

Further and Higher Education Complaints Determined 2013-14

Further Education

Stage	Outcome Group	A College Unknown	Aberdeen College of Further Education	Ayrshire College	Borders College	City of Glasgow College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Inverness College	Kilmarnock College	Motherwell College	North Glasgow College	Perth College	Reid Kerr College	Stow College	West Lothian College	Total
Advice	Not duly made or withdrawn	0	0	0	0	0	1	1	0	2	1	0	0	0	1	0	2	0	8
	Out of jurisdiction (discretionary)	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	1	0	1	0	0	0	0	0	0	0	1	0	0	3
	Outcome not achievable	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
	Premature	3	0	0	0	0	4	0	0	0	0	1	1	1	1	0	0	1	12
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>		<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>25</b>
Early Resolution 1	Not duly made or withdrawn	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	Out of jurisdiction (discretionary)	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	1	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
	Premature	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
	Resolved	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
<b>Total</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>5</b>
Early Resolution 2	Fully upheld	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	Some upheld	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	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>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>
Investigation 1	Fully upheld	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
	Some upheld	0	0	0	0	0	0	0	1	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
	<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</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>0</b>	<b>0</b>
<b>Total Complaints</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>34</b>

Higher Education

Stage	Outcome Group	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	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	Not duly made or withdrawn	3	0	0	0	1	0	2	1	1	1	1	0	0	1	3	2	0	0	23	
	Out of jurisdiction (discretionary)	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	1	1	1	1	3	0	1	0	0	0	0	1	9	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	3	
	Premature	0	0	1	0	1	0	0	1	1	0	2	2	1	0	0	0	0	0	11	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>		<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>46</b>		
Early Resolution 1	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2		
	Out of jurisdiction (non-discretionary)	0	0	0	1	0	0	0	0	0	0	1	2	0	0	0	0	0	0	4	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
	Premature	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	
	Resolved	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2	
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>		
Early Resolution 2	Fully upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
	Not upheld	0	0	0	0	0	0	1	0	1	0	3	2	1	0	1	0	0	0	9	
	<b>Total</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>1</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>12</b>	
Investigation 1	Fully upheld	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2		
	Some upheld	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	0	1	0	0	1	2	0	0	4		
	<b>Total</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>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>		
<b>Total Complaints</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>17</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>77</b>	

There were no cases determined at Investigation 2 stage

Health Complaints Determined 2013-14

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 Health 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	Pharmacists & Pharmacy Services	Other FHS Practitioner or Practice
Advice	Not duly made or withdrawn	3	17	4	4	4	15	12	57	25	23	38	0	0	46	4	4	1	7	0	1	1	11	53	0	0	1	331
	Out of jurisdiction (discretionary)	0	2	1	0	0	2	1	5	2	0	3	0	0	3	0	0	0	0	0	0	0	6	0	0	0	25	
	Out of jurisdiction (non-discretionary)	0	1	0	0	0	0	3	5	2	0	4	0	0	1	0	0	0	0	0	0	1	0	2	0	0	19	
	Outcome not achievable	0	1	1	0	1	3	4	12	1	9	10	0	1	6	0	0	2	0	1	0	1	12	0	1	0	66	
	Premature	2	12	3	3	9	10	26	62	14	16	34	0	0	19	3	0	7	0	0	0	19	57	0	0	1	297	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2	
	<b>Total</b>	<b>5</b>	<b>33</b>	<b>9</b>	<b>7</b>	<b>14</b>	<b>30</b>	<b>46</b>	<b>141</b>	<b>44</b>	<b>48</b>	<b>89</b>	<b>0</b>	<b>1</b>	<b>75</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>31</b>	<b>131</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>740</b>
Early Resolution 1	Not duly made or withdrawn	0	3	0	1	4	3	1	10	7	4	3	0	0	1	0	0	2	0	0	0	2	8	0	0	0	49	
	Out of jurisdiction (discretionary)	0	0	1	2	1	2	0	7	0	2	3	0	0	2	0	0	1	0	0	0	3	2	0	0	0	26	
	Out of jurisdiction (non-discretionary)	0	1	0	0	0	0	4	1	1	1	0	0	1	0	0	0	0	0	0	0	1	4	0	1	0	15	
	Outcome not achievable	0	3	0	1	2	0	2	8	3	3	5	0	0	4	0	0	2	0	0	0	1	3	0	0	0	37	
	Premature	0	5	0	0	1	2	5	10	5	4	7	0	0	3	2	1	0	1	1	0	2	4	0	0	0	53	
	Resolved	0	1	0	0	1	0	1	3	0	2	4	0	0	2	0	0	0	0	0	0	1	3	0	0	0	18	
	<b>Total</b>	<b>0</b>	<b>13</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>9</b>	<b>42</b>	<b>16</b>	<b>16</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>24</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>198</b>
Early Resolution 2	Fully upheld	0	0	0	0	2	1	2	2	1	1	2	0	0	0	0	0	2	0	0	0	4	0	0	0	0	17	
	Some upheld	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
	Not upheld	0	3	0	0	0	2	3	9	1	0	5	0	0	0	2	0	0	0	0	0	17	0	0	0	0	42	
	Not duly made or withdrawn	0	0	0	0	1	0	0	3	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	7	
	Resolved	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	
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>70</b>	
Investigation 1	Fully upheld	0	8	0	2	4	7	3	10	7	6	9	1	0	3	1	0	0	1	0	0	3	8	0	0	0	73	
	Some upheld	0	9	0	2	1	6	5	11	5	6	20	1	0	6	1	0	0	0	0	0	1	8	0	0	0	82	
	Not upheld	0	5	4	0	3	4	4	17	4	13	10	3	1	4	1	0	0	1	1	0	8	31	1	0	0	115	
	Not duly made or withdrawn	0	0	0	1	0	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	2	0	0	0	7	
	Resolved	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	
	<b>Total</b>	<b>0</b>	<b>22</b>	<b>4</b>	<b>5</b>	<b>8</b>	<b>17</b>	<b>12</b>	<b>38</b>	<b>17</b>	<b>25</b>	<b>39</b>	<b>5</b>	<b>1</b>	<b>16</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>49</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>278</b>
Investigation 2	Fully upheld	0	2	1	0	1	1	3	2	2	2	6	0	0	2	0	0	0	1	0	0	0	4	0	0	0	27	
	Some upheld	0	1	0	0	1	0	1	2	1	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	11	
	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	
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>	
<b>Total Complaints</b>	<b>5</b>	<b>74</b>	<b>16</b>	<b>17</b>	<b>36</b>	<b>58</b>	<b>76</b>	<b>240</b>	<b>83</b>	<b>96</b>	<b>166</b>	<b>5</b>	<b>2</b>	<b>107</b>	<b>14</b>	<b>5</b>	<b>1</b>	<b>27</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>55</b>	<b>229</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1,324</b>	

