

Scottish Further and Higher Education Cases Determined 2012-2013

Case Type	Stage	Outcome Group	Further Education										FE Total	
			Academic appeal/exam results/degree classification	Admissions	Complaints handling	Grants/allowances/bursaries	Out Of Jurisdiction	Personnel matters	Policy/administration	Special needs - assessment and provision	Subject Unknown	Teaching and supervision		
Enquiry	Advice & Signposting	Enquiry	0	1	0	0	0	0	0	0	0	0	0	1
		Total	0	1	0	0	0	0	0	0	0	0	0	1
		Total Enquiries	0	1	0	0	0	0	0	0	0	0	1	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	1	1	0	0	1	0	3	
		No decision reached	1	0	0	0	0	0	2	0	5	1	9	
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	
		Premature	0	0	1	2	0	0	3	2	8	0	16	
	Total	1	0	1	2	1	1	5	2	14	1	28		
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	1	0	0	0	1	
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	1	1	
		No decision reached	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	
		Premature	1	0	1	0	0	0	0	0	0	0	2	
	Total	1	0	1	0	0	0	1	0	0	1	4		
	Early Resolution 2	Fully upheld	0	0	0	0	0	0	1	0	0	0	1	
		Partly upheld	0	0	0	0	0	0	1	0	0	1	2	
		Not upheld	0	0	0	0	0	0	0	0	0	0	0	
		Total	0	0	0	0	0	0	2	0	0	1	3	
	Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	1	1	
		Partly upheld	0	0	1	0	0	0	0	0	0	0	1	
		Not upheld	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	
Total		0	0	1	0	0	0	0	0	0	1	2		
Investigation 2	Partly upheld	0	0	0	0	0	0	0	0	0	0	0		
	Total	0	0	0	0	0	0	0	0	0	0	0		
Total Complaints			2	0	3	2	1	1	8	2	14	4	37	
Total Contacts			2	1	3	2	1	1	8	2	14	4	38	

Case Type	Stage	Outcome Group	Higher Education															HE Total	Grand Total		
			Academic appeal/exam results/degree classification	Accommodation	Admissions	Anti-social behaviour	Complaints handling	Facilities	Grants/allowances/bursaries	Out Of Jurisdiction	Personnel matters	Plagiarism and intellectual property	Policy/administration	Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	Special needs - assessment and provision	Student discipline	Subject Unknown			Teaching and supervision	Welfare
Enquiry	Advice & Signposting	Enquiry	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
		Total	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
		Total Enquiries	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
Complaint	Advice	Matter out of jurisdiction (discretionary)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Matter out of jurisdiction (non-discretionary)	1	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	5
		No decision reached	7	1	0	0	1	0	0	0	0	0	0	2	0	0	0	5	1	0	17
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
		Premature	5	1	0	0	3	1	2	0	0	0	7	0	1	0	4	0	1	25	
	Total	14	2	1	0	4	1	2	1	0	0	9	1	1	0	11	2	1	50		
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	1	0	0	0	1	0	0	0	0	0	2	0	4		
		Matter out of jurisdiction (non-discretionary)	3	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	7		
		No decision reached	5	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	7		
		Outcome not achievable	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2		
		Premature	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1		
	Total	8	0	0	1	1	0	0	0	1	2	2	0	1	1	0	4	0	21		
	Early Resolution 2	Fully upheld	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Partly upheld	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	
		Not upheld	3	0	1	0	1	0	0	0	0	1	0	0	0	0	0	1	0	7	
		Total	3	0	1	0	2	0	0	0	0	1	2	0	0	0	0	1	0	10	
	Investigation 1	Fully upheld	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	4		
		Partly upheld	1	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	4		
		Not upheld	3	0	0	0	2	0	0	0	0	1	2	0	0	0	2	0	10		
		No decision reached	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
Total		5	1	0	0	3	0	0	0	0	1	5	0	0	0	4	0	19			
Investigation 2	Partly upheld	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1			
	Total	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1			
Total Complaints			30	3	2	1	10	1	2	1	1	5	18	1	2	1	11	11	1	101	
Total Contacts			31	3	2	1	10	1	3	1	1	5	18	1	2	1	11	11	1	103	

