













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

Scottish Further and Higher Education

Report Case Type	Stage	Closure Reason Group	Scottish Higher Education Authority																Total	
			University of Aberdeen (HE)	Edinburgh Napier University	Sheepow Coleridown University	Heriot-Watt University	Napier University	Queen Margaret University	York University	York University Institute	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of Stirling	University of Strathclyde	University of the West of Scotland		
Enquiries	1 - Receipt	Discontinued																		3
		Out of jurisdiction																		1
		Other								1	1					1				4
		Premature														1	1		1	5
		<b>Total Enquiries</b>								1	1					3	1		1	13
Complaint	1 - Receipt	Discontinued			2									1					1	10
		Premature	1	1	2	1				1				2	1		1	1	1	23
		<b>Total</b>	1	1	4	1				1				3	1		1	1	1	33
	2 - Initial Assessment	Discontinued			1															2
		Out of jurisdiction																		6
		Premature			1	1					1	1					1		1	14
		<b>Total</b>			2	1					1	1	1			1	1	3	1	22
	3 - Consideration	Discontinued							1											3
		Matter out of jurisdiction (discretionary)																		1
		Matter out of jurisdiction (non-discretionary)														1	1	1		4
Premature - Local process formally tried but not exhausted															1				1	
<b>Total</b>								1		1					1	1	2	1	9	
4 - Examination	Discontinued			1															1	
	Discretionary decision not to pursue		2	2									3	3	2	1	1		24	
	<b>Total</b>		2	3									3	3	2	1	1		25	
5 - Investigation	Discontinued														1			1	2	
	Report issued: complaint partly upheld			1											1			1	5	
	<b>Total</b>			1											1			1	7	
<b>Total Complaints</b>		1	3	10	1	1	3	1	2	1	4	7	6	5	6	4	1	96		
<b>Total</b>		1	3	10	1	1	4	1	3	1	4	7	9	6	6	5	1	109		

Report Case Type	Stage	Closure Reason Group	Scottish Further Education Authority																							Total						
			College Unknown	Abertay College of Further Education	Adam Smith College	Angus College of Further Education	Canterbury College	Cummersdale College	Dumfries College	Edinburgh College of Art	Edinburgh's Telford College	Edinburgh College of Further and Higher Education	Sheepow Coleridown College	Highland School of Further Education	Inverness College	James Watt College	John Gair College	John Gair College	John Gair College	John Gair College	John Gair College	John Gair College	John Gair College	John Gair College								
Enquiries	1 - Receipt	Discontinued																								1	3					
		Out of jurisdiction																									1					
		Other		1																							4					
		Premature																								2	5					
		<b>Total Enquiries</b>		1		1																				2	13					
Complaint	1 - Receipt	Discontinued					1						1													3	10					
		Premature	3				1	1	1		1	1									1	1				1	23					
		<b>Total</b>	3				1	1	1		1	2	1								1	1	1			1	33					
	2 - Initial Assessment	Discontinued																									2					
		Out of jurisdiction																									6					
		Premature			1						1															2	14					
		<b>Total</b>			1						1															2	22					
	3 - Consideration	Discontinued																									1	3				
		Matter out of jurisdiction (discretionary)																									1					
		Matter out of jurisdiction (non-discretionary)																									4					
Premature - Local process formally tried but not exhausted																										1						
<b>Total</b>																										1	9					
4 - Examination	Discontinued																									1						
	Discretionary decision not to pursue		1	1																						4	24					
	<b>Total</b>		1	1																						4	25					
5 - Investigation	Discontinued																									2						
	Report issued: complaint partly upheld																									5						
	<b>Total</b>																									7						
<b>Total Complaints</b>		3	1	1	1	1	1	1	2	1	1	4	1	2	1	1	1	1	1	1	1	1	1	1	2	9	96					
<b>Total</b>		4	1	1	2	1	1	1	2	1	1	4	1	2	1	1	1	1	1	1	1	1	1	1	3	1	2	1	2	2	10	109





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Other

Report Case Type	Stage	Closure Reason	A body Unknown or removed from a Listed Authority	Total
Enquiry	1 - Receipt	Various	30	38
Complaint	1 - Receipt	Various	34	34
	2 - Initial Assessment	Various	1	1
	3 - Consideration	Various	1	1
<b>Total</b>			<b>66</b>	<b>74</b>

Body out of jurisdiction

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 a Local Authority	Total
Enquiry	1 - Receipt	Out of jurisdiction	643	1		1	647
Complaint	1 - Receipt	Out of jurisdiction	19				19
	2 - Initial Assessment	Out of jurisdiction	4				4
<b>Total</b>			<b>666</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>670</b>