

Scottish Further and Higher Education Cases Determined 2014-15

Case Type	Stage	Outcome Group	Further Education										FE Total	
			Academic appeal/exam results/degree classification	Communication staff attitude dignity and confidentiality	Complaints handling	Grants/allowances/bursaries	Policy/administration	Pre- Contractual or Commercial Matters*	Special needs - assessment and provision	Student discipline	Teaching and supervision	Subject Unknown		
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	0	
		Total	0	0	0	0	0	0	0	0	0	0	0	
		Total Enquiries	0	0	0	0	0	0	0	0	0	0	0	
Complaint	Advice	Not duly made or withdrawn	0	1	1	2	3	1	1	0	0	0	9	
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	0	0	1	
		Out of jurisdiction (non-discretionary)	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	
		Premature	2	2	1	2	6	0	1	1	2	1	18	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	
		Total	3	3	2	4	9	1	2	2	2	1	29	
		Early Resolution 1	Not duly made or withdrawn	0	0	0	0	2	0	1	0	1	0	4
			Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0
	Out of jurisdiction (non-discretionary)		1	0	0	0	0	0	0	0	1	0	2	
	Outcome not achievable		0	1	1	0	0	0	0	0	0	0	2	
	Premature		0	0	0	0	0	0	0	0	0	0	0	
	Resolved		0	0	0	0	0	0	0	0	0	0	0	
	Total		1	1	1	0	2	0	1	0	2	0	8	
	Early Resolution 2		Fully upheld	0	0	0	0	0	0	0	0	0	0	0
			Some upheld	0	1	0	0	0	0	1	0	0	0	2
		Not upheld	0	0	0	0	0	0	0	0	0	0	0	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	
		Total	0	1	0	0	0	0	1	0	0	0	2	
		Investigation 1	Fully upheld	0	0	0	0	0	0	1	0	0	0	1
			Some upheld	0	0	1	0	1	0	0	0	0	0	2
			Not upheld	0	0	0	0	0	0	0	0	0	0	0
	Not duly made or withdrawn		0	0	0	0	0	0	0	0	0	0	0	
	Resolved		0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	1	0	1	0	1	0	0	0	3	
	Total Complaints		4	5	4	4	12	1	5	2	4	1	42	
	Total Contacts		4	5	4	4	12	1	5	2	4	1	42	

Case Type	Stage	Outcome Group	Higher Education																HE Total	Grand Total		
			Academic appeal/exam results/degree classification	Accommodation	Admissions	Communication staff attitude dignity and confidentiality	Complaints handling	Grants/allowances/bursaries	Other	Personnel matters	Plagiarism and intellectual property	Policy/administration	Pre- Contractual or Commercial Matters*	Property	Special needs - assessment and provision	Student discipline	Teaching and supervision	Welfare			Subject Unknown	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Total Enquiries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaint	Advice	Not duly made or withdrawn	3	0	2	1	2	0	1	0	0	5	0	0	0	0	1	1	1	1	17	
		Out of jurisdiction (discretionary)	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	4	
		Out of jurisdiction (non-discretionary)	1	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	4	
		Outcome not achievable	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
		Premature	11	1	3	1	1	0	0	0	0	5	0	0	0	0	0	0	0	1	23	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Total	17	1	6	2	4	0	1	2	1	11	1	0	0	0	1	1	2	50		
		Early Resolution 1	Not duly made or withdrawn	1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	4
			Out of jurisdiction (discretionary)	1	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	4
	Out of jurisdiction (non-discretionary)		18	0	2	0	1	0	1	1	0	2	0	0	0	1	2	0	0	0	28	
	Outcome not achievable		3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4	
	Premature		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved		2	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	4	
	Total		25	0	2	1	1	1	2	1	0	5	0	1	0	1	4	0	0	0	44	
	Early Resolution 2		Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			Some upheld	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
		Not upheld	5	0	0	1	0	0	0	1	3	0	0	1	0	2	0	0	0	0	13	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Total	5	0	0	1	2	0	0	1	3	0	0	1	0	2	0	0	0	0	15	
		Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
			Some upheld	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3
			Not upheld	4	0	1	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	8
	Not duly made or withdrawn		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		6	0	1	0	1	0	0	0	2	0	0	1	0	1	0	0	0	0	12	
	Total Complaints		53	1	9	4	8	1	3	3	2	21	1	1	2	1	8	1	2	121		
	Total Contacts		53	1	9	4	8	1	3	3	2	22	1	1	2	1	8	1	2	122		

