

Health Cases Determined 2010-2011

Case Type	Stage	Closure Category	Admission, discharge & transfer procedures	Appliances, equipment & premises	Appointments/Admissions (delay, cancellation, waiting lists)	Clinical treatment / Diagnosis	Communication, staff attitude, dignity, confidentiality	Complaints by NHS staff	Complaints handling	Continuing care	Failure to send ambulance/delay in sending ambulance	Hotel services - food, laundry etc	Hygiene, cleanliness & infection control	Lists (incl difficulty registering and removal from lists)	Nurses / Nursing Care	Other	Policy/administration	Record Keeping	Out Of Jurisdiction	Subject Unknown	Total	
Enquiries	Advice & Signposting	General Enquiry	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	1	4	
		Premature	0	0	1	6	0	0	1	1	0	0	0	0	0	0	0	3	0	0	2	14
		Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2
		No Decision Reached	0	0	1	3	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	8
		Other	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	2
		Total	0	0	2	11	0	0	1	2	0	0	0	0	0	2	10	0	1	3	32	
Total Enquiries	0	0	2	11	0	0	1	2	0	0	0	0	0	2	10	0	1	3	32			
Complaints	Advice	Premature	2	2	8	73	15	0	5	2	0	0	0	5	3	1	39	2	0	61	218	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Discretionary)	0	0	0	3	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	5
		Out of Jurisdiction (Non-Discretionary)	0	0	0	1	1	0	1	0	0	0	0	0	0	0	1	0	1	3	8	
		Outcome Not Achievable	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3	
		No Decision Reached	2	0	5	61	13	0	2	1	0	1	0	3	1	4	43	3	0	77	216	
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4	2	13	139	29	0	8	3	0	1	0	8	4	6	85	5	1	142	450		
	Early Resolution 1	Premature	0	0	1	25	0	0	4	0	0	0	0	1	1	0	5	0	0	0	37	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	0	0	21	0	0	3	0	0	0	0	0	0	0	3	1	0	0	28	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	8	0	0	0	9	
		Outcome Not Achievable	0	0	1	9	3	0	1	0	0	0	0	0	0	0	4	0	0	0	18	
		No Decision Reached	0	0	1	16	4	0	2	0	0	0	0	0	0	0	5	0	0	0	28	
		Total	0	0	3	72	7	0	10	0	0	0	0	1	1	0	25	1	0	0	120	
	Early Resolution 2	Premature	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	5	
		Out of Jurisdiction (Discretionary)	0	0	0	6	1	0	0	0	0	0	0	0	0	0	1	0	0	0	8	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Outcome Not Achievable	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		No Decision Reached	0	1	1	7	0	0	1	0	0	0	0	0	0	0	2	0	0	0	12	
		Fully Upheld	0	0	0	3	0	0	4	0	0	0	0	0	1	0	2	0	0	0	10	
		Partly Upheld	0	0	0	8	2	0	1	0	0	0	0	1	1	0	1	0	0	0	14	
	Not Upheld	2	0	4	20	5	0	1	0	1	0	0	4	2	1	6	0	0	0	46		
	Total	2	1	6	49	8	0	7	0	1	0	0	5	4	1	13	1	0	0	98		
	Investigation 1	Outcome Not Achievable	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		No Decision Reached	0	0	0	7	0	0	2	0	0	0	0	1	0	0	0	0	0	0	10	
		Fully Upheld	1	0	0	24	1	0	0	0	2	0	0	1	1	0	3	1	0	0	34	
Partly Upheld		0	0	0	13	5	0	0	0	0	0	0	0	0	0	3	0	0	0	21		
Not Upheld		3	0	5	38	8	1	0	0	0	0	1	1	0	1	5	1	0	0	64		
Total	4	0	5	83	15	1	2	0	2	0	1	3	1	1	11	2	0	0	131			
Investigation 2	No Decision Reached	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
	Fully Upheld	0	0	3	16	1	0	0	0	0	0	0	0	1	0	0	0	0	0	21		
	Partly Upheld	0	0	0	13	1	0	0	0	1	0	0	0	0	0	0	0	0	0	15		
	Not Upheld	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
Total	0	0	3	33	3	0	0	1	0	0	0	1	0	0	0	0	0	0	41			
Total Complaints	10	3	30	376	62	1	27	3	4	1	1	17	11	8	134	9	1	142	840			
Total Contacts	10	3	32	387	62	1	28	5	4	1	1	17	11	10	144	9	2	145	872			

