

Scottish Further and Higher Education Complaints Determined 2015-16

Further Education

Stage	Outcome Group	A College Unknown (FE)	Angus College of Further Education	Ayrshire College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Moray College UHI	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West Lothian College	Total
Advice	Not duly made or withdrawn	1	1	1	0	4	0	0	3	0	0	0	0	0	0	10
	Out of jurisdiction (discretionary)	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	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
	Premature	0	0	1	0	0	2	0	1	0	2	1	0	0	2	9
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total		1	1	2	0	4	2	0	4	0	2	1	0	0	2
Early Resolution 1	Not duly made or withdrawn	0	0	0	1	3	0	0	0	0	0	0	0	0	0	4
	Out of jurisdiction (discretionary)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	Out of jurisdiction (non-discretionary)	0	0	0	0	3	1	2	0	1	0	0	0	0	0	7
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	Resolved	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	Total		0	0	0	1	10	1	2	0	1	0	0	0	0	0
Early Resolution 2	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Not upheld	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0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
	Total		0	0	0	0	0	2	0	0	0	0	0	0	0	0
Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Some upheld	0	0	1	0	1	0	0	1	0	0	0	0	0	0	3
	Not upheld	0	0	1	1	0	1	0	0	0	0	0	0	1	0	4
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total		0	0	2	1	1	1	0	1	0	0	0	1	1	0
Total Complaints		1	1	4	2	15	6	2	5	1	2	1	1	1	2	44

Higher Education

Stage	Outcome Group	A University Unknown (HE)	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Advice	Not duly made or withdrawn	1	0	2	0	2	0	0	4	0	0	1	4	0	1	1	1	2	3	22	32	
	Out of jurisdiction (discretionary)	0	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	0	1	0	0	0	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	0	0	
	Premature	1	0	1	0	1	1	0	2	1	0	0	1	1	1	1	0	4	0	1	15	24
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		2	0	3	0	3	1	0	7	1	0	1	5	1	2	1	5	2	4	38	57
Early Resolution 1	Not duly made or withdrawn	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	2	0	1	6	10	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	3	
	Out of jurisdiction (non-discretionary)	0	1	1	3	3	1	0	4	5	2	0	11	4	1	2	1	1	2	42	49	
	Outcome not achievable	0	0	1	0	1	0	1	0	2	1	0	1	1	0	0	1	0	2	11	11	
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	
	Total		0	1	2	3	4	2	1	4	7	3	1	14	5	1	2	6	1	6	63	78
Early Resolution 2	Fully upheld	0	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	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	2	
	Not upheld	0	0	1	0	0	0	0	1	2	0	0	1	2	1	0	0	0	3	11	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	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	1	0	0	0	0	1	2	0	0	2	2	1	0	0	0	4	13	15
Investigation 1	Fully upheld	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	
	Some upheld	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	3	6	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	3	7	
	Not duly made or withdrawn	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Total		0	1	1	0	1	1	0	0	0	0	0	2	1	2	0	1	0	0	10	18
Total Complaints		2	2	7	3	8	4	1	12	10	3	2	23	9	6	3	12	3	14	124	168	

