP 29	-HP 30	-HP 31
Enquiry	1 - Receipt	Discontinued		_				_			_				_	_	_	_			1	004	-		_		-	_							
		Out of jurisdiction																														\neg	\neg	_	$\overline{}$
		Other																			3								П						
		Premature																			3	1										\neg	\neg	_	$\overline{}$
	Total Enquiries																				7	1													
Complaint	1 - Receipt	Discontinued																			13	12							\Box	\Box		1	\neg	_	$\overline{}$
		Out of jurisdiction								1											1								\Box	abla		\neg	\neg	_	$\overline{}$
		Premature - Local process formally tried but not exhausted																			6	2										\neg	\neg	_	$\overline{}$
		Premature - Local process not formally tried																1			20	7										\neg	\neg	_	1
		Total																1			40	21										1			1
	2 - Initial Assessment	Discontinued																				2	1				1		1	-	\blacksquare	\neg	\neg	_	$\overline{}$
		OOJ - Subject out of jurisdiction (discretionary)																1				1										\neg	\neg	_	$\overline{}$
		OOJ - Subject out of jurisdiction (non-discretionary)																			3								П						
		Other																			3								П						
		Premature - Local process formally tried but not exhausted			1			1													4	3							П						
		Premature - Local process not formally tried																						1				1	П						
		Premature - Resolved by SPSO																			1								П						
		Total			1			1										1			11	6	1	1			1	1	1						
	3 - Consideration	Discontinued																											\Box			\neg	\neg	_	$\overline{}$
		Discretionary decision not to pursue																			1								П						
		Matter out of jurisdiction (discretionary)																			3	1							П					1	
		Matter out of jurisdiction (non-discretionary)																			1	1							П						
		Premature - Local process formally tried but not exhausted				1															2	1							\Box				\neg		
		Premature - Local process not formally tried																			1								П	\Box		\neg	\neg		
		Total				1															8	3												1	
	4 - Examination	Discontinued									1										4				1				П	\Box		\neg	\neg		
		Discretionary decision not to pursue		1		1			1	1		2	1	1	1	1	1		1	1	35	15				1			П	1	1	\neg	1		
		Total		1		1			1	1	1	2	1	1	1	1	1		1	1	39	15			1	1				1	1		1		
	5 - Investigation	Report issued: complaint fully upheld																			2	5							П	\Box		\neg	\neg		
		Report issued: complaint not upheld (with recommendations)																				1							П	Г					
		Report issued: complaint not upheld (without recommendations)					1														1	1							П	Г					
		Report issued: complaint partly upheld	1																		5	3							П						
l		Total	1				1														8	10													
	Total Complaints		1	1	1	2	1	1	1	1	1	2	1	1	1	1	1	2	1	1	106	55	1	1	1	1	1	1	1	1	1	1	1	1	1
Total			1	1	1	2	1	1	1	1	1	2	1	1	1	1	1	2	1	1	113	56	1	1	1	1	1	1	1	- 1	1	1	1	1	1

		NHS Board		Higl	nland						Lanar	kshire				
Report Case Type		Closure Reason Group	FHP 1	FHP 2	FHP 3	Highland NHS Board	FHP 1	FHP 2	FHP 3	FHP 4	FHP 5	Lanarkshire NHS Board	FHP 6	FHP 7	FHP 8	FHP 9
Enquiry	1 - Receipt	Discontinued														
İ		Out of jurisdiction				1										
i		Other				1										
i		Premature														
	Total Enquiries					2										
Complaint	1 - Receipt	Discontinued				2						5				
i		Out of jurisdiction														
		Premature - Local process formally tried but not exhausted				3						3				
i		Premature - Local process not formally tried				4				1		9				
		Total				9				1		17				
	2 - Initial Assessment	Discontinued										2				
		OOJ - Subject out of jurisdiction (discretionary)				2										
		OOJ - Subject out of jurisdiction (non-discretionary)				2										
		Other				2										
		Premature - Local process formally tried but not exhausted				1						5				
		Premature - Local process not formally tried				1										1
		Premature - Resolved by SPSO														
		Total				8						7				1
	3 - Consideration	Discontinued														
		Discretionary decision not to pursue														
		Matter out of jurisdiction (discretionary)				1					1	1				
		Matter out of jurisdiction (non-discretionary)										1	1			
		Premature - Local process formally tried but not exhausted														
		Premature - Local process not formally tried														
		Total				1					1	2	1			
	4 - Examination	Discontinued				2			1							
		Discretionary decision not to pursue	1		1	19	1	1				10		1	1	1
		Total	1		1	21	1	1	1			10		1	1	1
	5 - Investigation	Report issued: complaint fully upheld		1		1										
		Report issued: complaint not upheld (with recommendations)														
		Report issued: complaint not upheld (without recommendations)										1				
		Report issued: complaint partly upheld										3				
	1		_	_		1						4	_			
1		Total		1								4	1			
	Total Complaints	Total	1	1	1	40	1	1	1	1	1	40	1	1	1	2