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

Health Cases Determined 2012-2013

Case Type	Stage	Outcome Group	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	Nurses / Nursing Care	Other	Policy/administration	Record Keeping	Out Of Jurisdiction	Subject Unknown	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	2	5	2	0	0	0	0	0	0	0	2	2	0	0	1	7	21	
		Total	0	0	2	5	2	0	0	0	0	0	0	0	2	2	0	0	1	7	21	
		Total Enquiries	0	0	2	5	2	0	0	0	0	0	0	0	2	2	0	0	1	7	21	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	3	3	0	0	1	0	0	0	0	0	0	0	0	0	7	4	18
		Matter out of jurisdiction (non-discretionary)	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	8	1	12
		No decision reached	3	1	8	82	14	0	11	1	0	0	0	1	0	1	2	16	0	0	158	298
		Outcome not achievable	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	4
		Premature	4	2	8	96	17	2	15	2	5	0	0	0	3	2	2	29	1	1	104	293
		Total	7	4	16	184	34	2	26	4	5	0	1	3	3	4	45	3	16	268	625	
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	1	23	5	0	0	0	0	0	0	0	0	0	0	1	2	2	0	34
		Matter out of jurisdiction (non-discretionary)	0	1	2	6	0	0	0	0	0	0	0	0	0	1	7	1	2	0	0	20
		No decision reached	1	0	2	18	8	0	2	1	0	0	0	0	1	0	0	2	1	0	0	36
		Outcome not achievable	0	0	3	18	7	0	0	0	0	0	0	1	1	0	0	3	1	0	0	34
		Premature	1	1	2	40	3	0	10	1	1	0	0	0	0	0	0	3	0	0	1	63
		Total	2	2	10	105	23	0	12	2	1	0	1	2	0	1	16	5	4	1	187	
	Early Resolution 2	Fully upheld	0	0	1	3	3	0	2	2	0	0	0	0	2	0	0	2	0	0	0	15
		Partly upheld	0	0	0	1	5	0	1	0	0	0	1	0	0	0	0	2	0	0	0	10
		Not upheld	1	2	6	25	14	0	1	0	1	0	0	0	1	1	4	1	0	0	0	57
		No decision reached	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
		Outcome not achievable	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total	1	2	7	30	22	0	5	2	1	1	0	2	1	1	8	1	0	0	0	84
	Investigation 1	Fully upheld	1	0	3	48	3	0	2	0	0	0	0	0	0	0	0	3	0	0	0	60
		Partly upheld	3	0	4	54	8	0	3	0	2	0	1	1	2	0	3	0	0	0	0	81
		Not upheld	1	1	1	94	9	0	5	0	0	0	0	1	0	1	0	5	0	0	0	118
		No decision reached	0	0	1	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8
		Total	5	1	9	203	20	0	10	0	2	0	2	1	3	0	11	0	0	0	0	267
	Investigation 2	Fully upheld	0	0	0	19	2	0	0	0	1	0	0	0	1	0	2	0	0	0	0	25
		Partly upheld	1	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
		Total	1	0	0	27	2	0	0	0	1	0	0	0	1	0	2	0	0	0	0	34
	Total Complaints		16	9	42	549	101	2	53	8	10	1	4	8	8	6	82	9	20	269	1,197	
Total Contacts		16	9	44	554	103	2	53	8	10	1	4	8	10	8	82	9	21	276	1,218		

Notes
Includes Prison healthcare
'No decision reached' includes not duly made, withdrawn and resolved

