

























## 11. Other Cases Determined

Case Type	Stage	Outcome Group	General Enquiry		Jurisdiction		Total
			From Member of the Public	From Other Authority	Out of Jurisdiction	Subject Unknown	
Complaint	Advice	Organisation not in jurisdiction	0	0	20	2	<b>22</b>
		Premature	0	0	0	2	<b>2</b>
		Subject matter not in jurisdiction	0	0	2	1	<b>3</b>
		Unable to proceed	0	0	1	2	<b>3</b>
		Total	0	0	23	7	<b>30</b>
	Early Resolution	Organisation not in jurisdiction	0	0	2	1	<b>3</b>
		Total	0	0	2	1	<b>3</b>
Total			0	0	25	8	<b>33</b>
Enquiry	Advice	Enquiry	1	1	263	401	<b>3</b>
		Total	1	1	263	401	<b>666</b>
	Total		1	1	263	401	<b>666</b>
<b>Total Contacts (recalculate all totals when signposting figures added)</b>			<b>1</b>	<b>1</b>	<b>288</b>	<b>409</b>	<b>699</b>

## 12. Housing Association and Local Authority Housing Cases Determined

*\*complaints only\**

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Complaint	Advice	Premature	45	70	115
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0	1
		Subject matter not in jurisdiction	1	0	1
		Unable to proceed	51	40	91
		<b>Total</b>	<b>98</b>	<b>110</b>	<b>208</b>
	Early Resolution	Discretion – alternative route used or available	3	2	5
		Discretion – Insufficient benefit would be achieved by investigation	16	20	36
		Discretion – alternative action proposed	10	8	18
		Discretion - Good complaint handling	88	71	159
		Discretion – referred back	1	8	9
		Organisation not in jurisdiction	1	0	1
		Premature	5	2	7
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	1	2
		Subject matter not in jurisdiction	5	0	5
		Time limit (s 10)	1	2	3
		Unable to proceed	9	5	14
		<b>Total</b>	<b>140</b>	<b>119</b>	<b>259</b>
	Investigation	Fully upheld	0	5	5
		Not upheld	2	3	5
		Some upheld	2	2	4
		<b>Total</b>	<b>4</b>	<b>10</b>	<b>14</b>
	<b>Total</b>		<b>242</b>	<b>239</b>	<b>481</b>
	Enquiry	Advice	Enquiry	1	0
<b>Total</b>			<b>1</b>	<b>0</b>	
<b>Total</b>			<b>1</b>	<b>0</b>	
<b>Total Contacts</b>			<b>243</b>	<b>239</b>	