		NHS Board																				L	Lothian																		
port se Type	Stago	Closure Reason Group	표	НР 2	HP 3	HP 4	HP 5	9 Н	HP 7	НР 8	6 dH	HP 10	HP 11	HP 12			HP 15		H 14 18	F 19	HP 20	HP 21	HP 22	HP 23	H 25	HP 26	HP 27	HP 28	HP 29	HP 30	HP 31	нР 32	нР 33	HP 34	HP 35	HP 36	S 88	8 88		Whian NHS Board	othian NHS Board - cute Division Smian NHS Board -
	1 - Receipt	Discontinued	ũ	ũ	ũ	ű	Œ	ű	ű	ũ	Œ	ũ	ũ	ũ	Œ i	-	ű ű	4	<u> </u>	- E	ũ	ũ	Œ	E 5	ū	Ē	ũ	ũ	ű	ű	ũ	ũ	ũ	ũ	Œ	E E	——	- E	ű	ĭ	7 4 2
quiry		Out of jurisdiction	1	+	-						- 1	- 1	-+	-	-+		_	+	+	+-	1			-+	_	+-	_	1			-		-	_	-		+	+-	+	+-	+ ' +
		Other	1	+	-						- 1	- 1	-+	-	-+		_	+	+	+-	1			-+	_	+-	_	1			-		-	_	-		+	+-	+	1	+
		Premature	1										— h			-	_	+	+	_	1				_	+	+	1	H					-	-		+	+	+	÷	1
- 1	Total Enquiries	i i dinature										_	_			_		_	_							_							_			_	+	_	_	1	2
	1 - Receipt	Discontinued	_										_			_		_	_		_					-		-									4	_		11	
пріант		Out of jurisdiction	4	-	_	\vdash										-	_	+	-	+-	4	+	_		_	4-	_	 	\vdash		_			_	-+		+	4	4		-
		Premature - Local process formally tried but not exhausted	1-	1-	1								-+			+	_	+		1	1-	1			+	+-	1	1-				_		_	-		+	-1-	+-	1	1 1
		Premature - Local process not formally tried	4	-	_	\vdash										-	_	+	-	+-	4	+	_		_	4-	_	 	\vdash		_			_			+	4	4	11	
		Total	_									_	_		_	_		_	_	1	_			_		_		_					_		1	_	+	_	_	23	
		Discontinued											_			_		-	_							_			1						•		+			6	
ľ		OOJ - Subject out of jurisdiction (discretionary)	1	+		\vdash		-	-							-	_	+	-	-	1	+			_	+	+	1	÷	-				-			+	+	+	2	
		OOJ - Subject out of jurisdiction (discretionary) OOJ - Subject out of jurisdiction (non-discretionary)	4	-	_	\vdash										-	_	+	-	+-	4	+	_		_	4-	_	 	\vdash		_			_			+	4	4	1	
		Other	4	-	_	\vdash										-	_	+	-	+-	4	+	_		_	4-	_	 	\vdash		_			_			+	4	4	+-	+-+
			1	-	_	\vdash										-	_	+	-	+-	4	+	_		_	4-	_	 	\vdash		_			_			+	4	4	1	2
		Premature - Local process formally tried but not exhausted	+-	-	_	-								1		-	_	+	-	+-	1	+	_		_	4-	_	1	\vdash		_			_			1	4	4	3	
		Premature - Local process not formally tried Premature - Resolved by SPSO	4	-	_	<u> </u>								_		-	_	+	-	+-	+ '-	+	_		_	4-	_	+-	\vdash		_			_		-+	+	4	4	,	
		Total	-			1						_	_	1	_			_	_		1	_		_									_				_		_	13	5
	3 - Consideration		1			1			1				_	,				_	_		,							1	1							1	4			13	5
1		Discontinued	1	_									-	_		_	_	-	+		1				_	+-	,	1						_			+	4	_	_	+-+
		Discretionary decision not to pursue	1	_									-	_		_	_	-	+		1					+-		1						_			+	4	_		+-+
		Matter out of jurisdiction (discretionary)	4	4—												4	_	4	_		4				1	4_	_	<u> </u>	ш								4	4	4	2	
		Matter out of jurisdiction (non-discretionary)	<u> </u>	1											_	_	_	4	_	_	<u> </u>	4			4	4	4	<u> </u>									_	4	4	1	
		Premature - Local process formally tried but not exhausted	<u> </u>	1						L .					_	_	_	4	_	_	<u> </u>	4			_	4	4	<u> </u>									_	4	4	4	
		Premature - Local process not formally tried								1		_	_		_			_				\perp						_					_				_			_	\perp
L		Total							1	1		1	_												1		1		1									_		7	
ŕ		Discontinued	<u> </u>	<u> </u>	<u> </u>	Щ.							<u> </u>			_		1	Щ.	_	<u> </u>	4			_	4	4	<u> </u>		L.	_						_	Щ.	Щ.	1	
		Discretionary decision not to pursue		1	1	1	1	1			1	_	1			1	1	_	- '			1		1	_	1		_		1	2	1	1	1	1	1	_	1	1	29	
L.		Total		1	1	1	1	1			1		1		1	1	1	1	1			1		1		1				1	2	1	1	1	1	1	4	1	1	30	
	5 - Investigation	Report issued: complaint fully upheld	<u> </u>	1												_		_	1		<u> </u>		1			4_		<u> </u>								_	4	4		6	+
		Report issued: complaint not upheld (with recommendations)	<u> </u>	1												_		_	_		<u> </u>					4_		<u> </u>								_	4	4			+
		Report issued: complaint not upheld (without recommendations)																_	_																		4				
		Report issued: complaint partly upheld	_								\Box		_			_		_			_	\perp		_		_	_	_								_	⊥'	_		4	
L		Total																	1				1																	10	
	Total Complaints		1	1	1	2	1	1	1	1	1	1	1	1	1	1	1 '	1	1 1	1	1	1	1	1 .	1 1	1	1	1	2	1	2	1	1	1	2	1 1	1 2	2 1	1	83	
al		I	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1 1	1	1	1	1	1	1 1	1	1	1	2	1	2	1	1	1	2	1 1	. 2	1	1	84	14

		NHS Board	Orkn	e She	etland									Tay	side								Wes rn Isle							Othe	er / Unkn	iown						
oort se Type	Stage	Ciosure Reason Group	Drkney NHS Board	HP1	Shetland NHS Board	HP1	HP2	HP3	HP4	HP 5	HP 6	HP 7	HP8	HP 9	HP 11	HP 12	HP 13	ayside NHS Board	HP 14	HP 15	HP 16	HP 18	Western Isles NHS	Soard HP 1	HP 2	HP3	HP 4	HP 5	нР6	HP7	нРв	JHS 24	VHS National Services Scotland	нРэ	Scottish Ambulance Service	THP 10 The State Hospitals	Soard for Scotland	HP 11
uiry	1 - Receipt	Discontinued	Ŭ		0,	-	_											1					-		1		2		_				2 0,		0, 0,			_
	·	Out of jurisdiction																			1			- 1	2		- 1				\vdash	\neg	\vdash	\Box	\neg	-	\neg	_
		Other		+	1					_			_	_		1	1			— h	_		_	_	1		3				\vdash	\neg		\vdash	-		\neg	_
		Premature		+						_			_	_		1	1	2		— h	_			1	1	6	3				\vdash	1		\vdash	-		\neg	_
	Total Enquiries				1													3						2	4	6	9					1						
	1 - Receipt	Discontinued								_	_		_	_		_	_	20			_	_	- 1	9	9	7	4	2			-	\neg	-	\neg	1	-	$\overline{}$	1
		Out of jurisdiction		1	1					_				1	1	1	1	1	H			1	1	1	1	1		1			\vdash	\neg		\Box	$\overline{}$		\neg	_
		Premature - Local process formally tried but not exhausted		1	1					_				1	1	1	1	8	H			1	1	2	2	3	2	1			\vdash	\neg		\Box	1		\neg	_
		Premature - Local process not formally tried		1	1					_				1	1	1	1	7	H			1	1	21	14	26	4	1	1		\vdash	2		1	1		\neg	-
		Total																36					2	32	25	36	10	3	1			2		1	3			1
	2 - Initial Assessment	Discontinued	\neg										1			- 1		1	\Box												\vdash	-		\Box	-	-		_
		OOJ - Subject out of jurisdiction (discretionary)		1							一十			\dashv		1	1	2	1		- 1			1	1						\vdash	$\overline{}$	1		$\overline{}$			_
		OOJ - Subject out of jurisdiction (non-discretionary)		1							一十			\dashv		1	1		1					1	1						\vdash	$\overline{}$	1		$\overline{}$			_
		Other		1							一十			\dashv		1	1		1					1	1						\vdash	$\overline{}$			$\overline{}$	1		_
		Premature - Local process formally tried but not exhausted		+						_			_	1		1	1	5		— h	_	_	_	_	1						\vdash	1		\vdash	2		\neg	_
		Premature - Local process not formally tried		1							一十			\dashv		1	1	4	1					1	1						\vdash	1			2		1	_
		Premature - Resolved by SPSO		+						_			_	_		1	1			— h	_	_	_	_	1						\vdash	\neg		\vdash	-		\neg	_
		Total											1	1		1		12			1											2	2		4	1	1	
	3 - Consideration	Discontinued								_	_		_	_		_	_				_	_	_	_	_						-	\neg	-	\neg	-	-	$\overline{}$	-
		Discretionary decision not to pursue		1							一十			\dashv		1	1		1					1	1						\vdash	$\overline{}$			$\overline{}$			_
		Matter out of jurisdiction (discretionary)		1							一十			\dashv		1	1	3	1					1	1						\vdash	$\overline{}$			$\overline{}$			_
		Matter out of jurisdiction (non-discretionary)		1			1				一十			\dashv		1	1	1	1	1				1	1						\vdash	$\overline{}$			$\overline{}$			_
		Premature - Local process formally tried but not exhausted		1							一十			\dashv		1	1	2						1	1						\vdash	$\overline{}$	1		$\overline{}$			_
		Premature - Local process not formally tried		1							一十			\dashv		1	1	1						1	1	1					\vdash	$\overline{}$			$\overline{}$			_
		Total					1											7		1						1							1					
	4 - Examination	Discontinued	\neg													_		1	\Box												\vdash	-		\Box	-	-	_	_
		Discretionary decision not to pursue	2	1		1	1	1	1	1	1	1	1	_	1 1	1	1	23	1		1	- 1	4	- 1	1	2				1	1	$\overline{}$	1		10		2	_
		Total	2	1		1	1	1	1	1	1	1	1		1 1		1	24	1		1	1	4	1		2				1	1		1		10		2	
	5 - Investigation	Report issued: complaint fully upheld	\neg		1											_		4	\Box												\vdash	1		\Box	1	-	_	-
	-	Report issued: complaint not upheld (with recommendations)			1				t	T)	-	T		T	1	Ť	1	1	H		1	1		1	t	1	1	i i		i i	\vdash	\neg	\Box	\Box	\neg	\dashv	ーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーーー	-
		Report issued: complaint not upheld (without recommendations)			1					T)	-	T		T	1	Ť	1		t		1	1		1	t	1	1	i i		i i	\vdash	\neg	\Box	一十	=	\dashv	十	-
		Report issued: complaint partly upheld			1					T)	-	T		T	1	Ť	1	4	t		1	1	- 1	1	t	1	1	i i		i i	\vdash	\neg	\Box	一十	=	\dashv	十	-
		Total			2													9					1									1			1			П
	Total Complaints		2	_	2	_	2	_		_	_	_	2	_		_	_	88				_		33	_	39	10	3	_	_	_	5	4	1	18	_	3	-4