Housing Association Cases Determined 2012-2013

Case Type	Stage	Outcome Group	Applications, allocations, transfers & exchanges	Complaints handling	Estate management, open space & environment work	Homeless person issues	Improvements and renovation	Neighbour disputes and anti-social behaviour	Other	Policy/administration	Rent and/or service charges	Repairs and maintenance	Right to Buy	Shared ownership	Terminations of tenancy	Out Of Jurisdiction	Subject Unknown	Total	
Enquiry	Advice & Signposting	Enquiry	1	0	0	0	0	0	0	0	0	4	1	0	0	0	0	6	
		Total	1	0	0	0	0	0	0	0	0	0	4	1	0	0	0	0	6
		Total Enquiries	1	0	0	0	0	0	0	0	0	0	4	1	0	0	0	0	6
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
		Matter out of jurisdiction (non-discretionary)	0	1	2	0	0	0	0	0	0	0	0	0	0	0	6	2	11
		No decision reached	5	2	0	1	2	2	0	5	0	11	0	0	0	0	0	30	58
		Outcome not achievable	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
		Premature	7	13	1	1	6	25	2	15	6	55	1	0	0	1	39	172	
		Total	12	16	3	2	8	27	2	20	6	67	1	0	0	9	71	244	
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	3
		Matter out of jurisdiction (non-discretionary)	1	1	4	0	1	1	0	1	3	6	1	1	0	0	0	0	20
		No decision reached	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	4
		Outcome not achievable	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	4
		Premature	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
		Total	1	4	7	0	2	2	0	2	3	11	1	1	0	0	0	0	34
	Early Resolution 2	Fully upheld	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	3
		Partly upheld	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	3
		Not upheld	0	2	2	0	1	3	0	2	0	6	0	0	1	0	0	0	17
		No decision reached	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
		Total	0	4	2	0	3	3	0	3	0	8	0	0	1	0	0	0	24
	Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	2
		Partly upheld	0	0	0	0	1	1	0	0	0	5	0	0	0	0	0	0	7
		Not upheld	0	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0	4
		No decision reached	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total	1	1	1	0	1	2	0	1	0	6	0	1	0	0	0	0	14
	Total Complaints			14	25	13	2	14	34	2	26	9	92	2	2	1	9	71	316
	Total Contacts			15	25	13	2	14	34	2	26	9	96	3	2	1	9	71	322

Notes

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

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

Local Authority Cases Determined 2012-2013

Case Type	Stage	Outcome Group	Building Control	Consumer protection	Economic development	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land & Property	Legal & admin	Other	Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Valuation Joint Boards	Subject Unknown or Out Of Jurisdiction	General Enquiry	Total
Enquiry	Advice & Signposting	Enquiry	0	0	0	2	0	2	0	7	0	1	1	1	1	0	2	2	0	1	1	21
		Total	0	0	0	2	0	2	0	7	0	1	1	1	1	0	2	2	0	1	1	21
	Total Enquiries	0	0	0	2	0	2	0	7	0	1	1	1	1	0	2	2	0	1	1	21	
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	1	0	1	1	3	0	3	0	1	1	0	1	0	1	1	1	4	0	19
		Matter out of jurisdiction (non-discretionary)	0	1	0	3	1	0	0	2	1	2	1	3	3	0	0	5	0	18	0	40
		No decision reached	2	1	0	9	5	13	0	49	0	6	1	1	26	5	8	21	1	91	0	239
		Outcome not achievable	0	1	0	1	0	1	0	5	1	0	0	0	0	0	0	0	0	4	0	13
		Premature	9	3	1	32	30	48	1	159	8	17	7	1	42	10	32	112	3	189	0	704
		Total	11	7	1	46	37	65	1	218	10	26	10	5	72	15	41	139	5	306	0	1,015
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	1	0	2	0	0	0	14	4	2	0	0	10	0	0	7	0	0	0	40
		Matter out of jurisdiction (non-discretionary)	3	1	0	2	8	5	0	32	4	8	0	2	16	0	9	8	0	1	0	99
		No decision reached	1	0	0	1	1	3	0	13	2	1	0	0	3	0	1	9	0	3	0	38
		Outcome not achievable	2	0	0	0	1	2	1	4	0	5	0	0	4	0	2	5	0	0	0	26
		Premature	2	1	0	1	1	1	0	12	3	2	0	0	11	0	5	7	0	0	0	46
		Total	8	3	0	6	11	11	1	75	13	18	0	2	44	0	17	36	0	4	0	249
	Early Resolution 2	Fully upheld	0	0	0	1	0	3	0	3	0	0	0	0	2	0	1	0	0	0	0	10
		Partly upheld	1	0	0	2	1	1	0	5	1	0	0	0	3	2	3	0	0	0	0	19
		Not upheld	2	0	0	2	1	2	0	12	3	1	0	0	15	0	6	3	0	1	0	48
		No decision reached	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	4
		Total	3	0	0	5	2	6	0	22	4	1	0	0	22	2	10	3	0	1	0	81
	Investigation 1	Fully upheld	1	0	0	1	0	0	0	5	0	0	0	0	4	0	1	4	0	0	0	16
		Partly upheld	2	0	0	1	3	3	0	14	0	1	1	0	26	2	3	7	0	0	0	63
		Not upheld	2	0	0	7	2	1	0	18	2	1	0	0	33	1	6	2	0	0	0	75
		No decision reached	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
		Total	5	0	0	9	5	4	0	38	2	2	1	0	64	3	10	13	0	0	0	156
	Investigation 2	Fully upheld	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
		Partly upheld	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	3
		Total	1	0	0	1	0	0	0	0	0	0	0	0	3	0	0	1	0	0	0	6
	Total Complaints	28	10	1	67	55	86	2	353	29	47	11	7	205	20	78	192	5	311	0	1,507	
	Total Contacts	28	10	1	69	55	88	2	360	29	48	12	8	206	20	80	194	5	312	1	1,528	

