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## 1. CASES DETERMINED BY SECTOR

<b>Authority Sector</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Colleges	24	0	24
Health	1,322	5	1,327
Housing Associations	355	2	357
Joint Health and Social Care	171	0	171
Local Authority	1,151	2	1,153
Other	54	1,034	1,088
Prisons	273	1	274
Scottish Government & Devolved Administration	192	0	192
Universities	209	1	210
Water	78	1	79
<b>Total</b>	<b>3,829</b>	<b>1,046</b>	<b>4,875</b>

2. SCOTTISH COLLEGE CASES DETERMINED

Stage	Outcome Group	A College Unknown	Ayrshire College	Borders College	City Of Glasgow College	Dumfries and Galloway College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	West College Scotland	Total
Advice	A&G - Complaint submissions - mature	0	0	0	0	0	0	0	0	0	0	1	0	1
	A&G - Complaint submissions - premature	0	0	0	0	0	0	0	0	0	0	1	0	1
	A&G - Enquiries	3	0	1	0	0	0	0	0	0	0	0	0	4
	Organisation not in jurisdiction	0	1	0	0	0	0	0	0	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>7</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	0	1	1	0	1	0	0	1	0	0	0	4
	Discretion – alternative action proposed	0	0	0	0	0	0	0	1	0	0	0	0	1
	Discretion - Good complaint handling	0	0	0	3	1	0	3	1	0	1	1	2	12
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>17</b>
<b>Total</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>24</b>	











7a. SG&DA - SCOTTISH GOVERNMENT & SCOTTISH ADMINISTRATION CASES DETERMINED

Stage	Outcome Group	Crown Estate Scotland	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D- G Health & Social Care	Scottish Government D- G Learning & Justice	Scottish Government D- G Planning and Environmental Appeals	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Advice	A&G - Complaint submissions - mature	0	5	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	7
	A&G - Complaint submissions - premature	0	3	0	0	0	0	0	3	0	4	0	0	0	1	2	1	1	1	16
	A&G - Enquiries	0	8	0	0	0	1	3	2	0	2	0	0	0	0	1	0	0	0	17
	<b>Total</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>40</b>
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
	Discretion – insufficient benefit would be achieved by investigation	0	3	11	0	0	0	0	2	1	1	0	11	0	0	0	0	0	0	11
	Discretion – alternative action proposed	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Discretion - Good complaint handling	0	6	0	0	1	1	1	7	1	2	1	0	0	0	0	3	0	1	23
	Discretion – referred back	0	2	0	0	0	0	1	1	0	1	0	0	1	0	0	1	0	0	7
	Premature	0	2	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	4
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0	0	0	0	1	2	1	0	0	0	0	0	1	0	0	0	0	6
	Subject matter not in jurisdiction	0	7	0	0	0	0	0	5	0	1	0	0	0	0	0	0	0	0	13
	Time limit (s 10)	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	0	5
	Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	<b>Total</b>	<b>1</b>	<b>22</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>19</b>	<b>2</b>	<b>6</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>72</b>
	Investigation	Fully upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Resolved		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
<b>Total</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total</b>	<b>1</b>	<b>39</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>25</b>	<b>2</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>114</b>	

7b. 50&DA - SCOTTISH PUBLIC AUTHORITY CASES DETERMINED

Stage	Outcome Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Quality Meat Scotland	Redress Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	The Independent Living Fund Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	VisitScotland	Total		
Advice	JAG - Complaint submissions - initial	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
	JAG - Complaint submissions - settlement	0	1	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Total	JAG - Enquiries	0	4	1	0	0	2	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	10	
	Total	0	4	1	0	0	2	0	0	0	0	2	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	14	
Early Resolution	Cause and impact test not met (s. 5.5 (3))	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	9	
	Discretion - Insufficient benefit would be achieved by investigation	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	4	
	Discretion - Alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
	Discretion - Good complainant handling	1	5	0	0	0	0	1	1	1	1	1	2	0	0	1	2	2	4	1	3	2	1	0	1	1	0	1	0	34
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	3
	Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
	Time limit (s. 10)	0	0	0	0	0	1	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2	11	2	1	1	1	2	1	2	2	2	3	2	0	1	1	3	5	5	1	4	2	1	1	1	1	1	1	55
	Total	2	12	3	1	1	2	3	2	1	2	2	5	5	1	1	2	4	6	11	4	6	2	1	1	1	2	1	70	

**7c. SG&DA - CROSS-BORDER PUBLIC AUTHORITY CASES**

<b>Stage</b>	<b>Outcome Group</b>	<b>Criminal Injuries Compensation Authority</b>	<b>Forestry and Land Scotland</b>	<b>Total</b>
Advice	A&G - Complaint submissions - premature	1	0	1
	A&G - Enquiries	1	0	1
	<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	1	0	1
	Discretion - Good complaint handling	0	1	1
	Subject matter not in jurisdiction	1	0	1
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>
<b>Total</b>		<b>4</b>	<b>1</b>	<b>5</b>