Housing	Associations																																											
			sing	eenshire ng Partnership	ay Housing stion Ltd	hill Housing iation Ltd	Housing y Ltd	d Housing lation Ltd	IO Limited	Housing lation Ltd	glen Housing lation Ltd	Community ng Association	busing lation Ltd	Housing lation Ltd	Homes	ire Housing	y Housing lation Ltd	ad Housing	tyre Housing	essenire ng Association	Housing	ation Ltd	- Ibeneiro	ations Ltd	Housing lation Ltd	toun Housing	Rock Edinvar	ig Cross	Housing	iation Ltd Valley	ng Association	bank Housing lation Ltd	tale Housing lation Ltd	Housing	lation Ltd emaura	ng Partnership	ng Association	ar Park ng Association	res and vay Housing	archin lin Canmore	ng Association	t Housing	Strian Id	пд мээслави
Report	O	Closure Reason Group	000	oerd Susin	8 erts	aron 1800	byn	1800	호	sng s	den o	gy.	K H	klet	-ja	TS.	Ton Soc	F 00	ra S	STWR.	P Pe	90c	p \$	300	airn 1800	assilla so	astle	Tarrish V	- K	300	Jusii H)det	aigd	9	300	isn F	ynsir Y	ilisin.		uned	Susi	stric	300	å e
Case Type Enquiry	Stage 1 - Receipt	Discontinued	< ₹ :	ΞŽĬ	2 2	¥ ¥	₹ÿ	₹ ₹	1	ŽΫ	₹ ₹	₹ř	Ā	Ar As	₹	Ŕ	A &	A B	à š	ĕΪ	98	β ¥	50	ŠŽ	ΰ₹	ő	ö:	ΞĬ	= 0	ڌ≽	ří	υ ₹	ÖΫ	ő	₹5	ř	ř	ŠΫ́:	<u> </u>	ãó	ĭŭ	O A	ă î	
Enquiry	1 - Receipt	Out of jurisdiction	-	_	+	1	-	1		_				_		_	-	+-	+	+-	_	+	+	_		-	+	+	+	+	_		_	+	-	\rightarrow		_	+-	+	_		+-	-
		Other	-	+	+	-	-	-	-	_	+			-		-	-	+	+	+-	+	+	-	_		-	+-	+	+	-	_		-	+	+	\rightarrow		-	+-	+	-+		┿	\dashv
		Premature	1	_	+		1				1	1		_		_	1	+	+	+	+	+	\dashv			-	+	+	+	\dashv			-	+	+	$^+$		-	+	+	1		+	\dashv
	Total Enquiries	Tematare	1						1			1										_	_				_		_	_					_						1			
Complaint	1 - Receipt	Discontinued - Further info required from complainant	2		_		_				-						_	_	_	_	_	_	_				- 1	_	_	_			_	_	_	\neg			- 1		2		_	\neg
		Out of jurisdiction	_		1															1		+								1				1		\neg							+	ヿ
		Other																									- 1									\neg							T	T
		Premature - Local process formally tried but not exhausted	3	1	1	-1	1	1				1				3					3			1	1		- 1	T	1					1	1	\neg	1		5		1			П
		Premature - Local process not formally tried	6		2					1	1	3					1			1				1	1	1		1				1					1	1	4			1		1
		Total	11	1	3	1	1	1		1	1	4				3	1	2	1	1	63	_	2	2	2	1	8	1		2	2	1	1	2	2	1	2	1	10		9	1	•	1
	2 - Initial Assessment	Discontinued - Withdrawn																										1																\Box
		Out of jurisdiction																							1																			
		Other																																									╙	
		Premature		_	_	_	_	_	_	_	_	2		1	_		_	_	1	_	1		_		1	_	1		_	_		1	_				1	1	3		3	_	┺	ᆜ
		Total										2		1					1		1				2		1	1				1		1	-	1	1	1	3		3			_
	3 - Consideration	Matter out of jurisdiction (discretionary) Matter out of jurisdiction (non-discretionary)		+-	+-	 	₩	 	₩	<u> </u>	₩	\vdash		<u> </u>	<u> </u>	<u> </u>	₩	+-	+	+	+	+	+	_		⊢	+	1	+	+	_		+-	+	-	-		<u> </u>	+	+	-		+	4
		Premature	-	_	+	1	-	1		_				_		_	-	+-	+	+-	_	+	+	_		-	+	+ '	+	+	_		_	+	-	\rightarrow		_	+-	+	_		+-	-
		Total									_							-		_			_				_	1	+	_				_	_	_							-	_
	4 - Examination	Discontinued	_		_						-							-	_	_		_	_				-		-	_				-	-	_				_			-	-
	4 - Examination	Discontinued Discretionary decision not to pursue		_	+		1				1	1		_	1	_	1	1	2	+	+	+	\dashv		1	-	3	+	+	1			-	+	+	$^+$		-	1	+	-+		+	\dashv
		Total										1			1			1				_	_		1		3			1					_				1					
	5 - Investigation	Report issued: complaint partly upheld	_		_	_		_			_	_	1	_	-	_		<u> </u>	1	_	_	_	_		-		1	_	_					_	_	\neg		_	_	_	_		-	-
	Total Complaints		11	1	3	1	1	1		1	1	7	1	1	1	3	1	3	4	1	4		2	2	5	1	12	3		3	2	2	1	3	3	2	3	2	14	1	12	1		1
Total			12		3	1	- 1	1	-1	1	1	8	1	1	-1	3	1	3						2	5	1	12				2	2	1				3	2			13	1	_	1
			9 12	S Bui	ciation	20	ciation		es	sing	ciation	busing	sing	using	riation	using	bu p	gui 000	guis	and	Bu	p c	Di di	S P	guis p	70	guis	Buist	ė	Ţ	ciation	sing	g 2	S	XWOOD	ciation	g p	g ng	Buist	miled	P. D.	ciation	"	c-andil
Report			fley Housing sociation Ltd	infeld Housing Co- erative Ltd	gusine Park using Association	Housing sociation Ltd	s opecal using Association	ne Homes	mon Peoples using Co-opertive	sgow Housing sociation Ltd	isgow west using Association	n Oaks Housing sociation Ltd	vanhill Housing sociation Ltd	ampian Housing sociation Ltd	nover (sconario) using Association	bridean Housing rtnership LM	crest Housing sociation Ltd	head Housing sociation 2000	ilfland Housing	me in Scoffand	rizon Housing	sociation Ltd ne Housing	sociation Ltd	sociation Ltd	kfield Housing sociation Ltd	k Group Ltd	stone Housing	thouse Housing	sociation Ltd ter Housing Co-	arative Ltd	using Association	eburn Housing sociation Ltd	etto Housing sociation Ltd	nor Estates	igaret biacxwood	using Association	nyhill Housing sociation Ltd	Wille Housing sociation Ltd	sspark Housing	sociation Limited inhouse Housing	sociation Ltd	using Association	ren Grassgow	using Association
Case Type	Stage	Closure Reason Group	Failley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Fire opecial Housing Association	Fyne Homes	Garrion Peoples Housing Co-opertive	Glasgow Housing Association Ltd	Glasgow west Housing Association	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	nanover (sconand) Housing Association 1d	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Hjalfland Housing	Home in Scotland	Ltd Horizon Housing	Association Ltd Inine Housing	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd Locnilletd Park	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Martor Estates Housing Association	Id Margaret biack wood	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Ltd	Housing Association	Votes Grasgow	1d
	Stage 1 - Receipt	Discontinued	Failley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	rine opecial Housing Association	Fyne Homes	Garrion Preopies Housing Co-opertive	Glasgow Housing Association Ltd	Glasgow west Housing Association	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Housing Association	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Hjaffand Housing	Home in Scotland	Horizon Housing	Association Ltd Irvine Housing	Association Lid	Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marror Estates Housing Association	Id Margaret brackwood	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Ltd	Housing Association	your Grasgow	Trousing Association
Case Type		Discontinued Out of jurisdiction	Failley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Housing Association	Fyne Homes	Samon Peoples Housing Co-opertive	Glasgow Housing Association Ltd	Glasgow west Housing Association	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Housing Association	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Hjalfand Housing	Home in Scolland	Horizon Housing	Association Ltd Irvine Housing	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	Link Group I	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd Locnileid Park	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marror Estates Housing Association	Itd	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Ltd	Housing Association	Notes of assets	Tourney Association