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

Scottish Government & Devolved Administration Cases Determined 2012-2013
note - includes prisons

Case Type	Stage	Outcome Group	Cross-Border Public Authority				Scottish Government & Scottish Administration														Scottish Public Authority														Grand Total		
			Agriculture, environment, fishing & rural affairs	Justice	Subject Unknown or Out Of Jurisdiction	Total	Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Courts administration	Education	Financial matters	Justice	Other	Planning	Prisons	Records	Roads & Transport	Subject Unknown or Out Of Jurisdiction	Total	Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Education	Enterprise bodies	Financial matters	Governance	Housing	Justice	Ombudsmen	Other	Roads & transport	Subject Unknown or Out Of Jurisdiction	Total			
Enquiry	Advice & Signposting	Enquiry	0	0	1	1	0	0	0	0	1	0	0	0	0	2	0	0	1	4	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2	7
		Total	0	0	1	1	0	0	0	1	0	0	0	0	0	2	0	0	1	4	0	0	0	0	1	0	0	0	0	0	0	0	1	2	7		
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3	3	
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	5	0	1	0	0	1	10	0	0	2	19	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	21	
		No decision reached	1	1	1	3	0	0	0	1	0	2	1	0	1	67	0	0	9	81	0	0	1	2	0	1	1	0	4	1	0	0	10	20	104		
		Outcome not achievable	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	3		
		Premature	2	2	2	6	2	2	1	4	5	11	3	2	0	46	0	1	29	106	0	0	1	2	1	0	0	0	2	4	0	1	0	8	19	131	
		Total	3	3	3	9	2	2	1	10	5	14	4	2	3	127	0	1	40	211	0	2	5	1	0	1	1	2	8	1	1	0	20	42	262		
Early Resolution 1		Matter out of jurisdiction (discretionary)	1	0	0	1	0	0	0	0	0	0	1	0	0	4	0	0	5	0	0	1	0	1	0	0	0	0	1	0	1	0	4	10	10		
		Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	3	0	1	4	1	0	25	1	1	0	36	1	0	3	1	1	1	1	1	1	1	0	0	11	47	47		
		No decision reached	0	0	0	0	0	0	0	1	0	1	0	0	29	0	0	0	31	0	0	3	0	0	0	0	0	0	0	0	0	0	3	34	34		
		Outcome not achievable	0	1	0	1	0	0	0	0	0	0	0	1	5	0	1	0	7	0	0	1	0	0	0	0	0	0	0	0	0	0	1	9	9		
		Premature	0	0	0	0	0	0	0	2	0	0	2	0	0	16	0	0	20	1	0	2	0	0	1	0	0	1	0	0	0	5	25	25			
		Total	1	1	0	2	0	0	0	6	0	2	7	1	1	79	1	2	99	2	0	10	1	2	2	1	1	1	3	0	1	0	24	125			
Early Resolution 2		Fully upheld	0	0	0	0	0	0	0	0	0	3	0	0	12	0	0	0	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	15		
		Partly upheld	0	0	0	0	0	0	0	0	0	3	0	0	0	10	0	0	0	13	0	0	1	0	0	0	0	0	0	0	0	0	0	1	14	14	
		Not upheld	0	0	0	0	0	1	0	0	0	0	1	0	0	72	0	0	74	0	0	1	1	1	0	0	0	0	0	0	0	0	3	77	77		
		No decision reached	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2		
		Total	0	0	0	0	0	1	0	0	0	3	4	0	0	96	0	0	104	0	0	2	1	1	0	0	0	0	0	0	0	4	108				
Investigation 1		Fully upheld	0	0	0	0	0	0	0	0	1	1	0	0	3	0	0	0	5	0	0	0	1	0	0	0	0	0	0	0	0	0	1	6	6		
		Partly upheld	2	0	0	2	0	0	0	0	0	0	0	0	0	3	1	0	0	4	0	0	1	0	0	0	0	0	0	0	0	1	0	0	2	8	8
		Not upheld	1	0	0	1	0	0	0	0	0	0	0	0	6	0	1	0	7	1	0	2	0	0	0	0	0	0	1	0	0	0	4	12	12		
		No decision reached	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	3	3		
		Total	3	0	0	3	0	0	0	0	1	1	0	0	15	1	1	0	19	1	0	3	1	0	0	0	0	0	2	0	0	7	29				
Investigation 2		Fully upheld	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3		
		Total	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3		
		Total	7	4	3	14	2	3	1	16	6	20	16	3	4	319	2	4	40	436	3	2	20	4	3	3	2	3	9	6	1	1	20	77	527		
Total Contacts			7	4	4	15	2	3	1	16	7	20	16	3	4	321	2	4	41	440	3	2	20	4	3	4	2	3	9	6	1	1	21	79	534		