There were no further and higher education cases determined at Investigation 2 stage
 * action post 01.04.2011 only

Health Cases Determined 2014-15

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 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	
Enquiry	Advice & Signposting	Enquiry	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	0	1	6	
		Total	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	0	1	6	
		Total Enquiries	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	0	1	6	
Complaint	Advice	Not duly made or withdrawn	1	0	9	259	27	4	3	0	0	0	5	0	0	8	5	0	18	339	
		Out of jurisdiction (discretionary)	0	0	1	12	1	0	1	0	0	0	0	0	0	1	1	0	0	0	17
		Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	1	3	0	8
		Outcome not achievable	0	0	5	17	6	1	0	0	0	1	1	0	2	0	0	0	0	0	33
		Premature	3	1	21	225	26	8	1	1	1	1	0	9	2	4	13	3	0	7	325
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	4	1	36	513	61	13	5	1	1	1	15	2	8	24	9	3	25	722	
	Early Resolution 1	Not duly made or withdrawn	1	0	1	30	15	1	0	0	0	0	0	0	0	2	0	1	0	0	51
		Out of jurisdiction (discretionary)	1	0	0	35	1	2	0	1	0	0	0	0	0	0	3	3	1	0	47
		Out of jurisdiction (non-discretionary)	0	2	1	5	2	0	2	0	0	0	0	3	1	3	3	0	0	0	22
		Outcome not achievable	2	0	3	57	20	0	0	0	1	0	1	6	1	7	1	0	0	0	99
		Premature	0	0	5	33	3	1	7	0	0	0	0	0	2	0	0	0	0	0	51
		Resolved	2	1	0	11	3	1	0	0	0	0	0	1	0	0	1	0	0	0	20
		Total	6	3	10	171	44	5	9	1	1	0	5	9	6	14	5	1	0	290	
	Early Resolution 2	Fully upheld	0	0	1	12	3	3	1	0	0	0	0	2	0	1	1	0	0	0	24
		Some upheld	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3
		Not upheld	0	0	2	37	5	4	0	0	0	0	0	0	0	0	2	0	0	0	50
		Not duly made or withdrawn	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			Total	0	0	4	54	8	7	1	0	0	0	2	0	1	4	0	0	0	81
	Investigation 1	Fully upheld	2	0	5	95	5	3	0	0	0	0	1	2	0	0	0	0	0	0	113
		Some upheld	0	0	1	74	7	2	0	0	0	0	0	0	1	0	0	0	0	0	85
		Not upheld	0	0	1	136	6	3	1	0	0	0	0	0	0	1	2	3	0	0	153
		Not duly made or withdrawn	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			Total	2	0	7	308	18	8	1	0	0	0	1	3	1	2	3	0	0	354
	Investigation 2	Fully upheld	0	0	1	29	4	0	0	0	0	0	0	1	1	0	0	0	0	0	36
		Some upheld	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
		Not upheld	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
			Total	0	0	1	33	4	0	0	0	0	0	1	1	0	0	0	0	0	40
Total Complaints			12	4	58	1,079	135	33	16	2	2	1	24	15	16	44	17	4	25	1,487	
Total Contacts			12	4	58	1,082	136	34	16	2	2	1	24	15	16	44	17	4	26	1,493	