Case Type		Discontinued Out of jurisdiction Other	Failley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Housing Association	Fyne Homes	Garnon Peoples Housing Co-opertive	Ė	Glasgow west Housing Association	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Housing Association	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Hjalifand Housing Association Ltd	Home in Scotland	Horizon Housing	Association Ltd Irvine Housing	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	1 Link Group Ltd	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	pperative Ltd Locnieta Park	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marror Estates Housing Association	Indigeret biscoxoco	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Lmited Muirhouse Housing	Association Ltd	Housing Association	Wolfan Grangow	I td
Case Type	1 - Receipt	Discontinued Out of jurisdiction	Failley Housing Association Ltd	Fairfield Housing Co-	Forgusine Park Housing Association	Fife Housing Association Ltd	He special Housing Association	Fyne Homes	Housing Co-opertive	2			Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Harrover (Scontarto) Housing Association	Hebridean Housing Partnership LM	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Hjalifand Housing	Home in Scotland	Horizon Housing	Association Ltd Irvine Housing	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	1 Link Group I	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd Locnilleid Park	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association	Indigatet biacxwood	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Ltd	Housing Association	World Glasgow	tousing Association
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature	Failey Housing Association Lkd	Fairfield Housing Co-	Forgusine Park Housing Association	Fife Housing Association Ltd	Housing Association	Fyne Homes	Garnon Peoples Housing Co-opertive	2		Glen Oaks Housing Association Ltd	Govanhill Housing Association Lkd	Grampian Housing Association Lid	Housing Association	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Lid	Hillnead Housing Association 2000	Halfand Housing	Home in Scotland	Horizon Housing	Association Ltd	Association Lid	Association Ltd	Larkfield Housing Association Lid	Link Group I	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marior Estates Housing Association	I Idanet Biackwood	Housing Association	Manyhill Housing Association Ltd	Melville Housing Association Lid	Mosspark Housing	Association Lmited Muirhouse Housing	Association Lkd	Housing Association	Notes orangow	1d Association
Case Type	1 - Receipt	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant	Failley Housing Association Lkd	Fairfield Housing Co-	Fergusia Park Housing Association	Fife Housing Association Ltd	Housing Association	- F	Housing Co-opertive	2			Govanhill Housing Association Lkd	Grampian Housing Association Lid	Housing Association	Hebridean Housing Partnership Lid		Hillhead Housing Association 2000	Hjalfand Housing	Home in Scotland	Horizon Housing	Association Ltd	Association Lid	Association Ltd	Larkfield Housing Association Lid	1 Link Group I	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Lid	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marror Estates Housing Association	11d Margaret biackwood	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Lid	Mosspark Housing	Association Lmited Muirhouse Housing	Association Ltd	Housing Association	Wolfer Grangow	Trousing Association
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature	Faifey Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Heusing Association	- F	Garrion Peoples Housing Co-opertive	2 3 1			Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Housing Association	Hebridean Housing Partnership Lkd		Hillhead Housing Association 2000	Hjalfland Housing Association I id	Home in Scotland	Ltd Horizon Housing	Association Ltd Irvine Housing	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	1 Link Group I	Linstone Housing	Linthouse Housing	Association Ltd Lister Housing Co-	operative Ltd Locmieid Park	Housing Association	Loreburn Housing Association Lid	Loretto Housing Association Ltd	Marror Estates Housing Association	1d The state of the state of th	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Ltd	Housing Association	WORKER OF STATE OF ST	Tousing Association
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other	Falley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Fire operari Housing Association	- F	Carrion Peoples Housing Co-opertive	2 3 1			Govanhill Housing Association Ltd	Srampian Housing Association Ltd	Housing Association	Hebridean Housing Partnership Ltd		Hillhead Housing Association 2000	Hjalfland Housing Association I M	Pome in Scolland	Horizon	Associat Irvine H	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	1 Link Group I	Linstone Housing	Linthouse Housing	Association Ltd	operative Ltd	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association	1d 1d Margaret biacxwood	Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Mosspark Housing	Association Limited Muirhouse Housing	Association Lid	Housing Association	wogen orange	Tousing Association
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted	Faifley Housing Association Ltd	Fairfield Housing Co-	Fergusine Park Housing Association	Fife Housing Association Ltd	Housing Association	- F	Garnon Peoples Housing Co-operive	2 3 1	1 1	1	Govanhill Housing Association Lkd	Grampian Housing Association Ltd	narrover (sconarro) Housing Association	Hebridean Housing Partnership Ltd	1	E	Hjalfland Housing Association I M	Pome in Scotland	Horizon	Associat	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	1 Link Group I	Busine Housing	Linthouse Housing	Association Lid	pperative Ltd	Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Marror Estates Housing Association	Lid Misigarer biscowood	Housing Association	Manyhiii Housing Association Lkd	Melville Housing Association Lid	Mosspark Housing	Association Limited	Association Lid	Housing Association	Work order	Housing Association
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other	Faifley Housing Association Ltd	Fairfield	Fergusine Park Housing Association	Fife Housing Association Lid		2	1 1	2 3 1 1 1 13	1 1	1	Govanhill Housing Association Lkd		natrover (sconard) Housing Association	Hebridean Housing Partnership Ltd	1 2	E	Halfand Housing	2	Horizon	Associal Invine Hi	Association Ltd	Association Ltd	Larkfield Housing Association Ltd	dnoJ 1		Linthouse Housing	Association Ltd Lister Housing Co-		Housing Association	Loreburn Housing Association Ltd	Loretto Housing Association Ltd				Maryhill Housing Association Ltd	Metrille Housing			Association Ltd	Housing Association		non pr
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total	Failley Housing Association Lkd	Fairfield	Fergusine Park Housing Association			2	1 1	2 3 1 1	1 1	1	Sovanhill Housing Association Ltd				1 2	E		2	Horizon	Associal Invine Hi		Association LM	Larkfield Hor Association	1 1 6	- 1	Linthouse Housing	Association Ltd Lister Housing Co-												1	Housing Association		non pr
Case Type Enquiry	1 - Receipt Total Enquiries	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried	Falley Housing Association Ltd	Fairfield	Fergusine Park Housing Association			2	Housing Co-operative	2 3 1 1 13 17 32	1 1	1	Sovanhill Housing Association Ltd				1 2			2	Horizon	Associal Invine Hi		Association Ltd	Larkfield Hor Association	1 1 1 6 7	- 1	prison House Housing	Association Lid												1	Housing Association		non pr