Housing Association Cases Determined 2010-2011

Case Type	Stage	Closure Category	Applications, allocations, transfers	Calculation of rent and/or service charges	Complaints handling	Estate management	Factoring and other services	Hedges & fences	Improvements and alterations	Neighbour problems	Other	Policy/administration	Repairs and maintenance of housing stock	Right to Buy	Shared ownership	Terminations	Subject Unknown	Subject Out of Jurisdiction	Total	
Enquiries	Advice & Signposting	General Enquiry	0	0	1	0	0	0	0	0	0	2	0	0	0	0	1	0	0	4
		Premature	2	0	0	0	0	0	0	1	0	1	3	0	0	0	0	1	0	8
		Out of Jurisdiction	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	4
		Outcome Not Achievable	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
		No Decision Reached	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	3
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	3	0	1	0	1	0	1	1	1	0	4	3	1	0	0	5	0	20
		Total Enquiries	3	0	1	0	1	0	1	1	1	0	4	3	1	0	0	5	0	20
Complaints	Advice	Premature	10	2	8	2	2	1	5	19	2	35	51	1	2	1	29	0	170	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Discretionary)	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	3
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
		Outcome Not Achievable	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	3
		No Decision Reached	6	0	1	0	1	0	2	9	0	13	9	0	0	0	10	0	51	
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Total	16	2	10	2	3	1	7	28	2	53	60	1	2	1	40	1	229	
	Early Resolution 1	Premature	2	1	2	0	0	0	0	2	0	4	7	0	0	0	0	0	18	
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	0	1	0	1	1	0	1	0	1	0	0	0	0	0	0	5	
		Out of Jurisdiction (Non-Discretionary)	0	3	1	0	2	0	0	0	0	1	1	0	0	0	0	0	8	
		Outcome Not Achievable	1	0	0	0	0	0	0	0	0	3	2	0	0	0	0	0	6	
		No Decision Reached	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
		Total	3	4	4	0	3	1	0	3	0	10	10	0	0	0	0	0	38	
	Early Resolution 2	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		No Decision Reached	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	3	
		Fully Upheld	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	2	
		Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Not Upheld	0	0	0	0	1	0	1	1	0	1	4	0	0	0	0	0	8	
	Total	0	0	1	0	1	0	2	2	0	2	5	0	1	0	0	0	14		
	Investigation 1	Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		No Decision Reached	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
		Fully Upheld	0	0	2	0	0	0	0	1	0	1	2	0	0	0	0	0	6	
		Partly Upheld	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	
Not Upheld		2	0	0	0	0	1	0	0	0	1	3	0	0	0	0	0	7		
Total	2	0	2	0	0	1	0	2	0	2	6	0	0	0	0	0	15			
Investigation 2	No Decision Reached	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Fully Upheld	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		
	Not Upheld	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			
Total Complaints	21	6	17	2	7	3	9	35	2	67	81	1	3	1	40	1	296			
Total Contacts	24	6	18	2	8	3	10	36	2	71	84	2	3	1	45	1	316			