## 8. SCOTTISH PRISON SERVICE CASES DETERMINED

Stage	Outcome Group	Scottish Prison Service	Total
Advice	A&G - Complaint submissions - mature	4	4
	A&G - Complaint submissions - premature	31	31
	A&G - Enquiries	57	57
	Unable to proceed	1	1
	<b>Total</b>	<b>93</b>	<b>93</b>
Early Resolution	Cause and impact test not met (s 5 (3))	3	3
	Discretion – Insufficient benefit would be achieved by investigation	22	22
	Discretion – alternative action proposed	3	3
	Discretion – Alternative route used or available	5	5
	Discretion - Good complaint handling	113	113
	Discretion – referred back	12	12
	Discretion - Resolved - both parties satisfied with proposed outcome	3	3
	Premature	8	8
	Subject matter not in jurisdiction	3	3
	Time limit (s 10)	1	1
	Unable to proceed	6	6
	<b>Total</b>	<b>179</b>	<b>179</b>
Investigation	Some upheld	1	1
	<b>Total</b>	<b>1</b>	<b>1</b>
<b>Total</b>		<b>273</b>	<b>273</b>

9. SCOTTISH UNIVERSITY CASES DETERMINED

Stage	Outcome Group	A University Unknown	Abertay University	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total	
Advice	A&G - Complaint submissions - mature	0	0	2	0	0	3	0	0	0	1	0	3	1	1	0	0	0	2	13
	A&G - Complaint submissions - premature	1	0	0	0	0	1	0	0	1	0	0	2	1	2	0	0	0	1	9
	A&G - Enquiries	7	0	0	0	0	0	0	0	0	1	1	0	0	2	1	0	0	2	14
	Organisation not in jurisdiction	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	<b>Total</b>		<b>8</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>5</b>
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Discretion – insufficient benefit would be achieved by investigation	0	0	2	1	2	0	1	1	4	1	6	5	1	3	2	1	2	2	32
	Discretion - Good complaint handling	0	2	7	1	0	6	1	4	9	3	27	16	3	6	6	4	14	14	109
	Discretion – referred back	0	0	1	0	0	0	0	0	1	0	2	0	1	0	0	0	0	2	7
	Discretion - Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Subject matter not in jurisdiction	0	0	0	1	0	1	0	0	1	0	2	0	0	0	0	0	0	0	5
	Time limit (s 10)	0	0	0	1	0	0	1	0	0	1	3	1	0	1	0	0	0	0	8
	Unable to proceed	0	0	0	0	0	0	0	0	1	1	0	4	0	1	1	0	0	0	8
	<b>Total</b>		<b>0</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>16</b>	<b>5</b>	<b>39</b>	<b>29</b>	<b>6</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>18</b>	<b>171</b>
	Investigation	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Total</b>		<b>8</b>	<b>2</b>	<b>12</b>	<b>4</b>	<b>2</b>	<b>11</b>	<b>2</b>	<b>7</b>	<b>17</b>	<b>7</b>	<b>40</b>	<b>35</b>	<b>8</b>	<b>15</b>	<b>11</b>	<b>5</b>	<b>23</b>	<b>209</b>	

10. WATER CASES DETERMINED

Stage	Outcome Group	Blue Business Water Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Pure Utilities	Scottish Water	Water Plus Select Ltd	Wave	Total
Advice	A&G - Complaint submissions - mature	0	1	0	2	0	0	2	0	0	5
	A&G - Complaint submissions - premature	0	8	0	4	1	0	2	0	0	15
	A&G - Enquiries	1	7	0	6	0	0	5	0	0	19
	<b>Total</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>39</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	3	0	1	0	1	0	0	0	5
	Discretion – alternative action proposed	0	0	0	1	0	0	0	0	1	2
	Discretion – Alternative route used or available	0	0	0	0	0	0	1	0	0	1
	Discretion - Good complaint handling	0	4	2	3	2	0	8	3	0	22
	Discretion - Resolved - both parties satisfied with proposed outcome	0	2	0	0	0	0	0	0	0	2
	Premature	0	0	0	1	0	0	0	0	0	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	0	0	0	0	0	0	0	1
	Unable to proceed	0	0	0	0	0	0	0	1	0	1
	<b>Total</b>	<b>0</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>35</b>
Investigation	Fully upheld	0	1	0	1	0	0	0	0	0	2
	Resolved	0	1	0	0	0	0	0	1	0	2
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>
<b>Total</b>	<b>1</b>	<b>28</b>	<b>2</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>18</b>	<b>5</b>	<b>1</b>	<b>78</b>	

## 11. OTHER CASES DETERMINED

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Wellbeing Scotland	Total
Advice	A&G - Complaint submissions - mature	0	1	0	1
	A&G - Complaint submissions - premature	2	6	0	8
	A&G - Enquiries	1	19	0	20
	Organisation not in jurisdiction	22	1	0	23
	<b>Total</b>	<b>25</b>	<b>27</b>	<b>0</b>	<b>52</b>
Early Resolution	Discretion – Alternative route used or available	1	0	0	1
	Organisation not in jurisdiction	0	0	1	1
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>Total</b>		<b>26</b>	<b>27</b>	<b>1</b>	<b>54</b>