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

Prison Cases Determined 2012-2013

note - these cases are also counted in the totals for Scottish Government and Devolved Administration / Scottish Administration

Case Type	Stage	Outcome Group	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	Work, Education, Earnings and Recreation	Subject Unknown or Out Of Jurisdiction	Total
Enquiry	Advice & Signposting	Enquiry	0	1	0	0	0	0	0	0	0	1	2
		Total	0	1	0	0	0	0	0	0	0	1	2
		Total Enquiries	0	1	0	0	0	0	0	0	0	1	2
Complaint	Advice	Matter out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	0	0	1
		Matter out of jurisdiction (non-discretionary)	0	0	4	0	0	0	0	1	0	5	10
		No decision reached	1	5	3	4	7	1	2	9	1	34	67
		Outcome not achievable	0	0	0	0	0	1	0	1	0	1	3
		Premature	0	4	0	4	1	2	7	4	3	21	46
		Total	1	9	7	9	8	4	9	15	4	61	127
	Early Resolution 1	Matter out of jurisdiction (discretionary)	0	1	0	0	1	0	1	1	0	0	4
		Matter out of jurisdiction (non-discretionary)	2	2	2	2	6	4	3	3	1	0	25
		No decision reached	2	5	0	3	1	3	8	6	1	0	29
		Outcome not achievable	2	2	0	0	0	1	0	0	0	0	5
		Premature	0	2	1	2	1	2	7	0	1	0	16
		Total	6	12	3	7	9	10	19	10	3	0	79
	Early Resolution 2	Fully upheld	0	4	1	1	0	1	1	2	2	0	12
		Partly upheld	0	3	1	1	0	0	1	1	3	0	10
		Not upheld	2	5	3	4	3	5	17	26	7	0	72
		No decision reached	0	0	0	0	0	0	0	1	1	0	2
		Total	2	12	5	6	3	6	19	30	13	0	96
	Investigation 1	Fully upheld	0	0	0	0	1	0	2	0	0	0	3
		Partly upheld	0	1	0	0	0	0	1	0	1	0	3
		Not upheld	0	0	0	1	0	0	2	2	1	0	6
		No decision reached	0	1	0	2	0	0	0	0	0	0	3
		Total	0	2	0	3	1	0	5	2	2	0	15
	Investigation 2	Fully upheld	1	0	0	0	0	0	0	1	0	0	2
Total		1	0	0	0	0	0	0	1	0	0	2	
		Total Complaints	10	35	15	25	21	20	52	58	22	61	319
Total Contacts			10	36	15	25	21	20	52	58	22	62	321