Note - includes complaints about prison health care



Local Authority Complaints Determined 2013-14

Stage	Outcome Group	Council																								Fire / Police / Safety	National Parks	Other		Valuation Joint Board		Total												
		A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dumfries City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fire Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council			Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council		The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	Glasgow Life	South Lanarkshire Leisure and Culture Limited	Strathclyde Partnership for Transport	Lanarkshire Valuation Joint Board	Renfrewshire Valuation Joint Board
Advice	Not duly made or withdrawn	1	15	19	3	2	0	1	7	4	8	7	15	3	14	28	30	1	4	7	20	0	15	9	6	0	10	9	4	49	12	5	7	8	0	0	1	1	1	0	1	1	328	
	Out of jurisdiction (discretionary)	1	2	2	0	2	0	0	1	0	0	1	2	3	4	5	8	1	0	1	2	0	3	1	0	0	0	1	1	6	2	0	0	4	0	0	2	0	0	1	0	0	56	
	Out of jurisdiction (non-discretionary)	0	2	3	0	0	0	0	2	1	0	2	1	1	1	2	3	0	1	1	0	0	2	3	1	0	3	3	1	4	0	0	2	2	0	0	0	0	1	0	0	42		
	Outcome not achievable	0	9	5	3	2	0	1	4	4	2	4	7	0	4	12	8	1	0	1	2	0	3	6	3	1	4	5	1	15	7	4	2	6	0	1	1	0	0	1	0	0	129	
	Premature	14	25	24	11	11	7	3	13	18	18	11	16	8	28	46	69	11	16	15	43	1	13	20	20	2	9	30	8	73	28	7	5	28	2	1	1	1	2	1	0	0	659	
	Resolved	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	3	0	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	6
	<b>Total</b>	<b>16</b>	<b>53</b>	<b>53</b>	<b>17</b>	<b>17</b>	<b>7</b>	<b>5</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>26</b>	<b>41</b>	<b>15</b>	<b>52</b>	<b>93</b>	<b>121</b>	<b>14</b>	<b>21</b>	<b>25</b>	<b>67</b>	<b>1</b>	<b>36</b>	<b>39</b>	<b>30</b>	<b>3</b>	<b>26</b>	<b>49</b>	<b>15</b>	<b>147</b>	<b>49</b>	<b>16</b>	<b>16</b>	<b>48</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1,220</b>	
Early Resolution 1	Not duly made or withdrawn	0	0	2	0	3	0	0	0	0	0	3	1	1	7	0	0	0	0	1	0	2	0	0	0	1	2	0	6	3	1	1	2	0	0	0	0	0	0	0	0	0	36	
	Out of jurisdiction (discretionary)	0	0	2	1	2	1	0	3	0	1	2	0	0	1	8	3	0	0	2	1	1	1	6	3	0	0	2	0	10	4	0	0	3	0	0	0	0	0	0	0	0	0	57
	Out of jurisdiction (non-discretionary)	0	4	4	4	2	0	1	2	1	4	1	3	1	3	12	12	3	1	2	3	0	4	2	1	1	2	6	2	7	7	5	5	2	1	0	0	0	0	2	0	0	110	
	Outcome not achievable	0	0	1	0	0	0	0	0	1	1	0	0	0	2	4	3	1	0	1	3	0	3	1	0	0	2	3	2	6	3	1	0	1	0	0	0	0	0	0	1	0	0	40
	Premature	0	1	4	0	0	1	0	0	0	1	0	1	1	2	1	2	1	0	0	2	0	1	1	1	0	0	2	1	6	3	0	0	1	0	0	0	0	0	0	0	0	0	33
	Resolved	0	1	1	1	0	0	0	0	0	1	0	0	0	1	2	1	0	0	0	1	0	1	2	0	1	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	18
	<b>Total</b>	<b>0</b>	<b>6</b>	<b>14</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>10</b>	<b>34</b>	<b>21</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>11</b>	<b>1</b>	<b>12</b>	<b>12</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>15</b>	<b>5</b>	<b>39</b>	<b>21</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>294</b>	
