

All Cases Determined 2011-2012

Case Type	Stage	Closure Category	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration*	Further & Higher Education	Other	Total
Enquiries	Advice & Signposting	General enquiry	16	3	28	6	0	24	77
		Premature	18	11	38	5	2	1	75
		Out of jurisdiction	0	1	6	0	0	447	454
		Outcome not achievable	0	0	2	0	0	0	2
		No decision reached	5	1	9	1	0	2	18
<b>Total Enquiries</b>			<b>39</b>	<b>16</b>	<b>83</b>	<b>12</b>	<b>2</b>	<b>474</b>	<b>626</b>
Complaints	Advice	Premature	261	184	729	272	34	15	1495
		Body out of jurisdiction	1	0	0	0	0	15	16
		Matter out of jurisdiction (discretionary)	4	3	18	9	3	0	37
		Matter out of jurisdiction (non-discretionary)	14	10	20	37	5	5	91
		Outcome not achievable	9	0	10	7	1	1	28
		No decision reached	225	40	258	171	27	20	741
		<b>Total</b>	<b>514</b>	<b>237</b>	<b>1035</b>	<b>496</b>	<b>70</b>	<b>56</b>	<b>2408</b>
	Early Resolution 1	Premature	29	2	51	31	4	0	117
		Body out of jurisdiction	0	0	0	0	0	10	10
		Matter out of jurisdiction (discretionary)	29	1	53	16	4	0	103
		Matter out of jurisdiction (non-discretionary)	15	9	43	33	6	2	108
		Outcome not achievable	16	2	28	20	2	0	68
		No decision reached	38	8	52	62	10	1	171
	<b>Total</b>	<b>127</b>	<b>22</b>	<b>227</b>	<b>162</b>	<b>26</b>	<b>13</b>	<b>577</b>	
	Early Resolution 2	Outcome not achievable	0	0	0	1	0	0	1
		No decision reached	8	1	3	11	0	0	23
		Fully upheld	11	2	10	11	1	0	35
		Partly upheld	14	0	14	13	1	0	42
		Not upheld	34	11	78	109	4	0	236
	<b>Total</b>	<b>67</b>	<b>14</b>	<b>105</b>	<b>145</b>	<b>6</b>	<b>0</b>	<b>337</b>	
	Investigation 1	No decision reached	2	1	12	1	1	0	17
		fully upheld	33	0	6	6	2	0	47
		partly upheld	67	2	38	15	3	0	125
		not upheld	84	2	63	26	6	0	181
	<b>Total</b>	<b>186</b>	<b>5</b>	<b>119</b>	<b>48</b>	<b>12</b>	<b>0</b>	<b>370</b>	
	Investigation 2	No decision reached	1	0	2	0	0	0	3
		Fully upheld	22	0	6	0	0	0	28
Partly upheld		18	0	1	1	1	0	21	
Not upheld		2	0	2	0	0	0	4	
<b>Total</b>	<b>43</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>56</b>		
<b>Total Complaints</b>			<b>937</b>	<b>278</b>	<b>1497</b>	<b>852</b>	<b>115</b>	<b>69</b>	<b>3748</b>
<b>Total Contacts</b>			<b>976</b>	<b>294</b>	<b>1580</b>	<b>864</b>	<b>117</b>	<b>543</b>	<b>4374</b>