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn	Faifley Housing Nasociation Ltd	Tairfeld Fairfeld	Fergusine Park Foreign Association			2	Camon Peoples Housing Co-opertive	2 3 1 1 13 17 32	1 1	1	Govanhiii Housing				1 2			2	Horizon	Associal Invine Hi		Association Ltd	Larkfield Hor Association	1 1 1 6 7	- 1	prison Policies Housing	Association Lid												1	Housing Association		non pr
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other	Faifley HAS Social	Tairfeld Fairfeld	Felgusine Park Felgusine Park Housing Association		2	2	1 1	2 3 1 1 13 17 32	1 1 2	1	Govanhiii Housing				1 2 3	1		2	Horizon	Associal Invine Hi	1	Association Lid	Larkfield Hor Association	1 1 1 6 7	1	Control of the Contro	Association Lid					1					1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total	Faifley HAS Social	Earfield		3	2	2	exproso Control 1	2 3 1 1 1 13 17 32 1 3	1 1 2	1	Govanhill Housing Association Lid		2	2	1 2 3	1		2	Horizon	Associal Invine Hi	1	Association Lid	Larkfield Hor Association	1 1 1 6 7 1 1	1	prioritional Housing	Association Lid				1	1	1	1		2	1		1	Housing Association		11
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt	Discontinued Out of jurisdiction Other Permature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature - Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Matter out of jurisdiction (discretionary)	Falley H	Earfield	1	2	2	2	extraction of the section of the sec	2 3 1 1 13 17 32 1 3	1 1 2	1	Govanhill Housing Association Lid		1	1	1 2 3	1		2	Horizon	Associal Invine Hi	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	grisual sensitiviti	Association Lid				1	1	1	1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Mater out of jurisdiction (discretionary) Mater out of jurisdiction (discretionary)	Falley H	Earfield 1	1	2	2	2	Sautou-Auguro	2 3 1 1 1 13 17 32 1 3 12 16	1 1 2	1	Sovanhill Housing		1	1	1 2 3	1		2	Horizon	Associal Invine Hi	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	grisual sensitiva	Association Lid				1	1	1	1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment	Discontinued Out of jurisdiction Other Pernature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Mater out of jurisdiction (discretionary) Mater out of jurisdiction (non-discretionary) Premature Premature	Falley H	Earfield 1	1	2	2	2	evinedo-o goisno)	2 3 1 1 1 13 17 32 1 3 12 16	1 1 2	1	Govanhill Housing		1	1	1 2 3	1		2	Horizon	Associal Invine H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	grisponese management and grisponese Housing	Association Lid				1	1	1	1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment 3 - Consideration	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Mater out of jurisdiction (discretionary) Mater out of jurisdiction (non-discretionary) Premature Total Mater out of jurisdiction (non-discretionary) Premature Total	Falley H	Earfield 1	1	2	2	2	explication of the state of the	2 3 1 1 1 13 17 32 1 3 12 16	1 1 2	1	Sovanhill Housing		1	1	1 2 3	1		2	Horizon	Associal Invine H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	grissoners and grisso	Association Lid				1	1	1	1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment	Discontinued Out of jurisdiction Other Perenature Discontinued - Further info required from complainant Out of jurisdiction Other Perenature Discontinued - Further info required from complainant Out of jurisdiction Other Perenature - Local process formally tried but not exhausted Perenature - Local process not formally tried Discontinued - Withdrawn Out of jurisdiction Other Perenature Total Matter out of jurisdiction (discretionary) Matter out of jurisdiction (non-discretionary) Perenature Total Discontinued	Falley H	Earfield 1	1	2 2	2	2	1 1	2 3 1 1 1 13 17 32 1 3 12 16	1 1 2	1	Sovanhiii Housing		1	1	1 2 3	1		2	, 10 Horizon	Association H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	griscone en e	Association Ltd Association Ltd				1	1		1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment 3 - Consideration	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Matter out of jurisdiction (discretionary) Matter out of jurisdiction (non-discretionary) Premature Total Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued	Falley H	Earfield 1	1	2 2 2	2	2	1 1	2 3 1 1 1 3 17 32 1 3 12 16	1 1 2	1	Sovanhill Housing		1	1	1 2 3	1		2	DI VI	Association H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	Businosanorora		1			1	1		1 1 1 1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment 3 - Consideration 4 - Examination	Discontinued Out of jurisdiction Other Perenature Discontinued - Further info required from complainant Out of jurisdiction Other Jurisdiction Other Jurisdiction Other Perenature - Local process formally tried but not exhausted Perenature - Local process not formally tried Discontinued - Withdrawn Out of jurisdiction Other Perenature Total Mater out of jurisdiction (discretionary) Mater out of jurisdiction (non-discretionary) Perenature Total Discontinued - Withdrawn Discretionary Discretionary Discretionary Discretionary Discretionary Discretionary Discretionary Discontinued Discretionary decision not to pursue Total	Falley H	Earfield 1	1	2 2	2	2	1 1	2 3 1 1 1 13 17 32 1 3 12 16	1 1 2	1	Govanhiii Housing		1	1	1 1 2 3 3	1		2	, 10 Horizon	Association H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1	bus nonanonen.					1	1		1 1 1		2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment 3 - Consideration 4 - Examination 5 - Investigation	Discontinued Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature Discontinued - Further info required from complainant Out of jurisdiction Other Premature - Local process formally tried but not exhausted Premature - Local process not formally tried Total Discontinued - Withdrawn Out of jurisdiction Other Premature Total Matter out of jurisdiction (discretionary) Matter out of jurisdiction (non-discretionary) Premature Total Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued Discontinued	1 A degree of the second of th	1 1 1	1 1	2 2 2 2 2	2	2		2 3 1 1 13 17 32 1 3 12 16 2 1 1 3 1 1 3	1 1 2 2	1		3	1 1	1 1	1 1 2 3 3 4 4 4 1 1 1	1		5	DIT H	A 4880Cian	1		Larkfeld Hou Association 1	1 1 1 6 7 1 1 2 3 3	1	1		1 1	1	2	1 1 1			1 1 1 1 1	1	2	1		1	Housing Association		1111
Case Type Enquiry	1 - Receipt Total Enquiries 1 - Receipt 2 - Initial Assessment 3 - Consideration 4 - Examination	Discontinued Out of jurisdiction Other Perenature Discontinued - Further info required from complainant Out of jurisdiction Other Jurisdiction Other Jurisdiction Other Perenature - Local process formally tried but not exhausted Perenature - Local process not formally tried Discontinued - Withdrawn Out of jurisdiction Other Perenature Total Mater out of jurisdiction (discretionary) Mater out of jurisdiction (non-discretionary) Perenature Total Discontinued - Withdrawn Discretionary Discretionary Discretionary Discretionary Discretionary Discretionary Discretionary Discontinued Discretionary decision not to pursue Total	Falley H	1 1 1	1 1	2 2 2	2	2	eauton toming of the service of the	2 3 1 1 1 1 3 17 3 2 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 3 1	1 1 1 2 2	1	Sovanhiii Housing		1	1	1 1 2 3 3	1		2	DIT H	Association H	1		Larkfield Hor Association	1 1 1 6 7 1 1 2 2	1			1 1			1			1 1 1 1		2	1		1	Housing Association		1111