Early Resolution 2	Fully upheld	0	1	0	0	1	0	2	2	2	0	1	0	1	0	3	0	1	1	0	0	2	1	1	0	0	1	1	5	1	1	0	3	0	0	0	0	0	0	0	0	0	31	
	Some upheld	0	1	2	0	0	0	1	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	1	2	0	1	0	1	8	1	0	0	3	0	0	0	0	0	0	0	0	0	25
	Not upheld	0	0	1	0	2	0	2	1	0	0	1	3	0	3	6	3	1	0	0	2	0	2	0	3	0	1	3	0	9	2	2	1	2	0	0	0	0	0	0	0	0	0	50
	Not duly made or withdrawn	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Resolved	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
	<b>Total</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>24</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>111</b>		
Investigation 1	Fully upheld	0	1	3	0	0	0	1	0	0	0	0	0	2	1	1	0	0	0	1	0	1	0	0	0	1	2	0	3	1	1	1	0	0	0	0	0	0	0	0	0	0	0	20
	Some upheld	0	2	3	0	4	0	0	1	1	0	0	0	0	3	2	2	1	0	0	0	0	4	2	1	0	0	1	2	7	1	0	0	2	0	0	0	0	0	0	0	0	0	39
	Not upheld	0	2	9	2	0	1	0	2	1	0	1	1	3	3	5	2	0	0	4	1	2	3	2	2	0	0	4	0	4	3	1	0	1	0	0	0	0	0	0	0	0	0	60
	Not duly made or withdrawn	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	2
	Resolved	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>0</b>	<b>5</b>	<b>15</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>14</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>122</b>		
<b>Total Complaints</b>	<b>16</b>	<b>67</b>	<b>85</b>	<b>25</b>	<b>31</b>	<b>11</b>	<b>12</b>	<b>41</b>	<b>33</b>	<b>36</b>	<b>32</b>	<b>53</b>	<b>22</b>	<b>73</b>	<b>144</b>	<b>153</b>	<b>22</b>	<b>23</b>	<b>34</b>	<b>82</b>	<b>4</b>	<b>60</b>	<b>57</b>	<b>44</b>	<b>5</b>	<b>34</b>	<b>76</b>	<b>24</b>	<b>224</b>	<b>79</b>	<b>28</b>	<b>24</b>	<b>68</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1,747</b>		

There were no cases determined at Investigation 2 stage

Scottish Government & Devolved Administration Complaints Determined 2013-14

Stage	Outcome Group	Cross-Border Public Authority				
		Criminal Injuries Compensation Authority	Forestry Commission Scotland	Sea Fish Industry Authority		
Advice	Not duly made or withdrawn	2	0	0	2	
	Out of jurisdiction (discretionary)	1	0	0	1	
	Out of jurisdiction (non-discretionary)	0	1	1	2	
	Outcome not achievable	0	1	0	1	
	Premature	0	1	0	1	
	Resolved	0	0	0	0	
	<b>Total</b>		<b>3</b>	<b>2</b>	<b>1</b>	<b>6</b>
Early Resolution 1	Not duly made or withdrawn	0	0	0	0	
	Out of jurisdiction (discretionary)	0	1	0	1	
	Out of jurisdiction (non-discretionary)	0	0	0	0	
	Outcome not achievable	0	0	0	0	
	Premature	0	0	0	0	
	Resolved	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Early Resolution 2	Fully upheld	0	0	0	0	
	Some upheld	0	0	0	0	
	Not upheld	0	0	0	0	
	Not duly made or withdrawn	0	0	0	0	
	Resolved	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	Investigation 1	Fully upheld	0	0	0	0
Some upheld		0	0	0	0	
Not upheld		0	0	0	0	
Not duly made or withdrawn		0	0	0	0	
Resolved		0	0	0	0	
<b>Total</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Investigation 2		Fully upheld	0	0	0	0
	Some upheld	0	0	0	0	
	Not upheld	0	0	0	0	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Total Complaints</b>		<b>3</b>	<b>4</b>	<b>1</b>	<b>8</b>