There were no further and higher education cases closed at Investigation 2 stage

Health Complaints Determined 2015-16

Stage	Outcome Group	Health Boards															Special Health Boards			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	Golden Jubilee National Hospital	NHS 24	Scottish Ambulance Service	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	
Advice	Not duly made or withdrawn	7	16	6	5	8	16	26	67	23	33	35	0	2	20	0	2	3	7	12	58	2	348
	Out of jurisdiction (discretionary)	0	0	0	1	0	2	1	3	0	0	0	0	0	2	0	0	0	0	1	3	0	13
	Out of jurisdiction (non-discretionary)	0	0	1	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	4
	Outcome not achievable	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4
	Premature	3	21	3	4	5	11	16	42	20	10	53	0	1	27	0	0	0	3	12	67	3	301
	Resolved	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	10	38	10	12	13	30	43	113	45	43	88	0	3	49	0	2	3	10	25	129	5	671	
Early Resolution 1	Not duly made or withdrawn	1	3	1	0	0	1	4	13	4	7	9	0	0	4	2	2	0	2	1	15	1	70
	Out of jurisdiction (discretionary)	0	3	0	1	1	4	2	6	2	2	2	1	1	4	0	0	1	2	9	0	41	
	Out of jurisdiction (non-discretionary)	0	3	0	0	1	1	3	7	3	0	2	0	0	3	0	0	1	1	5	5	0	30
	Outcome not achievable	0	8	2	3	4	3	8	16	5	2	4	1	1	14	0	0	1	5	5	23	2	107
	Premature	0	3	2	1	0	5	5	4	4	3	9	0	0	8	1	1	0	3	1	3	0	53
	Resolved	0	1	0	2	0	1	1	4	1	0	1	0	0	1	0	0	0	0	4	0	0	16
Total	1	21	5	7	6	15	23	50	19	14	27	2	2	34	3	3	1	12	10	59	3	317	
Early Resolution 2	Fully upheld	0	1	1	0	0	1	0	2	1	0	0	0	0	1	0	0	0	1	0	6	0	14
	Some upheld	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	4
	Not upheld	0	1	0	0	0	4	1	7	1	2	2	0	0	0	0	0	1	2	14	0	35	
	Not duly made or withdrawn	0	0	0	0	0	0	0	1	0	0	2	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	1	0	0	1
	Total	0	2	1	0	0	5	2	10	2	2	5	0	0	2	0	0	0	2	4	20	0	57
Investigation 1	Fully upheld	0	8	1	3	4	12	8	20	3	9	16	1	0	6	0	1	0	2	2	19	0	115
	Some upheld	0	9	2	5	3	6	12	19	14	16	11	0	1	5	1	2	0	2	6	8	0	122
	Not upheld	0	13	1	2	5	9	13	29	8	7	15	1	4	17	1	0	0	2	9	42	0	178
	Not duly made or withdrawn	0	2	0	0	0	1	0	1	1	1	0	0	0	2	0	0	0	0	1	0	0	9
	Resolved	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	0	33	4	10	12	28	33	69	26	33	42	2	5	30	2	3	0	6	18	69	0	425
Investigation 2	Fully upheld	0	0	2	1	3	0	2	6	2	7	3	0	0	0	1	1	1	1	0	5	0	35
	Some upheld	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	3
	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	3	1	3	0	2	6	3	7	4	0	0	0	1	1	1	1	0	5	0	38
Total Complaints	11	94	23	30	34	78	103	248	95	99	166	4	10	115	6	9	5	31	57	282	8	1,508	

Housing Association Complaints Determined 2015-16

Housing Associations A-E

Stage	Outcome Group	A Housing Association Unknown	Aberdeenshire Housing Partnership	Albyn Housing Society Ltd	Almond Housing Association Ltd	ANCHO Limited	Angus Housing Association Ltd	Argyll Community Housing Association	Arkleit Housing Association Ltd	Ayrshire Housing	Barony Housing Association Ltd	Barrhead Housing Association Ltd	Benwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blairtummock Housing Association Ltd	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Calway Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Clydesdale Housing Association Ltd	Copperworks Housing Association	Cube Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Ltd	East Kilbride and District Housing Association Ltd	East Lothian Housing Association Ltd	Easthall Park Housing Co-operative	Eildon Housing Association Ltd	Elderpark Housing Association Ltd			
Advice	Not duly made or withdrawn	2	1	2	1	1	1	1	1	1	0	1	0	1	0	0	0	1	0	0	0	1	1	1	2	2	1	1	1	0	1	0	1	0	0	0	0	0	0	2		
	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	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	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	
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	6	1	1	1	0	2	2	0	0	0	0	1	2	2	1	1	1	0	0	3	1	1	0	1	0	0	0	0	0	1	3	3	0	3	5	0	0	2	1	0	0
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	0	0	0	0	0	0	0	0	0	0	0	
Total		8	2	3	2	1	3	3	1	1	0	2	2	3	1	1	1	1	0	3	1	2	1	1	3	2	1	1	1	4	4	4	6	1	2	1	2	1	0	2		
Early Resolution 1	Not duly made or withdrawn	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	1	0	
	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	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	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	
	Outcome not achievable	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	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	0	0	0	1	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	
Resolved	0	0	0	1	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	1	0	0	0	0	0	0	
Total		0	0	0	1	0	0	3	0	0	0	0	0	2	1	0	0	1	1	0	0	2	1	2	1	2	0	0	1	0	1	2	1	4	0	0	0	0	1	0		
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Some 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	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	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	1	1	0
	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	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	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	0	0	1	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	1	1	0
Investigation 1	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	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	
	Some upheld	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	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	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	0	0	0	
Total Complaints		8	2	3	3	1	3	8	1	1	1	2	4	5	2	2	1	2	1	4	1	4	2	3	5	4	1	1	2	1	5	9	1	10	2	2	2	2	2	2		