Report Case Type		Closure Reason Group	Ochil View Housing Association Ltd	Orkney Housing Association Ltd	Paisiey south Housing Association Ltd	Parkhead Housing Association Ltd	Association Ltd Pentland Housing	Association Ltd Perthshire Housing	Association Ltd Pineview Housing Association Limited	Port of Lettin Housing Association	Prospect Community Housing	Cueens Cross Housing Association	River Clyde Homes	coperative Ltd	Housing Association Ltd Safetuary	Association Ltd Scotlish Borders	Housing Association Ltd Servite Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association Ltd	Fenants First Housing Co- coerative Ltd	Thenew Housing Association Ltd	Association Ltd	Association Ltd Trafalgar Housing	Association Ltd Trust Housing	Association Ltd Viewpoint Housing	Association Ltd Waverley Housing	Wellhouse Housing Association Ltd	Weslo Housing Management	West Granton Housing Co- operative Ltd	Housing Association	Housing Partnership	Housing Association	Housing Association Wishaw and District Housing Association	Yoker Housing	Association Ltd
Enquiry	1 - Receipt	Discontinued																																	2
		Out of jurisdiction																																	1
		Other																																	2
		Premature								1		1																			1				9
	Total Enquiries									1		1																			1				14
Complaint		Discontinued - Further info required from complainant			1								1			·	1		1								2	1					1		21
		Out of jurisdiction																																	2
		Other																																	2
		Premature - Local process formally tried but not exhausted	1		1			1					1				1	1						1	1	1				1		1			66
		Premature - Local process not formally tried				1		П	1	1			2	1	1 '	1 :	2		1	1	2	1	1 1		1			- 1	1	1			1	- 1	128
		Total	1		2	1	,	1 1	1	1			4	1	1 '	1 :	3 1	1	2	1	2	1	1 1	1 1	2	1	2	2	1	2		1	1 1	1	219
	2 - Initial Assessment	Discontinued - Withdrawn		1							1															1								_	6
		Out of jurisdiction															1							1											6
		Other									1																							_	2
		Premature										1	3				1				2		1			1	1	2					1	_	59
		Total		1							1	1	3			- 1	2				1		1	1		1	1	2					1		73
	3 - Consideration	Matter out of jurisdiction (discretionary)																						1											1
		Matter out of jurisdiction (non-discretionary)																			1									1					5
		Premature																				1													2
		Total																			1	1		1						1					8
	4 - Examination	Discontinued			1															1															4
		Discretionary decision not to pursue			1		1			2							1								1										25
		Total			2		1			2							1			1					1										29
	5 - Investigation	Report issued: complaint partly upheld						T								\neg							$\neg \vdash$	$\neg \vdash$										\neg	2
	Total Complaints		1	1	4	1	1 1	1 1	1	3	1	1	7	1	1 '	1 (6 1	1	2	2	4	2	2 1	3	3	2	3	4	1	3		1	2 1	1	331
Total			1	1	4	1	1 :	1 1	1	4	1	2	7	1	1 :	1 6	6 1	1	2	2	4	2	2 1	3	3	2	3	4	1	3	1	1	2 1	1	345