Note - includes prison health care

Housing Association Cases Determined 2014-15

Case Type	Stage	Outcome Group	Applications, allocations, transfers & exchanges	Communication staff attitude dignity and confidentiality	Complaints handling	Estate management, open space & environment work	Improvements and renovation	Neighbour disputes and antisocial behaviour	Other	Policy/administration	Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	Rent and/or service charges	Repairs and maintenance	Right to Buy	Shared ownership	Sheltered housing and community care	Terminations of tenancy	Out Of Jurisdiction	Subject Unknown	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2	
		Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
	Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2	
Complaint	Advice	Not duly made or withdrawn	4	4	0	3	4	10	0	15	0	6	29	0	0	0	3	0	3	81	
		Out of jurisdiction (discretionary)	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	3	
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	1	1	0	3	3	0	0	0	0	0	0	8	
		Outcome not achievable	1	1	0	0	0	2	0	2	0	0	6	0	0	0	0	0	0	12	
		Premature	13	2	3	7	12	26	1	20	0	13	70	1	0	3	1	0	5	177	
		Resolved	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2	
		Total	18	8	3	10	16	39	2	38	0	23	109	1	1	3	4	0	8	283	
	Early Resolution 1	Not duly made or withdrawn	0	1	0	0	0	1	0	0	0	0	2	0	0	0	1	0	0	5	
		Out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	1	2	0	0	0	0	0	4	
		Out of jurisdiction (non-discretionary)	1	1	0	0	5	3	0	2	1	2	10	0	0	0	2	2	0	29	
		Outcome not achievable	0	1	0	0	1	3	0	3	0	0	4	0	0	0	0	0	0	12	
		Premature	1	0	0	1	0	1	0	0	0	0	4	0	0	0	0	0	0	7	
		Resolved	0	0	0	0	1	1	0	0	0	0	5	0	0	0	0	0	0	7	
		Total	2	3	0	1	7	10	0	5	1	2	26	2	0	0	3	2	0	64	
	Early Resolution 2	Fully upheld	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	3	
		Some upheld	0	0	1	0	0	2	0	0	0	0	1	0	0	0	0	0	0	4	
		Not upheld	1	3	2	0	1	1	0	2	0	1	4	1	0	0	2	0	0	18	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
		Resolved	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
	Total	1	3	3	0	2	3	0	3	0	2	6	1	0	0	2	0	0	26		
	Investigation 1	Fully upheld	0	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	3	
		Some upheld	0	0	0	0	0	1	0	0	0	0	2	0	0	0	1	0	0	4	
		Not upheld	1	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	5	
		Total	1	0	0	0	1	1	0	2	0	0	4	1	0	0	2	0	0	12	
	Total Complaints			22	14	6	11	26	53	2	48	1	27	145	5	1	3	11	2	8	385
	Total Contacts			22	14	6	11	26	53	2	48	1	27	146	5	1	3	11	2	9	387

There were no housing association cases determined at Investigation 2 stage

Local Authority Cases Determined 2014-15

Case Type	Stage	Outcome Group	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	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	Enquiry	1	0	0	1	0	2	0	2	0	0	0	0	0	3	0	1	2	0	0	0	1	13	
		Total	1	0	0	1	0	2	0	2	0	0	0	0	0	3	0	1	2	0	0	0	1	13	
		Total Enquiries	1	0	0	1	0	2	0	2	0	0	0	0	0	3	0	1	2	0	0	0	1	13	
Complaint	Advice	Not duly made or withdrawn	17	2	2	44	38	32	1	91	3	9	0	5	2	26	3	15	54	3	5	2	26	380	
		Out of jurisdiction (discretionary)	1	0	0	3	4	6	0	4	0	1	0	1	0	4	1	2	0	1	0	0	1	29	
		Out of jurisdiction (non-discretionary)	0	0	0	2	0	2	1	1	2	3	0	0	4	1	1	2	3	0	0	0	3	25	
		Outcome not achievable	1	0	0	4	5	3	0	10	0	2	0	1	0	4	0	9	1	0	1	1	0	42	
		Premature	9	3	1	34	46	83	2	198	9	23	1	9	0	78	8	42	140	3	0	5	19	713	
		Resolved	0	0	0	0	0	2	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4
		Total	28	5	3	87	93	128	4	305	14	38	1	16	6	113	14	70	198	7	6	8	49	1,193	
	Early Resolution 1	Not duly made or withdrawn	4	0	0	7	3	5	0	5	1	4	0	0	0	4	0	1	2	0	0	0	0	36	
		Out of jurisdiction (discretionary)	1	0	1	9	2	10	0	6	2	6	0	2	0	3	0	5	9	0	0	0	0	56	
		Out of jurisdiction (non-discretionary)	5	2	2	12	8	6	0	46	3	10	0	0	2	20	3	11	9	0	1	0	0	140	
		Outcome not achievable	0	1	1	13	12	8	0	25	4	7	0	0	1	14	2	11	5	0	2	0	1	107	
		Premature	5	0	1	2	2	2	0	5	0	5	0	0	1	4	1	4	9	0	0	0	1	42	
		Resolved	0	0	0	4	9	3	0	9	0	0	0	0	0	2	0	2	1	0	4	1	0	35	
		Total	15	3	5	47	36	34	0	96	10	32	0	2	4	47	6	34	35	0	7	1	2	416	
	Early Resolution 2	Fully upheld	0	0	0	6	6	4	0	5	1	1	0	1	0	2	2	2	1	0	1	1	0	33	
		Some upheld	1	0	0	2	1	5	0	2	0	1	0	0	0	2	1	1	1	0	0	1	0	18	
		Not upheld	2	0	0	4	3	2	0	14	1	4	1	0	0	13	1	6	4	0	0	1	0	56	
		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	
		Resolved	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
			Total	3	0	0	12	10	11	0	24	2	6	1	1	0	17	4	9	6	0	1	3	0	110
	Investigation 1	Fully upheld	3	0	0	4	0	2	0	5	0	1	0	0	0	7	0	2	4	0	0	0	0	28	
		Some upheld	0	0	0	3	2	1	0	7	0	0	0	2	0	9	0	0	2	0	0	0	0	26	
		Not upheld	5	0	0	10	1	1	0	12	2	0	1	0	0	23	2	5	1	0	0	0	0	63	
		Not duly made or withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
		Resolved	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
			Total	8	0	0	17	3	5	0	25	2	1	1	2	0	39	2	7	7	0	0	0	0	119
	Investigation 2	Fully upheld	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	
		Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	
			Total	0	0	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	4
Total Complaints			54	8	8	165	142	178	4	450	28	77	3	21	10	218	26	120	246	7	14	12	51	1,842	
Total Contacts			55	8	8	166	142	180	4	452	28	77	3	21	10	221	26	121	248	7	14	12	52	1,855	

