

11. OTHER CASES DETERMINED

| CASE TYPE | STAGE | OUTCOME GROUP | General Enquiry | Subject Unknown or Out of Jurisdiction | | TOTAL |
|-----------------------|------------------|----------------------------------|----------------------|--|-----------------|------------|
| | | | From Other Authority | Out of Jurisdiction | Subject Unknown | |
| Complaint | Advice | Organisation not in jurisdiction | 0 | 11 | 0 | 11 |
| | | Premature | 0 | 2 | 9 | 11 |
| | | Unable to proceed | 1 | 0 | 15 | 16 |
| | | Total | 1 | 13 | 24 | 38 |
| | Early Resolution | Organisation not in jurisdiction | 0 | 1 | 0 | 1 |
| | | Total | 0 | 1 | 0 | 1 |
| Total | | | 1 | 14 | 24 | 39 |
| Enquiry | Advice | Enquiry | 0 | 304 | 391 | 695 |
| | | Total | 0 | 304 | 391 | 695 |
| | Total | | | 0 | 304 | 391 |
| TOTAL CONTACTS | | | 1 | 318 | 415 | 734 |

12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES DETERMINED - COMBINED

**complaints only*

| CASE TYPE | STAGE | OUTCOME GROUP | Housing Associations | Local Authority | TOTAL | |
|-----------------------|------------------|--|--|-----------------|--------------|-----|
| Complaint | Advice | Premature | 88 | 89 | 177 | |
| | | Unable to proceed | 57 | 39 | 96 | |
| | | Total | 145 | 128 | 273 | |
| | Early Resolution | Discretion – Insufficient benefit would be achieved by investigation | Discretion – Insufficient benefit would be achieved by investigation | 18 | 19 | 37 |
| | | | Discretion – alternative action proposed | 8 | 5 | 13 |
| | | | Discretion - Good complaint handling | 78 | 83 | 161 |
| | | | Discretion – referred back | 2 | 13 | 15 |
| | | | Discretion - Resolved - both parties satisfied with proposed outcome | 5 | 5 | 10 |
| | | | Premature | 1 | 3 | 4 |
| | | | Right of appeal to court/tribunal/Scottish ministers (s 7 (8)) | 2 | 1 | 3 |
| | | | Subject matter not in jurisdiction | 3 | 1 | 4 |
| | | | Time limit (s 10) | 3 | 2 | 5 |
| | | | Unable to proceed | 11 | 0 | 11 |
| | | | Total | 131 | 132 | 263 |
| | | | Investigation | Fully upheld | Fully upheld | 0 |
| | Not upheld | 4 | | | 2 | 6 |
| | Some upheld | 1 | | | 1 | 2 |
| | Total | 5 | | | 5 | 10 |
| | Total | 281 | 265 | 546 | | |
| | Enquiry | Advice | Enquiry | 1 | 0 | 1 |
| Total | | | 1 | 0 | 1 | |
| Total | | 1 | 0 | 1 | | |
| TOTAL CONTACTS | | | 282 | 265 | 547 | |