Local Authority Cases Determined 2010-2011

Case Type	Stage	Closure Category	General Enquiry	Building Control	Consumer protection	Economic development	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land & Property	Legal & admin	National Park Authorities	Other	Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Valuation Joint Boards	Subject Unknown or Out Of Jurisdiction	Total		
Enquiries	Advice & Signposting	General Enquiry	1	0	0	0	1	1	0	0	1	1	1	0	1	0	5	0	1	7	0	6	26		
		Premature	0	1	0	0	5	3	4	0	19	0	2	0	1	0	3	0	2	13	0	4	57		
		Out of Jurisdiction	0	0	0	0	2	0	3	0	0	0	2	0	0	6	1	0	0	0	1	6	21		
		Outcome Not Achievable	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0	4		
		No Decision Reached	0	0	0	0	1	1	1	0	2	0	0	0	1	0	2	0	1	4	0	4	16		
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1		
		Total	1	1	0	0	8	5	8	0	23	1	6	0	3	6	12	0	4	24	2	21	125		
Total Enquiries	1	1	0	0	8	5	8	0	23	1	6	0	3	6	12	0	4	24	2	21	125				
Complaints	Advice	Premature	0	13	1	2	53	23	56	1	189	7	19	2	7	1	94	7	43	127	4	119	768		
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Out of Jurisdiction (Discretionary)	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	3	0	0	2	8	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	1	1	1	0	2	1	1	1	1	0	5	1	0	1	4	1	9	28
		Outcome Not Achievable	0	1	0	0	1	0	1	0	2	0	2	0	0	0	0	3	0	1	0	0	2	13	
		No Decision Reached	0	5	2	0	14	9	11	0	46	9	9	0	2	2	28	5	10	34	3	60	249		
		Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	19	3	2	68	33	69	1	241	17	31	3	9	8	127	12	58	165	8	192	1,066			
	Early Resolution 1	Premature	0	8	0	0	5	1	6	0	18	1	3	0	1	0	12	1	4	18	0	0	78		
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		Out of Jurisdiction (Discretionary)	0	1	0	0	3	1	4	0	7	2	1	0	0	0	12	1	4	4	1	0	41		
		Out of Jurisdiction (Non-Discretionary)	0	2	0	1	3	1	4	0	7	2	7	0	1	4	4	1	3	4	0	0	44		
		Outcome Not Achievable	0	0	0	0	0	0	4	0	7	3	1	0	0	0	4	2	0	3	0	0	24		
		No Decision Reached	0	2	1	0	1	0	4	0	10	1	2	0	2	1	7	3	2	4	1	0	41		
	Total	0	13	1	1	12	3	22	0	49	9	14	0	4	5	39	8	13	33	2	0	228			
	Early Resolution 2	Premature	0	0	1	0	0	0	2	0	2	0	1	0	0	0	5	0	0	2	0	0	13		
		Out of Jurisdiction (Discretionary)	0	0	1	0	2	0	0	0	1	0	1	0	0	0	3	0	1	0	0	0	9		
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1		
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1		
		No Decision Reached	0	0	0	0	2	2	1	0	3	0	1	0	0	0	1	0	0	1	0	0	11		
		Fully Upheld	0	0	0	0	1	0	2	0	1	1	1	0	1	0	2	0	1	0	0	0	10		
		Partly Upheld	0	0	0	0	1	0	2	0	2	1	0	0	0	0	2	0	0	0	0	0	8		
	Not Upheld	0	0	2	0	4	1	12	0	6	3	2	2	0	0	11	2	11	4	0	0	60			
	Total	0	0	4	0	10	3	19	0	15	5	7	2	1	0	24	2	14	7	0	0	113			
	Investigation 1	Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
		No Decision Reached	0	0	0	0	1	0	1	0	2	0	0	0	0	0	2	0	0	1	0	0	7		
		Fully Upheld	0	0	0	0	1	0	5	0	7	1	0	0	1	0	7	0	1	3	1	0	27		
Partly Upheld		0	1	0	0	1	1	0	5	0	2	0	0	0	5	0	0	1	0	0	0	16			
Not Upheld		0	3	0	0	4	4	6	0	16	1	3	1	0	1	27	1	7	15	0	0	89			
Total	0	4	0	0	6	5	13	0	30	2	5	1	1	1	41	1	8	20	1	0	139				
Investigation 2	No Decision Reached	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	2	0	0	6			
	Partly Upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	1	0	0	5			
	Not Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	1	1	0	0	5			
Total	0	1	0	0	0	0	0	0	0	0	0	0	0	0	7	3	1	4	0	0	16				
Total Complaints	0	37	8	3	96	44	123	1	335	33	57	6	15	14	238	26	94	229	11	192	1,562				
Total Contacts	1	38	8	3	104	49	131	1	358	34	63	6	18	20	250	26	98	253	13	213	1,687				

Scottish Further & Higher Education Cases Determined 2010-2011

Case Type	Stage	Closure Category	Further Education										Total	Higher Education													Further & Higher Education Total			
			Academic appeal/exam results/degree classification	Admissions	Complaints handling	Facilities	Grants/allowances/bursaries	Other	Personnel matters	Policy/administration	Student discipline	Teaching and supervision		Subject Out of Jurisdiction	Academic appeal/exam results/degree classification	Admissions	Complaints handling	Grants/allowances/bursaries	Personnel matters	Plagiarism and intellectual property	Policy/administration	Property	Special needs - assessment and provision	Student discipline	Teaching and supervision	Welfare		Subject Unknown	Subject Out of Jurisdiction	Total
Enquiries	Advice & Signposting	General Enquiry	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	1	2
		Premature	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	1
		Out of Jurisdiction	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	1
		Outcome Not Achievable	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
		No Decision Reached	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	1	3
		Other	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	0	0	0	0	1	0	0	1	0	0	1	0	0	0	2	4	0	0	0	0	1	0	0	0	0	0	0	5
Total Enquiries	0	0	0	0	1	0	0	1	0	0	2	4	0	0	0	0	1	0	0	0	0	0	0	0	0	0	5	7		
Complaints	Advice	Premature	2	0	1	1	1	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	
		Body Out of Jurisdiction	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	
		Out of Jurisdiction (Discretionary)	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
		Out of Jurisdiction (Non-Discretionary)	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	1
		Outcome Not Achievable	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
		No Decision Reached	0	1	0	0	0	1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5
		Other	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	2	1	1	1	1	2	0	6	1	0	1	6	13	2	2	1	1	10	1	1	0	6	1	7	1	47	63		
	Early Resolution 1	Premature	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	1	
		Body Out of Jurisdiction	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	
		Out of Jurisdiction (Discretionary)	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	
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
		Outcome Not Achievable	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	1	1
		No Decision Reached	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	1	1	
		Total	0	0	0	0	0	0	1	4	0	0	0	5	8	0	3	0	0	1	4	0	0	0	0	0	0	16	21	
	Early Resolution 2	Premature	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	
		Out of Jurisdiction (Discretionary)	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	1	
Out of Jurisdiction (Non-Discretionary)		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		
Outcome Not Achievable		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	
No Decision Reached		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	
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	
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	
Not Upheld	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	1	1		
Total	0	0	0	0	0	0	0	1	0	0	2	4	0	0	0	0	5	0	0	0	0	0	0	0	0	9	11			
Investigation 1	Outcome Not Achievable	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		
	No Decision Reached	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	1		
	Fully Upheld	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	
	Partly Upheld	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	2	2	
	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	
	Total	0	0	1	0	0	0	0	1	1	1	0	4	1	1	0	0	1	3	0	0	0	1	0	0	0	7	7		
Investigation 2	No Decision Reached	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		
	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		
	Partly 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	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		
	Total	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	1	1		
	Total Complaints	2	1	2	1	1	2	1	12	3	1	1	27	26	3	5	1	1	3	29	1	1	1	8	1	7	1	88	115	
Total Contacts	2	1	2	1	2	2	1	13	3	1	1	29	30	3	5	1	1	3	30	1	1	1	8	1	7	1	93	122		

