

Further and Higher Education Complaints Determined 2012-2013

Further Education

Stage	Outcome Group	A. College Unknown (FE)	Aberdeen College of Further Education	Adam Smith College	Annesland College	Ayr College	Borders College	Cardonald College	City of Glasgow College	Edinburgh's Teilor College	Forth Valley College of Further and Higher Education	James Watt College of Further and Higher Education	Jewel & Esk College	John Wheatley College	Kimarnock College	Langside College	Motherwell College	North Highland College	Oatridge College	Reid Kerr College	Sabhal Mor Ostaig	South Lanarkshire College	Stevenson College	Total	
Advice	Matter 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
	Matter out of jurisdiction (non-discretionary)	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	No decision reached	2	1	0	0	0	1	0	0	0	2	0	0	0	0	0	1	0	0	0	0	1	0	0	9
	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
	Premature	0	1	1	1	1	1	0	1	0	2	2	0	0	0	1	3	1	1	1	0	0	0	1	16
<b>Total</b>		<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>28</b>	
Early Resolution 1	Matter 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	1
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	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
	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
	Premature	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	
Early Resolution 2	Fully upheld	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	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	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
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
Investigation 1	Fully upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Partly upheld	0	0	0	0	0	0	0	1	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
	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
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total Complaints</b>		<b>2</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>37</b>	

Higher Education

Stage	Outcome Group	A. University Unknown (HE)	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	The Robert Gordon University	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 Highlands and Islands	University of the West of Scotland	Total	FE & HE Total	
Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	2	0	0	0	1	0	2	0	0	0	0	0	0	5
	No decision reached	1	0	1	0	1	0	1	0	0	1	4	0	2	2	1	1	1	1	1	17
	Outcome not achievable	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Premature	3	0	2	0	1	1	0	2	0	1	2	1	1	2	2	6	0	3	25	
<b>Total</b>		<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>50</b>		
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	1	4	
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	1	0	0	3	1	0	2	0	0	0	0	7	
	No decision reached	0	0	0	0	0	0	0	2	0	0	2	1	1	1	1	0	0	0	7	
	Outcome not achievable	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	
	Premature	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>21</b>		
Early Resolution 2	Complaint fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Complaint partly upheld	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
	Complaint not upheld	0	0	0	0	0	1	1	2	0	0	0	0	1	1	0	1	0	7		
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>10</b>		
Investigation 1	Complaint fully upheld	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	4	
	Complaint partly upheld	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	4		
	Complaint not upheld	0	0	0	1	0	1	0	0	1	1	2	1	1	0	0	2	10			
	No decision reached	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1		
	<b>Total</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>19</b>		
Investigation 2	Complaint partly upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1		
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>			
<b>Total Complaints</b>		<b>4</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>5</b>	<b>14</b>	<b>6</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>101</b>		

Notes

'No decision reached' includes not duly made, withdrawn and resolved  
 There were no further education complaints determined at Investigation 2 stage in 2012-13