Local Authority

Local Au	thority																																									
Report Case Type		Closure Reason Group	A Council Unknown	A LOCAL AUTHORNY Body Unknown (Not A Council)	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Ayranire valuation Joint Board Caimorms National	Park Authority	Council	Eilean Siar Culture and Sport	Glasgow Dumfries and Galloway Council	Committees and Galloway Council (Police)	Duriosi tonsrine and Argyll and Bute Valuation, Joint	Dundee Oity Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council East Renfrewshire	Council Falkirk Council	File Council	Glasgow City Council	Grampian Fire Brigade Grampian Joint	Police Board Inverclyde Council	Lanarksnire Valuation Joint Roard	The Trossachs National Park	Joint Board	North Ayrshire	Council North Lanarkshire	Orkney Islands	Perth and Kinross Council	Renfrewshire Council	Kentrewsnire Valuation Joint Board	Scottish Borders Council	Shetland Islands Council	South Ayrsme Council	South Laharkshire Council	Stirling Council The City of	Edinburgh Council	Council The Moray Council	West Dunbartonshire Council	West Lothian Council
Enquiry	1 - Receipt	Discontinued - Further info required from complainant	4			2							1			1				1		2										1	$\perp \perp$	_		1	1	2	2	1		1
		Out of jurisdiction		1	2																	1	1	1								<u> </u>	$\perp \perp$	_		_						_
		Other	3		1								1			1					1	1	1		1			_	2		1	2	$\perp \perp$	_	1	2	3	5	5 2	1		_
		Premature	4		4		1	2				1						1	1	1	3	7		1	1			3 2	! 1	3		2	$\perp \perp$	1	1	1	4	2 18	5 2	2	ш'	2
	Total Enquiries			2	7	2		2					2			3		1	1	2		11	2	2	2			1 2	3	3	1	5		1	2	4	8	2 25		4		3
Complaint	1 - Receipt	Discontinued	4		3	3	5	2				2	5			3	4	3	4 1	5	12	19		3		1		2 4	10		10	6		2		2	15	6 21	/ 6	1	2	8
		Out of jurisdiction										1 1				1															1	1		1	1	_		1	1	1		_
		Other																				1											السل				L		1			L
		Premature - Local process formally tried but not exhausted	2		8		3	7			2	1 3	_			-	8	3	1 5	8	19	19	1	6		1			17		5			4	1		23		0 16		6	6
		Premature - Local process not formally tried	19		13	14	4	8		2		4 1	14				13		5 2	12		36		4		2		,			8						36		5 20		13	
		Total	25		24	27	12	17		2	4	8 5	26		2	18	25	14	10 8	25	62	75	1	13	2	4	1	9 2	2 58	1	24	36		18	4	21	74 1	13 10	7 44	4 6	21	34
	2 - Initial Assessment	Discontinued					1						1				1	1			1	2										1					3			2	1	ſ
		OOJ - Body out of jurisdiction																								1																г
		OOJ - Subject out of jurisdiction (discretionary)				1		1										2	1	2	3	4		1			1				1	1		1		1	1	6	,	1		г
		OOJ - Subject out of jurisdiction (non-discretionary)			1			3	1			1	1		1		1				1	2			2						1				1	2	3	2	2		2	2
		Other			1												1							1								1						9	7		1	$\overline{}$
		Premature - Local process formally tried but not exhausted			1	8	4	2					3			1	6	3	1	5	10	11						4	12		1	1		2		4	9	3 12	2 4	- 1	4	2
		Premature - Local process not formally tried	1		4	2	4	3				4	8		1	5	11	4	1 1	5	8	16			3			- 1	13		2	4		1	2	5	12	1 25	5 11	1 5	4	8
		Total	1		7	11	9	9	1			1 4	13		2	6	20	10	2 2	12	23	35		1 1	5	1	1	1 5	25		5	8		4	3	12	28	4 5/	4 15	5 9	11	12
	3 - Consideration	Discontinued											1					1				1																1 1	1			г
		Matter out of jurisdiction (discretionary)			- 1	2		3					2	1		2	1				3	2		- 1				1			2	1	1	1			2	3	, 1		1	$\overline{}$
		Matter out of jurisdiction (non-discretionary)				2						1	1						1	1	2	3							- 1		1	1		\neg	\neg	1	1	1	\top	1	1	-1
		Premature - Local process formally tried but not exhausted			1	2						1				1	1	1	1	1		2							- 1			m		\neg	\neg		1	2	2 2	7	\mathbf{T}	4
		Premature - Local process not formally tried																	1 1	1	1				1				1	1						1		1				Г
		Total			2	6		3				2	4	1		3	2	2	3 1	3	6	8		1	1			1 1	3	1	3	2	1	1		2	4	1 8	. 4	1	2	5
	4 - Examination	Discontinued									\neg					1	\neg	\neg			1			1				\neg	\neg			1		$\overline{}$			1	- 4	1 1		$\overline{}$	1
		Discretionary decision not to pursue			10	13	8	9		1	4	1	8			12	5	8	11 3	11	31	22		7	3	2	1	7 9	14	- 1	15	9		8		53	16	4 37	7 20	0 15	4	16
		Total			10	13	8	9		1	4	1	8			13	5	8	11 3	11	32	22		8	3	2	1	7 9	14	1	15	10		8		53	17	4 41	1 21	1 15	4	17
	5 - Investigation	Discontinued											- 1															T	- 1	1	1	1				-	\neg	1	\neg	\top	\mathbf{T}	$\overline{}$
		Report issued: complaint fully upheld				2						1	- 1					1			1							1	- 1			T -			1		\neg	2	2	1	1	$\overline{}$
		Report issued: complaint not upheld (with recommendations)														1												1	- 1		1	T -					1	\neg	1	1		$\overline{}$
		Report issued: complaint not upheld (without recommendations)											- 1								1										1	T -					1	2	2 1	1		$\overline{}$
		Report issued: complaint partly upheld			2								2						2	2	1	1						3	2		1	1					3	3	,	1		2
		Total			2	2						1	5			1		1	2	2	3	1						1 4	5	1	4	2			1		5	8	, 2		1	2
	Total Complaints		26		45	59	29	38	1	3	8	12 10	56	1	4	41	52	35	28 14	53	126	141	1	1 23	11	7	2 2	9 4	1 10	5 4	51	58	1	31	8	88	128 2	22 21	8 86	6 31	39	70
Total			37	2	52	61	30	40	1	3	8	12 11	58	1	4	44	52	36	29 14	55	130	152	3	1 25	13	7	2 3	3 4	3 10	3 7	52	63	1	32	10 :	92	136 2	24 24	3 90	35	39	73

SPSO Annual Statistics - Cases determined in 2009-10 by authority, stage and outcome

								Sco	ttish Hi	gher E	ducatio	n Auth	ority						
Report Case Type	Stage	Closure Reason Group	A University Unknown (HE)	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Napier University	Queen Margaret University	UHI Millennium Institute	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the West of Scotland	Tota
Enquiries	1 - Receipt	Discontinued												1					3
		Out of jurisdiction																	1
		Other						1		-				1					4
		Premature												1	1		1		5
	Total Enquries							1		1				3	1		1		13
Complaint	1 - Receipt	Discontinued			2								1				1		10
		Premature	1	1	2	1			1				2	1		1		1	2
		Total	1	1	4	1			1				3	1		1	1	1	33
	2 - Initial Assessment	Discontinued			1									1					2
		Out of jurisdiction										1				- 1			e
		Premature			-1		-1			-1	1				-1	2	1		1
		Total			2		1			1	1	1		1	1	3	1		2
	3 - Consideration	Discontinued						1							1				3
		Matter out of jurisdiction (discretionary)								1									1
		Matter out of jurisdiction (non-discretionary)												1	1	1			4
		Premature - Local process formally tried but not exhausted											1						-
		Total						1		1			1	1	2	1			00
	4 - Examination	Discontinued			1														1
		Discretionary decision not to pursue		2	2			1				3	3	2	1	1			2
		Total		2	3			1				3	3	2	1	1			25
	5 - Investigation	Discontinued													-1		1		2
		Report issued: complaint partly upheld			1			1						1			1		5
		Total			1			1						1	1		2		7
	Total Complaints		1	3	10	1	1	3	1	2	1	4	7	6	5	6	4	1	96
Total			1	3	10	1	1	4	- 1	3	1	4	7	9	6	6	5	1	10

											S	Scottish	Furth	er Educ	ation A	uthorit	у									Г
Report Case Type	Stage	Closure Reason Group	A College Unknown (FE)	Aberdeen College of Further Education	Adam Smith College	Angus College of Further Education	Cardonald College	Cumbernauld	Dundee Callege	Edinburgh College of Art	Edinburgh's Telford College	Form valley college of Further and Higher Education	Glasgow Metropolitan College	Glasgow School of Art	Inverness College	James wan Conege of Further and Higher Education	Jewel & Esk Valley College	Kilmamock College	Newbattle Abbey College	North Glasgow College	Reid Kerr College	South Lanarkshire College	Stevenson College	Stow College	The Robert Gordon University	Total
Enquiries	1 - Receipt	Discontinued				1																			1	3
		Out of jurisdiction																					1			1
		Other	1																							4
		Premature																	2							5
	Total Enquries		1			1													2				1		1	13
Complaint	1 - Receipt	Discontinued			777775			1				1						-							3	10
		Premature	3		777775		1		1		1	1	1				1		1			1	1			23
		Total	3				1	1	1		1	2	1				1	1	1			1	1		3	33
	2 - Initial Assessment	Discontinued			777775																					2
		Out of jurisdiction			777775									2							1				- 1	6
		Premature			1				1							1					1		ш	2	ш	14
		Total			1				1					2		1					2			2	1	22
	3 - Consideration	Discontinued																							1	3
		Matter out of jurisdiction (discretionary)			777775																					1
		Matter out of jurisdiction (non-discretionary)			777775							1														4
		Premature - Local process formally tried but not exhausted			777775																					1
		Total										1													1	9
	4 - Examination	Discontinued																								1
		Discretionary decision not to pursue		1		1						1			1					1					4	24
		Total		1		1						1			1					1					4	25
	5 - Investigation	Discontinued																								2
		Report issued: complaint partly upheld								1													ш		ш	5
1		Total								1																7
	Total Complaints		3	1	1	1	1	1	2	1	1	4	1	2	1	1	1	1	1	1	2	1	1	2	9	96
Total			4	1	1	2	1	1	2	1	1	4	1	2	1	1	1	1	3	1	2	1	2	2	10	109