Scottish Government & Devolved Administration Cases Determined 2014-15

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	Financial matters	Justice	Other	Total	Arts, culture, heritage, leisure, sport & tourism	Courts administration	Financial matters	Governance	Justice	Other	Planning	Records	Roads & transport	Prisons	Subject Unknown or Out Of Jurisdiction	Total	Agriculture, environment, fishing & rural affairs	Arts, culture, heritage, leisure, sport & tourism	Care & health	Commissioners & Ombudsmen	Education	Enterprise bodies	Financial matters	Governance	Housing		Justice	Other	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	3	0	0	1	0	0	0	0	0	0	0	1	0	2	5
	Total Enquiries	Total	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	0	3	0	0	1	0	0	0	0	0	0	1	0	2	5		
Complaint	Advice	Not duly made or withdrawn	2	1	0	0	3	0	16	2	0	5	2	0	0	0	50	4	79	1	0	8	8	2	0	1	2	1	0	0	3	26	108	
		Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	5	0	6	0	0	0	0	0	1	0	1	0	0	0	2	8		
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	3	1	0	6	0	0	1	0	6	3	20	0	0	1	0	0	1	0	1	1	1	0	6	26		
		Outcome not achievable	0	0	0	0	0	0	0	0	0	0	1	0	0	0	7	0	8	0	0	0	0	0	0	0	0	0	0	0	0	8		
		Premature	1	2	1	1	5	1	26	15	0	6	3	1	0	4	57	0	113	3	3	8	7	1	1	1	2	1	1	0	2	30	148	
		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	0	0	0	0		
		Total	3	3	1	1	8	1	45	19	0	17	6	1	1	4	125	7	226	4	3	17	15	3	2	3	5	4	2	1	5	64	298	
	Early Resolution 1	Not duly made or withdrawn	1	0	0	0	1	0	2	1	0	0	1	0	1	0	19	0	24	0	0	1	1	2	0	2	0	0	0	0	6	31		
		Out of jurisdiction (discretionary)	1	0	0	0	1	1	0	0	0	1	0	1	0	0	3	0	6	0	0	0	1	0	0	1	0	0	0	0	2	9		
		Out of jurisdiction (non-discretionary)	1	0	0	0	1	0	4	0	1	22	1	0	1	0	14	0	43	2	0	6	3	2	1	3	0	1	1	0	19	63		
		Outcome not achievable	0	0	0	0	0	0	3	2	1	2	0	0	2	1	36	0	47	0	0	9	1	0	0	0	0	2	2	0	0	14	61	
		Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	0	12	0	0	2	2	0	0	0	0	0	0	0	0	4	16	
		Resolved	0	0	0	0	0	0	0	1	0	2	1	0	0	0	12	0	16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	3	0	0	0	3	1	9	4	2	27	3	1	4	1	96	0	148	2	0	18	8	4	1	6	0	3	3	0	0	45	196		
	Early Resolution 2	Fully upheld	0	0	0	0	0	0	1	0	0	2	0	0	0	0	11	0	14	0	0	0	0	0	0	0	1	0	0	0	1	15		
		Some upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	6	0	7	0	0	0	0	0	0	0	0	0	0	0	0	7		
		Not upheld	0	0	0	0	0	1	1	0	0	2	1	1	0	0	45	0	51	0	0	1	0	0	0	0	0	0	0	0	1	52		
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2		
		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	0	0	0	0		
		Total	0	0	0	0	0	1	2	0	0	4	1	2	0	0	64	0	74	0	0	1	0	0	0	0	1	0	0	0	2	76		
Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	13	0	0	1	0	0	0	0	0	0	0	0	1	14			
	Some upheld	0	0	0	0	0	0	0	0	0	2	0	0	0	0	7	0	9	1	0	1	1	0	0	1	0	0	0	0	4	13			
	Not upheld	1	0	0	0	1	0	0	0	0	0	0	0	0	1	8	0	9	0	1	1	0	0	0	0	0	0	0	0	2	12			
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	6	0	0	0	1	0	0	0	0	0	0	0	1	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	0	0	0	0			
	Total	1	0	0	0	1	0	0	0	0	2	0	0	0	1	34	0	37	1	1	3	2	0	0	1	0	0	0	0	8	46			
Total Complaints		7	3	1	1	12	3	56	23	2	50	10	4	5	6	319	7	485	7	4	39	25	7	3	10	6	7	5	1	5	119	616		
Total Contacts		7	3	1	1	12	3	56	23	2	52	10	4	5	6	320	7	488	7	4	40	25	7	3	10	6	7	5	2	5	121	621		