Health Complaints Determined 2012-2013

Stage	Outcome Group	Health Board													Special Health Board					Other	Family Health Services					Total		
		A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	NHS 24	NHS Education for Scotland	Scottish Ambulance Service	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	NHS National Services Scotland	Dentists & Dental Practices	GP & GP Practices	Opticians		Other FHS Practitioner or Practice	Pharmacists & Pharmacy Services
Advice	Matter out of jurisdiction (discretionary)	0	1	0	0	1	2	2	4	3	0	0	0	0	0	0	0	1	1	0	0	0	3	0	0	0	0	18
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	1	1	0	4	3	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	12
	No decision reached	9	12	2	3	8	15	17	43	22	20	36	1	1	35	1	2	1	4	0	2	0	9	53	1	0	1	298
	Outcome not achievable	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	4
	Premature	3	17	2	2	4	11	26	36	15	11	33	0	1	21	2	1	0	14	0	0	0	32	55	1	2	4	293
	<b>Total</b>	<b>13</b>	<b>30</b>	<b>4</b>	<b>5</b>	<b>14</b>	<b>30</b>	<b>45</b>	<b>88</b>	<b>43</b>	<b>31</b>	<b>69</b>	<b>1</b>	<b>2</b>	<b>58</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>19</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>42</b>	<b>112</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>625</b>
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	1	0	1	0	1	1	3	7	3	5	0	0	3	0	1	0	0	0	0	4	4	0	0	0	34	
	Matter out of jurisdiction (non-discretionary)	0	0	0	1	0	0	0	5	0	0	2	0	0	2	0	0	1	0	0	2	1	2	4	0	0	0	20
	No decision reached	0	0	1	1	1	0	3	3	4	3	3	1	1	1	0	0	0	0	0	1	1	1	11	0	0	0	36
	Outcome not achievable	0	4	0	1	1	0	1	8	1	6	3	0	0	2	1	0	0	0	0	0	0	2	4	0	0	0	34
	Premature	0	6	0	2	3	5	6	15	1	2	8	0	0	7	0	0	0	1	0	0	0	1	6	0	0	0	63
	<b>Total</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>11</b>	<b>34</b>	<b>13</b>	<b>14</b>	<b>21</b>	<b>1</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>10</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>187</b>	
Early Resolution 2	Fully upheld	0	1	0	0	0	1	2	0	1	0	0	0	2	1	0	0	1	0	0	0	0	6	0	0	0	15	
	Partly upheld	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	1	0	0	1	0	4	0	0	1	10	
	Not upheld	0	3	0	0	1	3	1	5	3	6	2	0	0	6	1	1	0	2	0	2	0	4	16	1	0	0	57
	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	1	
	Outcome not achievable	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	
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>26</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>84</b>
Investigation 1	Fully upheld	0	1	2	1	0	3	3	7	2	8	6	0	0	2	1	0	0	0	1	0	9	14	0	0	0	60	
	Partly upheld	0	6	2	1	4	3	4	14	5	8	12	1	0	6	0	0	0	3	1	0	0	2	9	0	0	81	
	Not upheld	0	9	4	1	4	2	4	23	7	2	6	4	0	7	0	0	0	1	2	1	0	7	34	0	0	118	
	No decision reached	0	0	0	1	0	1	0	2	1	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	8	
	<b>Total</b>	<b>0</b>	<b>16</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>11</b>	<b>46</b>	<b>15</b>	<b>18</b>	<b>24</b>	<b>5</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>267</b>	
Investigation 2	Fully upheld	0	1	1	0	1	0	2	5	2	1	1	0	0	3	2	0	0	1	1	0	0	0	4	0	0	25	
	Partly upheld	0	1	0	0	0	1	1	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>34</b>		
<b>Total Complaints</b>	<b>13</b>	<b>63</b>	<b>14</b>	<b>15</b>	<b>30</b>	<b>50</b>	<b>73</b>	<b>183</b>	<b>79</b>	<b>72</b>	<b>118</b>	<b>7</b>	<b>4</b>	<b>99</b>	<b>9</b>	<b>7</b>	<b>2</b>	<b>29</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>74</b>	<b>228</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1,197</b>	

