

10. WATER CASES DETERMINED

STAGE	OUTCOME GROUP	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Scottish Water	Source for Business	Water Plus Select Ltd	Wave	TOTAL
Advice	Premature	1	10	2	15	1	9	1	4	1	44
	Unable to proceed	0	0	0	4	1	2	0	2	0	9
	Total	1	10	2	19	2	11	1	6	1	53
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	3	0	1	0	1	0	1	0	6
	Discretion – alternative action proposed	0	0	0	0	0	0	0	0	1	1
	Discretion - Good complaint handling	1	6	0	7	1	4	0	0	1	20
	Discretion – referred back	0	0	0	0	0	1	0	0	0	1
	Discretion - Resolved - both parties satisfied with proposed outcome	0	1	0	1	0	0	0	0	1	3
	Premature	0	0	0	0	0	1	0	2	0	3
	Time limit (s 10)	0	1	0	0	0	0	0	0	0	1
	Unable to proceed	0	0	0	1	0	3	0	0	1	5
	Total	1	11	0	10	1	10	0	3	4	40
Investigation	Fully upheld	0	0	1	0	0	0	0	2	0	3
	Not upheld	0	0	0	0	0	1	0	0	0	1
	Resolved	0	1	0	0	0	0	0	0	0	1
	Some upheld	0	0	1	0	0	0	0	0	0	1
	Total	0	1	2	0	0	1	0	2	0	6
	TOTAL	2	22	4	29	3	22	1	11	5	99

11. OTHER CASES DETERMINED

STAGE	OUTCOME GROUP	A Body Out of Jurisdiction	A Body Unknown	TOTAL
Advice	Organisation not in jurisdiction	11	0	11
	Premature	3	8	11
	Unable to proceed	1	15	16
	Total	15	23	38
Early Resolution	Organisation not in jurisdiction	1	0	1
	Total	1	0	1
TOTAL		16	23	39