Scottish Government & Scottish Administration																
A. Scottish Government or Devolved Administration body unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Crown Office and Procurator Fiscal Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Disclosure Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Education Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Historic Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
National Records of Scotland (NRS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Office of the Accountant in Bankruptcy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Registers of Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Court Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government D-G Enterprise, Environment & Digital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government D-G Governance and Communities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government D-G Health & Social Care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government D-G Learning & Justice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Government D-G Planning and Environmental Appeals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Prison Service	55	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
Scottish Public Pensions Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Student Awards Agency for Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Transport Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>		<b>55</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>423</b>

Scottish Public Authority																								
Audit Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Care Inspectorate	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Children's Hearings Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Commissioner for Ethical Standards in Public Life in Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Creative Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Highlands & Islands Enterprise	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Mental Welfare Commission for Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Office of the Scottish Charity Regulator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Parole Board for Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Police Investigations & Review Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Private Rented Housing Panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Royal Botanic Garden	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Agricultural Wages Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Canals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Children's Reporter Administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Enterprise	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Environment Protection Agency	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Human Rights Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Legal Aid Board	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Natural Heritage	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Qualifications Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Scottish Social Services Council	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
sportscotland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
The Scottish Information Commissioner	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>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>20</b>				
<b>Grand Total</b>		<b>93</b>	<b>19</b>	<b>28</b>	<b>130</b>	<b>4</b>	<b>311</b>	<b>16</b>	<b>9</b>	<b>41</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>95</b>	<b>23</b>	<b>4</b>	<b>6</b>	<b>64</b>	<b>2</b>	<b>0</b>	<b>97</b>	<b>5</b>	<b>4</b>	<b>528</b>

## Water Cases Determined 2013-14

Stage	Outcome Group	Business Stream	Scottish Water	Other Water Suppliers	Total
Advice	Not duly made or withdrawn	27	20	0	47
	Out of jurisdiction (discretionary)	1	2	0	3
	Out of jurisdiction (non-discretionary)	0	0	0	0
	Outcome not achievable	14	11	0	25
	Premature	74	31	3	108
	Resolved	0	0	0	0
	<b>Total</b>	<b>116</b>	<b>64</b>	<b>3</b>	<b>183</b>
Early Resolution 1	Not duly made or withdrawn	2	1	0	3
	Out of jurisdiction (discretionary)	4	3	0	7
	Out of jurisdiction (non-discretionary)	4	1	0	5
	Outcome not achievable	3	2	0	5
	Premature	7	2	0	9
	Resolved	11	1	0	12
	<b>Total</b>	<b>31</b>	<b>10</b>	<b>0</b>	<b>41</b>
Early Resolution 2	Fully upheld	7	0	0	7
	Some upheld	6	0	0	6
	Not upheld	7	4	0	11
	Not duly made or withdrawn	0	1	0	1
	Resolved	8	0	0	8
	<b>Total</b>	<b>28</b>	<b>5</b>	<b>0</b>	<b>33</b>
Investigation 1	Fully upheld	18	1	0	19
	Some upheld	11	2	0	13
	Not upheld	21	0	0	21
	Not duly made or withdrawn	1	0	0	1
	Resolved	1	0	0	1
	<b>Total</b>	<b>52</b>	<b>3</b>	<b>0</b>	<b>55</b>
Investigation 2	Fully upheld	2	0	0	2
	Some upheld	0	0	0	0
	Not upheld	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total Complaints</b>		<b>229</b>	<b>82</b>	<b>3</b>	<b>314</b>

**Other Cases Determined 2013-14**

<b>Stage</b>	<b>Outcome Group</b>	A Body Out of Jurisdiction	A Body Unknown	A General Enquiry from a Member of the Public	Total
Advice	Not duly made or withdrawn	0	7	0	7
	Out of jurisdiction (non-discretionary)	9	0	1	10
	Premature	0	6	0	6
	<b>Total</b>	<b>9</b>	<b>13</b>	<b>1</b>	<b>23</b>
Investigation 1	Not duly made or withdrawn	1	0	0	1
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>10</b>	<b>13</b>	<b>1</b>	<b>24</b>