SPSO Annual Statistics - Cases determined in 2009-10 by authority, stage and outcome

Government		

Coottion	2010111110111 4114 2	Pevolved Administration											Sco	ttish Go	overnm	ent and	Scotti	sh Adr	ninistra	ition										
Report Case Type	Stage	Closure Reason Group	Crown Office and Procurator Fiscal	Directorate for Planning and	Disclosure Scotland	Historic Scotland	HM Inspectorate of Education	Accountant in	Private Rented Housing Panel	Registers of Scotland	Scottish Court Service	Scottish Enterprise	Scottish Government	Scottish Government Agriculture Directorate	Education and Training Directorate	Environment Directorals	Health Directorates	Housing and Reneneration	Scottish Government Justice Directorate	Scottish Government Planning Directorate	Scottish Government Rural Affairs and Environment	Scottish Government Rural Directorate	Scottish Prison Service	Scottish Prisons Complaints Commission	Scottish Public Pensions Agency	Scottish Social Services Council	Stratticiyde Partnership for Transport	Student Awards Agency for Scotland	The Scottish Housing Regulator	Transport Scotland
Enquiry	1 - Receipt	Enquiry	2		1			1			3		2				1	1						1	1				\Box	
	· ·	Discontinued					1	2			1		1					2	1	1				1	3		1	3		
		Out of jurisdiction									2															1				
		Premature	4		1			3		1	7	1	4	1				3		1	1							13	\Box	2
	Total Enquiries		4		1		1	5		1	10	1	5	1				5	1	2	1			1	3	1	1	16		2
Complaint	1 - Receipt	Discontinued																	2									1		
	2 - Initial Assessment	Out of jurisdiction	6	2				1			3		1										1		1			2		1
		Other						1																				1		
		Premature	6	2	2	1	1				2		2			1		2	1		1		3	3		1		5		
		Total	12	4	1	1	1	2			5		3			1		2	3		1		4	3	1	1		9		1
	3 - Consideration	Body out of jurisdiction																												
		Matter out of jurisdiction (discretionary)						1		1		٠																		1
		Matter out of jurisdiction (non-discretionary)	2									1	1																	
		Premature - Local process formally tried but not exhausted																												
		Premature - Local process not formally tried	1										1									1								
		Total	3					1		1		2	2									1								1
	4 - Examination	Discontinued							2		1																			1
		Discretionary decision not to pursue	4	3		1	3	3			2	٠		1	1		1			2		3	2			1		6	3	
		Total	4	3		1	3	3	2		3	1		1	1		1			2		3	2			1		6	3	1
	5 - Investigation	Discontinued											٠																	
		Report issued: complaint fully upheld																1												
		Report issued: complaint not upheld (without recommendations)															1													
		Report issued: complaint partly upheld		1																										
1		Total		1									1				1	1												
	Total Complaints		23	8	2	2	5	11	2	2	18	4	11	2	1	1	2	8	4	4	2	4	6	4	4	3	1	31	3	5
Total		· · · · · · · · · · · · · · · · · · ·	25	8	3	2	5	12	2	2	21	4	13	2	1	1	3	9	4	4	2	4	6	5	5	3	1	31	3	5

			Scotti	sh Pub	lic Bod	у														oss-bor ublic Bo		
Report Case Type	Stage	Closure Reason Group	Audit Scotland	Crofters Commission	General Teaching Council for Scotland	Highlands and Islands Enterprise	Office of the Chief Investigating Officer	Office of the Scottish Charity Regulator	Police compaints Commissioner for Scotland	SOMET Crimarens Reporter	Scottish Environment Protection Agency	Scottish Funding Councils for Further and Hinher Education	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Authority	Ommission for the Reculation of Care	Information Commissioner	Waterwatch Scotland	Consumer Focus Scotland	Compensation Authority	Forestry Commission Scotland	Total
Enquiry	1 - Receipt	Enquiry				1			2				1	1		3					1	22
		Discontinued		1	1				1				1			6		1		1		29
		Out of jurisdiction																1				4
		Premature		2					2	2	2		4	1	1	5		1		1		63
	Total Enquiries			3	1				3	2	2		5	1	1	11		3		2		96
Complaint	1 - Receipt	Discontinued							1				1									5
	2 - Initial Assessment	Out of jurisdiction		-1			-1								-1					-1		22
		Other																				2
		Premature				2					1			-1		5			1	2		44
		Total		1		2	1		1		1		1	1	1	5			1	3		73
	3 - Consideration	Body out of jurisdiction																			1	1
		Matter out of jurisdiction (discretionary)			1																	5
		Matter out of jurisdiction (non-discretionary)							1			1				1	-1					8
		Premature - Local process formally tried but not exhausted														1						1
		Premature - Local process not formally tried						1								1						5
		Total			1			1	1			1				3	1				1	20
	4 - Examination	Discontinued																				4
		Discretionary decision not to pursue	2		1	1			1		2		1		1	6		1				53
		Total	2		1	1			1		2		1		1	6		1				57
	5 - Investigation	Discontinued																				1
		Report issued: complaint fully upheld																				1
		Report issued: complaint not upheld (without recommendations)																				1
		Report issued: complaint partly upheld																				1
1		Total																				4
	Total Complaints		2	4	3	3	1	1	6	2	5	1	7	2	3	25	1	4	1	5	1	250
Total			2	4	3	4	1	1	8	2	5	1	8	3	3	28	1	4	1	5	2	272

SPSO Annual Statistics - Cases determined in 2009-10 by authority, stage and outcome

Other					
Report Case Type	Stage	Closure Reason	A Body Unknown	A General Enquiry from a Listed	Total
Enquiry	1 - Receipt	Various	30	8	38
Complaint	1 - Receipt	Various	34		34
	2 - Initial Assessment	Various	1		1
	3 - Consideration	Various	1		1
Total			66	8	74

Body	out	OT	ıur	ısa	ıct	ıon

Report Case Type	Stage	Closure Reason	A Body Out of Jurisdiction	A General Enquiry from a Charity	A General Enquiry from an MSP	A General Enquiry from Another Authority	Total
Enquiry	1 - Receipt	Out of jurisdiction	643	1	2	1	647
Complaint	1 - Receipt	Out of jurisdiction	19				19
	2 - Initial Assessment	Out of jurisdiction	4				4
Total			666	1	2	1	670