Housing Associations O-Z

Stage	Outcome Group	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Partick Housing Association Ltd	Penitland Housing Association Ltd	Port of Leith Housing Association Ltd	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	River Clyde Homes	Ruchazie Housing Association Ltd	Rutherglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	Spire View Housing Association Ltd	Tenants First Housing Co-operative Ltd	Thenuue Housing	Thistle Housing Association Ltd	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Unity Homes Housing Association	Viewpoint Housing Association Ltd	Weilhouse Housing Association Ltd	Westlo Housing Management	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Whiteinch and Scotstoun Housing Association Ltd	Yoker Housing Association Ltd	Yorkhill Housing Association (1988) Ltd	Total		
Advice	Not duly made or withdrawn	1	0	0	0	0	1	0	0	0	0	1	0	1	0	1	0	1	2	0	0	0	2	2	0	0	1	0	1	0	0	0	0	0	0	1	1	84	
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Out of jurisdiction (non-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	0	0	0	0	0	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	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	1	0	2	1	3	1	6	4	1	2	2	2	1	3	3	1	1	1	2	0	0	0	1	0	1	0	1	1	1	1	1	0	0	138
	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	0	0	0	0	0	0	0	0
	Total	1	0	0	0	1	1	2	1	3	1	7	10	2	2	3	1	3	3	1	1	1	4	2	0	0	1	1	1	1	1	1	1	1	1	1	1	1	225
Early Resolution 1	Not duly made or withdrawn	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	10
	Out of jurisdiction (discretionary)	0	1	1	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	4
	Out of jurisdiction (non-discretionary)	1	0	0	1	0	0	1	0	1	0	2	1	0	0	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	40
	Outcome not achievable	0	0	0	0	0	1	0	1	1	1	7	0	0	0	0	0	2	2	0	0	0	1	1	0	0	2	0	0	0	0	1	0	0	0	0	0	0	51
	Premature	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	12
	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	1	0	0	0	0	0	0	0	0	0	0	0	11
	Total	2	2	1	1	0	0	2	0	3	1	4	8	0	0	1	2	5	1	0	0	1	1	1	1	4	0	1	0	0	1	0	0	0	0	0	0	0	128
Early Resolution 2	Fully upheld	0	0	0	0	0	0	0	0	0	0	1	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	5
	Some 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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
	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	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	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	0	0	0	0	0	0	1	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	11
Investigation 1	Fully 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	0	0	0	0	0	0	0	0	0	0	0	6
	Some upheld	0	0	0	0	0	0	0	1	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	4
	Not upheld	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	8
	Total	0	0	0	0	0	0	0	1	0	1	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	18
Total Complaints	3	2	1	1	1	1	4	1	7	2	12	19	2	2	3	2	11	8	2	1	1	5	4	1	2	5	1	2	1	1	2	1	1	1	1	382			

No Investigation 2 cases in 2015-16

Water Complaints Determined 2015-16

Stage	Outcome Group	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Total
Advice	Not duly made or withdrawn	20	0	3	1	24
	Out of jurisdiction (discretionary)	0	0	0	1	1
	Out of jurisdiction (non-discretionary)	0	0	0	0	0
	Outcome not achievable	0	0	0	0	0
	Premature	76	2	5	16	99
	Resolved	1	0	0	0	1
	Total	97	2	8	18	125
Early Resolution 1	Not duly made or withdrawn	5	0	0	0	5
	Out of jurisdiction (discretionary)	4	0	0	1	5
	Out of jurisdiction (non-discretionary)	16	0	0	5	21
	Outcome not achievable	5	0	0	6	11
	Premature	18	0	0	1	19
	Resolved	8	0	0	0	8
	Total	56	0	0	13	69
Early Resolution 2	Fully upheld	0	0	0	0	0
	Some upheld	0	0	0	0	0
	Not upheld	0	0	0	0	0
	Not duly made or withdrawn	0	0	0	0	0
	Resolved	0	0	0	0	0
	Total	0	0	0	0	0
Investigation 1	Fully upheld	9	0	0	0	9
	Some upheld	5	0	0	0	5
	Not upheld	12	0	0	1	13
	Not duly made or withdrawn	0	0	0	0	0
	Resolved	6	0	0	0	6
	Total	32	0	0	1	33
Investigation 2	Fully upheld	0	0	0	0	0
	Some upheld	1	0	0	0	1
	Not upheld	0	0	0	0	0
	Total	1	0	0	0	1
Total Complaints		186	2	8	32	228

Other Complaints Determined 2015-16

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Other	Total
Advice	Not duly made or withdrawn	0	5	0	5
	Out of jurisdiction (non-discretionary)	8	0	0	8
	Premature	0	1	0	1
	Total	8	6	0	14
Early Resolution 1	Not duly made or withdrawn	0	1	0	1
	Out of jurisdiction (non-discretionary)	3	0	0	3
	Total	3	1	0	4
Investigation 1	Some upheld	0	0	1	1
	Total	0	0	1	1
Total Complaints		11	7	1	19