There were no Scottish Government and Devolved Administration cases determined at Investigation 2 stage

Prison Cases Determined 2014-15

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	Supervision Levels	Work, Education, Earnings and Recreation	Subject Unknown or Out Of Jurisdiction	Total	
Enquiry	Advice & Signposting	Enquiry	0	0	0	0	0	1	0	0	0	0	0	1	
		Total	0	0	0	0	0	1	0	0	0	0	0	1	
		Total Enquiries	0	0	0	0	0	1	0	0	0	0	0	1	
Complaint	Advice	Not duly made or withdrawn	6	3	5	8	5	2	4	7	0	3	7	50	
		Out of jurisdiction (discretionary)	0	1	1	1	1	0	1	0	0	0	0	0	5
		Out of jurisdiction (non-discretionary)	0	0	3	1	0	0	1	1	0	0	0	0	6
		Outcome not achievable	0	1	0	1	1	0	2	2	0	0	0	0	7
		Premature	4	9	7	10	4	4	5	11	0	3	0	0	57
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	10	14	16	21	11	6	13	21	0	6	7	125	
	Early Resolution 1	Not duly made or withdrawn	0	4	3	5	0	1	2	2	1	1	0	0	19
		Out of jurisdiction (discretionary)	0	1	0	0	0	0	1	1	0	0	0	0	3
		Out of jurisdiction (non-discretionary)	0	1	3	4	1	2	0	3	0	0	0	0	14
		Outcome not achievable	3	4	6	7	3	0	4	7	0	2	0	0	36
		Premature	0	3	0	4	1	1	2	1	0	0	0	0	12
		Resolved	0	3	0	1	0	0	3	3	0	2	0	0	12
		Total	3	16	12	21	5	4	12	17	1	5	0	0	96
	Early Resolution 2	Fully upheld	0	4	0	0	1	1	2	2	0	1	0	0	11
		Some upheld	0	0	0	0	1	1	3	0	0	1	0	0	6
		Not upheld	2	7	5	6	1	4	7	10	1	2	0	0	45
		Not duly made or withdrawn	0	1	0	0	0	0	0	1	0	0	0	0	2
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	2	12	5	6	3	6	12	13	1	4	0	0	64
	Investigation 1	Fully upheld	0	1	0	2	1	0	6	2	0	1	0	0	13
		Some upheld	0	1	1	1	0	0	0	0	1	3	0	0	7
		Not upheld	0	2	0	0	0	2	0	2	0	2	0	0	8
		Not duly made or withdrawn	1	0	0	1	0	1	1	2	0	0	0	0	6
		Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0
		Total	1	4	1	4	1	3	7	6	1	6	0	0	34
	Total Complaints		16	46	34	52	20	19	44	57	3	21	7	319	
Total Contacts		16	46	34	52	20	20	44	57	3	21	7	320		

Notes These cases are also counted in the totals for Scottish Government and Devolved Administration
Does not include prison health
There were no prison cases determined at Investigation 2 stage

