

Scottish Water Complaints Received

Subject Group	2014-15						2013-14					
	Scottish Water	rank	as % of SW total	Total	rank	as % of water total	Scottish Water	rank	as % of SW total	Total	rank	as % of Water total
Water Supply	28	1	47.5%	44	2	15.3%	34	1	40.5%	45	2	15.4%
Waste Water	11	2	18.6%	14	3	4.9%	24	2	28.6%	26	3	8.9%
Billing and Charging	7	3	11.9%	207	1	71.9%	13	3	15.5%	197	1	67.5%
Customer Service	6	4	10.2%	9	4	3.1%	3	4=	3.6%	9	4	3.1%
Environmental Concerns	2	5=	3.4%	2	6=	0.7%	2	6=	2.4%	2	6=	0.7%
Other	2	5=	3.4%	2	6=	0.7%	3	4=	3.6%	4	5	1.4%
New Connections	1	7	1.7%	6	5	2.1%	2	6=	2.4%	2	6=	0.7%
Subject Unknown or Out Of Jurisdiction	2	-	3.4%	4	-	1.4%	3	-	3.6%	7	-	2.4%
Total	59	-	100.0%	288	-	100.0%	84		100.0%	292		100.0%

Complaints as % of sector

20.49%

29.17%

Scottish Water Complaints Determined

Stage	Outcome Group	2014-15	
		Scottish Water	Water Total
Advice	Not duly made or withdrawn	10	40
	Out of jurisdiction (discretionary)	1	3
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	3	5
	Premature	28	125
	Resolved	0	0
	Total	42	173
Early Resolution 1	Not duly made or withdrawn	2	7
	Out of jurisdiction (discretionary)	2	4
	Out of jurisdiction (non-discretionary)	4	29
	Outcome not achievable	3	10
	Premature	3	9
	Resolved	1	6
Total	15	65	
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	3
	Not upheld	2	11
	Not duly made or withdrawn	0	0
	Resolved	2	2
Total	4	17	
Investigation 1	Fully upheld	0	11
	Some upheld	1	6
	Not upheld	1	8
	Not duly made or withdrawn	0	0
	Resolved	0	0
	Total	2	25
Investigation 2	Fully upheld	0	1
	Some upheld	1	1
	Not upheld	0	0
	Total	1	2
Total Complaints	64	282	

Total Premature Complaints	31	134
Premature Rate	48%	48%

Fit for SPSO Total (ER2, Inv1 & Inv2)	7	44
Total complaints upheld (fully or partly)	2	23
Uphold Rate (Upheld % total Fit for SPSO)	29%	52%

Stage	Outcome Group	2013-14	
		Scottish Water	Total
Advice	Not duly made or withdrawn	20	47
	Out of jurisdiction (discretionary)	2	3
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	11	25
	Premature	31	108
	Resolved	0	0
	Total	64	183
Early Resolution 1	Not duly made or withdrawn	1	3
	Out of jurisdiction (discretionary)	3	7
	Out of jurisdiction (non-discretionary)	1	5
	Outcome not achievable	2	5
	Premature	2	9
	Resolved	1	12
Total	10	41	
Early Resolution 2	Fully upheld	0	7
	Some upheld	0	6
	Not upheld	4	11
	Not duly made or withdrawn	1	1
	Resolved	0	8
Total	5	33	
Investigation 1	Fully upheld	1	19
	Some upheld	2	13
	Not upheld	0	21
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	55
Investigation 2	Fully upheld	0	2
	Some upheld	0	0
	Not upheld	0	0
	Total	0	2
Total Complaints	82	314	

Total Premature Complaints	33	117
Premature Rate	40%	37%

Fit for SPSO Total (ER2, Inv1 & Inv2)	8	90
Total complaints upheld (fully or partly)	3	47
Uphold Rate (Upheld % total Fit for SPSO)	38%	52%