

Enquiries and Complaints determined by Sector and Outcome 2016-17

Case Type	Stage	Outcome Group	Further Education	Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration	Water	Other / Unknown	Total	
Enquiry	Advice & Signposting	General Enquiry	0	0	1	1	2	1	0	1	6	
		Out of Jurisdiction Enquiry	0	0	0	0	0	0	0	974	974	
		Premature Enquiry	0	0	0	0	0	0	0	424	424	
	Total Enquiries		0	0	1	1	2	1	0	1,399	1,404	
Complaint	Advice	Not duly made or withdrawn	6	21	312	85	279	133	25	8	869	
		Out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	1	
		Out of jurisdiction (non-discretionary)	0	0	0	1	3	2	0	0	1	7
		Outcome not achievable	0	0	0	0	1	0	0	0	0	1
		Premature	6	13	242	113	467	83	69	3	996	
		Resolved	0	0	0	1	0	0	0	0	1	
		Total	12	34	554	201	750	218	94	12	1,875	
	Early Resolution	Not duly made or withdrawn	2	6	68	10	43	10	3	0	142	
		Out of jurisdiction (discretionary)	1	6	58	8	82	27	5	0	187	
		Out of jurisdiction (non-discretionary)	2	20	20	37	111	64	27	4	285	
		Outcome not achievable	2	8	47	19	115	65	4	0	260	
		Premature	3	3	54	9	57	18	2	0	146	
		Proportionality	2	15	113	27	132	45	9	0	343	
		Resolved	0	0	12	10	20	9	10	0	61	
		Total	12	58	372	120	560	238	60	4	1,424	
	Investigation	Fully upheld	2	1	129	6	52	14	8	0	212	
		Some upheld	4	8	131	5	42	11	4	0	205	
		Not upheld	4	13	235	16	60	28	5	0	361	
		Not duly made or withdrawn	0	1	11	1	1	5	1	0	20	
		Outcome not achievable	0	0	1	0	0	0	0	0	1	
		Resolved	0	0	0	2	1	1	2	0	6	
		Total	10	23	507	30	156	59	20	0	805	
	Total Complaints		34	115	1,433	351	1,466	515	174	16	4,104	
	Total Contacts			34	115	1,434	352	1,468	516	174	1,415	5,508
	Total Premature Complaints			9	16	296	122	524	101	71	3	1,142
	Premature Rate			26.5%	13.9%	20.7%	34.8%	35.7%	19.6%	40.8%	18.8%	27.8%
	Total Cases 'Fit for SPSO'			10	23	507	30	156	59	20	0	805
Total Upholds			6	9	260	11	94	25	12	0	417	
Uphold Rate			60.0%	39.1%	51.3%	36.7%	60.3%	42.4%	60.0%	-	51.8%	