Water Cases Determined 2014-15

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	0	0	0	0	2	
		Total	2	0	0	0	0	0	0	0	2	
		Total Enquiries	2	0	0	0	0	0	0	0	2	
Complaint	Advice	Not duly made or withdrawn	26	2	0	1	0	3	7	1	40	
		Out of jurisdiction (discretionary)	2	0	0	0	0	0	0	1	0	3
		Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0
		Outcome not achievable	1	0	0	0	1	1	1	2	0	5
		Premature	91	4	1	3	0	4	19	3	125	
		Resolved	0	0	0	0	0	0	0	0	0	0
		Total	120	6	1	4	1	8	29	4	173	
	Early Resolution 1	Not duly made or withdrawn	4	0	0	0	0	1	2	0	7	
		Out of jurisdiction (discretionary)	1	0	0	0	0	1	2	0	4	
		Out of jurisdiction (non-discretionary)	22	0	0	0	0	1	6	0	29	
		Outcome not achievable	4	1	0	1	0	1	3	0	10	
		Premature	6	1	1	0	0	0	1	0	9	
		Resolved	5	0	0	0	0	1	0	0	6	
	Total	42	2	1	1	0	5	14	0	65		
	Early Resolution 2	Fully upheld	1	0	0	0	0	0	0	0	1	
		Some upheld	3	0	0	0	0	0	0	0	3	
		Not upheld	8	0	0	0	0	2	1	0	11	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	
		Resolved	0	0	0	0	0	1	1	0	2	
		Total	12	0	0	0	0	3	2	0	17	
	Investigation 1	Fully upheld	10	0	0	0	0	0	1	0	11	
		Some upheld	4	0	0	0	0	1	1	0	6	
		Not upheld	7	0	0	0	0	1	0	0	8	
		Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	
		Resolved	0	0	0	0	0	0	0	0	0	
		Total	21	0	0	0	0	2	2	0	25	
	Investigation 2	Fully upheld	1	0	0	0	0	0	0	0	1	
		Some upheld	0	0	0	0	0	1	0	0	1	
Not upheld		0	0	0	0	0	0	0	0	0		
Total		1	0	0	0	0	1	0	0	2		
Total Complaints			196	8	2	5	1	19	47	4	282	
Total Contacts			198	8	2	5	1	19	47	4	284	

Other Cases Determined 2014-15

Case Type	Stage	Outcome Group	Out Of Jurisdiction	Subject Unknown	Total
Enquiry	Advice & Signposting	Out of Jurisdiction	743	0	743
		Total	743	0	743
	Total Enquiries	743	0	743	
Complaint	Advice	Not duly made or withdrawn	1	3	4
		Out of jurisdiction (non-discretionary)	19	0	19
		Premature	0	2	2
		Total	20	5	25
	Early Resolution 1	Out of jurisdiction (non-discretionary)	2	0	2
		Total	2	0	2
	Total Complaints	22	5	27	
Total Contacts			765	5	770

Housing Cases Determined 2014-15

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total	
Enquiry	Advice & Signposting	Enquiry	2	2	4	
		Total	2	2	4	
		Total Enquiries	2	2	4	
Complaint	Advice	Not duly made or withdrawn	81	91	172	
		Out of jurisdiction (discretionary)	3	4	7	
		Out of jurisdiction (non-discretionary)	8	1	9	
		Outcome not achievable	12	10	22	
		Premature	177	198	375	
		Resolved	2	1	3	
		Total	283	305	588	
	Early Resolution 1	Not duly made or withdrawn	5	5	10	
		Out of jurisdiction (discretionary)	4	6	10	
		Out of jurisdiction (non-discretionary)	29	46	75	
		Outcome not achievable	12	25	37	
		Premature	7	5	12	
		Resolved	7	9	16	
		Total	64	96	160	
	Early Resolution 2	Fully upheld	3	5	8	
		Some upheld	4	2	6	
		Not upheld	18	14	32	
		Not duly made or withdrawn	0	0	0	
		Resolved	1	3	4	
		Total	26	24	50	
	Investigation 1	Fully upheld	3	5	8	
		Some upheld	4	7	11	
		Not upheld	5	12	17	
		Not duly made or withdrawn	0	1	1	
		Resolved	0	0	0	
		Total	12	25	37	
	Total Complaints			385	450	835
	Total Contacts			387	452	839

There were no housing cases determined at Investigation 2 stage