

Water Complaints Received 2018-19

Subject Group	Scottish Water			Sector Total	Rank	Complaints as % of total
	Scottish Water	Rank	Complainants as % of total			
Water Supply	13	1	37.14%	19	2	11.59%
Waste Water	7	2	20.00%	7	4	4.27%
Billing and charging	5	3	14.29%	106	1	64.63%
Customer service	1	4=	2.86%	8	3	4.88%
New Connections	1	4=	2.86%	1	5=	0.61%
Other	1	4=	2.86%	1	5=	0.61%
Subject unknown or Out of Jurisdiction	7	-	20.00%	22	-	13.41%
Total	35		100.00%	164		100.00%
<i>Complaints as % of sector</i>	21.3%			100.0%		

Water Complaints Received 2017-18

Subject Group	Scottish Water			Sector Total	Rank	Complaints as % of total
	Scottish Water	Rank	Complaints as % of total			
Billing and Charging	5	1=	23.81%	61	1	64.21%
Water Supply	5	1=	23.81%	13	2	13.68%
Waste Water	5	1=	23.81%	5	3	5.26%
New Connections	1	4=	4.76%	2	5	2.11%
Environmental Concerns	1	4=	4.76%	1	6=	1.05%
Other	1	4=	4.76%	1	6=	1.05%
Customer Service	0	-	0.00%	3	4	3.16%
Subject Unknown or Out Of Jurisdiction	3	-	14.29%	9	-	9.47%
Total	21		100.00%	95		100.00%
<i>Complaints as % of sector</i>	22.1%			100.0%		

Water Complaints Determined 2018-19

		2018-19	
Stage	Outcome Group	Scottish Water	Sector Total
Advice	Not duly made or withdrawn	10	32
	Premature	10	49
	Total	20	81
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	1	3
	Outcome not achievable	2	5
	Premature	1	3
	Proportionality	4	22
	Resolved	1	11
	Total	9	49
Investigation	Fully upheld	1	4
	Some upheld	0	2
	Not upheld	2	5
	Resolved	0	1
	Total	3	12
Total Complaints		32	142

<i>Total Premature Complaints</i>	11	52
<i>Premature Rate</i>	34.4%	36.6%

<i>Total Investigation Decisions</i>	3	11
<i>Total Upholds</i>	1	6
<i>Uphold Rate</i>	33.3%	54.5%

Water Complaints Determined 2017-18

		2017-18	
Stage	Outcome Group	Scottish Water	Sector Total
Advice	Not duly made or withdrawn	7	23
	Premature	10	37
	Total	17	60
Early Resolution	Not duly made or withdrawn	0	3
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	3
	Premature	0	5
	Proportionality	3	11
	Resolved	0	5
	Total	3	33
Investigation	Fully upheld	0	2
	Some upheld	2	6
	Not upheld	0	3
	Resolved	0	4
	Total	2	15
Total Complaints		22	108

<i>Total Premature Complaints</i>	10	42
<i>Premature Rate</i>	45.5%	38.9%

<i>Total Investigation Decisions</i>	2	11
<i>Total Upholds</i>	2	8
<i>Uphold Rate</i>	100.0%	72.7%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	2	15
<i>Total Upholds</i>	2	8
<i>Uphold Rate</i>	100.0%	53.3%