Note - 'No decision reached' includes not duly made, withdrawn and resolved





Scottish Government & Devolved Administration Complaints Determined 2012-2013

Stage	Outcome Group	Cross-Border Public Authority			Scottish Government & Scottish Administration																	Scottish Public Authority																	Grand Total													
		Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Directorate for Planning and Environmental Appeals	Disclosures Scotland	Historic Scotland	Office of the Accountant in Bankruptcy	Queen's & Lord Treasurer's Remembrancer	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Enterprise & Environment	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Transport Scotland	Total	Audit Scotland	Care Inspectorate	Crofting Commission	Highlands & Islands Enterprise	Mental Health Tribunal Scotland	Mental Welfare Commission for Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Complaints Commissioner for Scotland	Private Rented Housing Panel	Public Standards Commissioner	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority		Scottish Social Services Council	Skills Development Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	VisitScotland	Total							
Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	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	1	3	
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	2	1	0	0	0	0	0	3	1	0	0	0	0	10	2	0	0	19	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	2	21
	No decision reached	3	0	3	0	6	2	0	0	0	0	1	0	0	0	0	0	67	1	4	0	81	0	6	0	0	0	1	0	0	6	0	2	0	0	2	2	2	0	0	0	0	0	0	0	1	20	104				
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3	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	3				
	Premature	2	4	6	2	9	1	1	2	2	0	3	8	2	1	1	46	3	25	0	106	1	3	0	0	0	0	1	3	2	0	0	0	2	1	2	1	0	0	1	1	19	131									
	<b>Total</b>	<b>5</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>17</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>127</b>	<b>6</b>	<b>29</b>	<b>0</b>	<b>211</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>42</b>	<b>262</b>								
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	4	0	0	5	0	0	0	1	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	4	10							
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	6	0	0	0	0	1	1	1	0	0	0	25	0	1	0	36	0	0	0	0	0	1	0	1	1	1	1	1	1	1	1	2	0	1	0	0	11	47									
	No decision reached	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	29	0	1	0	31	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	34								
	Outcome not achievable	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	5	0	0	1	7	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	9								
	Premature	0	0	0	0	3	0	0	0	0	0	1	0	0	0	0	16	0	0	20	0	2	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	5	25									
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>79</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>99</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>125</b>								
Early Resolution 2	Fully upheld	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	12	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15								
	Partly upheld	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	10	0	2	0	13	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	14								
	Not upheld	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	72	0	0	74	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	3	77								
	No decision reached	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2								
	Premature	0	0	0	0	4	0	0	1	1	0	0	0	0	0	0	96	0	2	0	104	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	4	108							
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>6</b>							
Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3	0	0	4	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	8							
	Partly upheld	0	2	2	0	0	0	0	0	0	1	0	0	0	0	0	6	0	0	1	7	0	2	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	12							
	Not upheld	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3							
	No decision reached	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	15	0	0	1	19	0	3	0	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	7	29							
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3						
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>					
Investigation 2	Complaint fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	3	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	3						
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>					
<b>Total Complaints</b>		<b>6</b>	<b>8</b>	<b>14</b>	<b>2</b>	<b>31</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>319</b>	<b>6</b>	<b>33</b>	<b>2</b>	<b>436</b>	<b>1</b>	<b>18</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>2</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>77</b>	<b>527</b>							

Note - 'No decision reached' includes not duly made, withdrawn and resolved

Water Complaints Determined 2012-2013

Stage	Outcome Group	Business Stream	Scottish Water	Other Water Supplier	Total	
Advice	Matter out of jurisdiction (discretionary)	2	3	0	5	
	Matter out of jurisdiction (non-discretionary)	1	3	0	4	
	No decision reached	42	32	0	74	
	Outcome not achievable	0	2	0	2	
	Premature	82	41	1	124	
	<b>Total</b>		<b>127</b>	<b>81</b>	<b>1</b>	<b>209</b>
Early Resolution 1	Matter out of jurisdiction (discretionary)	2	4	0	6	
	Matter out of jurisdiction (non-discretionary)	4	3	0	7	
	No decision reached	6	6	0	12	
	Outcome not achievable	2	4	0	6	
	Premature	6	3	0	9	
	<b>Total</b>		<b>20</b>	<b>20</b>	<b>0</b>	<b>40</b>
Early Resolution 2	Fully upheld	4	0	0	4	
	Partly upheld	8	3	0	11	
	Not upheld	14	11	0	25	
	No decision reached	1	4	0	5	
	<b>Total</b>		<b>27</b>	<b>18</b>	<b>0</b>	<b>45</b>
	Investigation 1	Fully upheld	9	6	0	15
Partly upheld		12	2	0	14	
Not upheld		17	5	0	22	
No decision reached		1	1	0	2	
<b>Total</b>			<b>39</b>	<b>14</b>	<b>0</b>	<b>53</b>
<b>Total Complaints</b>		<b>213</b>	<b>133</b>	<b>1</b>	<b>347</b>	

Notes

'No decision reached' includes not duly made, withdrawn and resolved

There were no water complaints determined at Investigation 2 stage in 2012-13

Other Complaints Determined 2012-2013

<b>Stage</b>	<b>Outcome Group</b>	Body Out of Jurisdiction	Body Unknown	A General Enquiry from a Listed Authority	A General Enquiry from a Member of the Public	Total
Advice	Body out of jurisdiction	23	0	0	0	23
	Matter out of jurisdiction (non-discretionary)	0	2	0	0	2
	No decision reached	0	7	0	0	7
	Outcome not achievable	0	1	0	0	1
	Premature	0	10	0	0	10
	<b>Total</b>	<b>23</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>43</b>
Early Resolution 1	Body out of jurisdiction	1	0	0	0	1
	Premature	0	1	0	0	1
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total Complaints</b>		<b>24</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>45</b>

Note - 'No decision reached' includes not duly made, withdrawn and resolved