Prisons Cases Determined 2010-2011

Case Type	Stage	Closure Category	Admission, Transfers and Discharge	Communication and Records	Discipline	Health, Welfare and Religion	Leave from Prison (Including Home Detention Leave)	Physical and Personal Environment	Privileges and Prisoners Property	Security, Control and Progression	Supervision Levels	Work, Education, Earnings and Recreation	Subject Unknown or Out Of Jurisdiction	Total
Enquiries	Advice & Signposting	General Enquiry	0	0	0	2	0	1	0	0	0	0	0	3
		Premature	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0
		Outcome Not Achievable	0	0	0	0	1	0	0	0	0	0	0	1
		No Decision Reached	0	0	0	0	0	0	0	0	0	0	1	1
		Other	0	0	0	0	0	0	0	0	0	0	0	0
		Total	0	0	0	2	1	1	0	0	0	0	0	1
Total Enquiries	0	0	0	2	1	1	0	0	0	0	0	1	5	
Complaints	Advice	Premature	0	5	1	2	4	0	4	5	0	1	3	25
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Discretionary)	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Non-Discretionary)	1	0	2	1	0	0	0	0	0	0	22	26
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	1	0	1
		No Decision Reached	5	6	2	7	3	1	1	14	1	1	20	61
		Other	0	0	0	0	0	0	0	0	0	0	0	0
		Total	6	11	5	10	7	1	5	19	1	3	45	113
	Early Resolution 1	Premature	2	0	0	2	1	1	0	0	0	1	0	7
		Body Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Discretionary)	0	1	1	0	0	1	2	2	0	0	0	7
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	1	0	1	0	2
		Outcome Not Achievable	2	1	2	0	5	1	0	3	0	0	0	14
		No Decision Reached	1	1	0	1	0	2	3	2	0	2	0	12
		Total	5	3	3	3	6	5	5	8	0	4	0	42
	Early Resolution 2	Premature	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Discretionary)	0	0	0	0	0	0	0	0	0	0	0	0
		Out of Jurisdiction (Non-Discretionary)	0	0	0	0	0	0	0	0	0	0	0	0
		Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0
		No Decision Reached	0	0	0	0	0	0	1	1	0	0	0	2
		Fully Upheld	0	3	0	1	0	1	2	0	0	1	0	8
		Partly Upheld	0	0	2	0	0	1	0	0	0	0	0	3
		Not Upheld	0	7	2	3	2	5	10	26	1	1	0	57
	Total	0	10	4	4	2	7	13	27	1	2	0	70	
	Investigation 1	Outcome Not Achievable	0	0	0	0	0	0	0	0	0	0	0	0
		No Decision Reached	0	0	0	0	0	0	0	1	0	0	0	1
		Fully Upheld	0	0	0	0	1	0	0	1	0	0	0	2
		Partly Upheld	0	0	0	0	0	0	0	1	0	0	0	1
		Not Upheld	1	3	2	0	0	0	3	2	0	0	0	11
	Total	1	3	2	0	1	0	3	5	0	0	0	15	
	Investigation 2	No Decision Reached	0	0	0	0	0	0	0	0	0	0	0	0
		Fully Upheld	0	0	0	0	0	0	0	1	0	0	0	1
		Partly Upheld	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
	Total	0	0	0	0	0	0	0	1	0	0	0	1	
	Total Complaints	12	27	14	17	16	13	26	60	2	9	45	241	
	Total Contacts	12	27	14	19	17	14	26	60	2	9	46	246	

these figures are included in the previous Scottish Government and Devolved Administration table