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

Water Cases Determined 2012-2013

Case Type	Stage	Outcome Group	Billing and Charging	Customer Service	Environmental Concerns	New Connections	Other	Waste Water	Water Supply	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	Enquiry	2	0	0	0	1	0	1	0	4	
		Total	2	0	0	0	1	0	1	0	4	
		Total Enquiries	2	0	0	0	1	0	1	0	4	
Complaint	Advice	Matter out of jurisdiction (discretionary)	2	0	0	0	0	0	1	2	5	
		Matter out of jurisdiction (non-discretionary)	1	0	0	0	0	0	2	1	4	
		No decision reached	24	3	0	0	1	4	5	37	74	
		Outcome not achievable	0	0	0	0	0	0	1	1	2	
		Premature	47	3	1	4	3	7	17	42	124	
			Total	74	6	1	4	4	11	26	83	209
	Early Resolution 1	Matter out of jurisdiction (discretionary)	2	0	1	1	0	2	0	0	6	
		Matter out of jurisdiction (non-discretionary)	3	0	0	0	1	1	2	0	7	
		No decision reached	6	0	0	0	1	2	3	0	12	
		Outcome not achievable	1	1	0	0	0	1	3	0	6	
		Premature	5	0	0	0	0	2	2	0	9	
			Total	17	1	1	1	2	8	10	0	40
	Early Resolution 2	Fully upheld	4	0	0	0	0	0	0	0	4	
		Partly upheld	7	0	0	0	0	1	3	0	11	
		Not upheld	11	0	0	0	2	7	5	0	25	
		No decision reached	1	0	0	0	0	4	0	0	5	
		Total	23	0	0	0	2	12	8	0	45	
	Investigation 1	Fully upheld	7	0	0	2	0	1	5	0	15	
		Partly upheld	8	2	0	0	0	2	2	0	14	
		Not upheld	15	1	0	0	1	0	5	0	22	
		No decision reached	1	0	0	0	0	1	0	0	2	
		Total	31	3	0	2	1	4	12	0	53	
	Total Complaints			145	10	2	7	9	35	56	83	347
Total Contacts			147	10	2	7	10	35	57	83	351	

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 Cases Determined 2012-2013

Case Type	Stage	Outcome Group	General Enquiry From Listed Authority	General Enquiry From Member of the Public	Out Of Jurisdiction	Subject Unknown	Total
Enquiry	Advice & Signposting	Enquiry	1	5	1	8	15
		Out of Jurisdiction Enquiry	0	0	454	0	454
		Total	1	5	455	8	469
	Total Enquiries		1	5	455	8	469
Complaint	Advice	Body out of jurisdiction	0	0	23	0	23
		Matter out of jurisdiction (non-discretionary)	0	0	2	0	2
		No decision reached	0	0	0	7	7
		Outcome not achievable	0	0	1	0	1
		Premature	0	0	0	10	10
		Total	0	0	26	17	43
	Early Resolution 1	Body out of jurisdiction	0	0	1	0	1
		Premature	0	0	1	0	1
		Total	0	0	2	0	2
	Total Complaints		0	0	28	17	45
Total Contacts		1	5	483	25	514	

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

Housing Cases Determined 2012-2013

Case Type	Workflow Stage	Outcome Group	Housing Associations	Local Authority	Total
Enquiry	Advice & Signposting	Enquiry	6	7	13
		Total	6	7	13
	Total Enquiries		6	7	13
Complaint	Advice	Matter out of jurisdiction (discretionary)	2	3	5
		Matter out of jurisdiction (non-discretionary)	11	2	13
		No decision reached	58	49	107
		Outcome not achievable	1	5	6
		Premature	172	159	331
		Total	244	218	462
	Early Resolution 1	Matter out of jurisdiction (discretionary)	3	14	17
		Matter out of jurisdiction (non-discretionary)	20	32	52
		No decision reached	4	13	17
		Outcome not achievable	4	4	8
		Premature	3	12	15
		Total	34	75	109
	Early Resolution 2	Fully upheld	3	3	6
		Partly upheld	3	5	8
		Not upheld	17	12	29
		No decision reached	1	2	3
		Total	24	22	46
	Investigation 1	Fully upheld	2	5	7
		Partly upheld	7	14	21
		Not upheld	4	18	22
		No decision reached	1	1	2
		Total	14	38	52
	Total Complaints		316	353	669
Total Contacts		322	360	682	

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