

COMPLAINTS AND ENQUIRIES DETERMINED BY SUBJECT AND OUTCOME 2023-24

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Tab 11 - Other Cases Determined

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1. CASES DETERMINED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	28	0	28
Health	1,537	6	1,543
Housing Associations	480	2	482
Joint Health and Social Care	201	1	202
Local Authority	1,381	4	1,385
Other	87	475	562
Prisons	305	1	306
Scottish Government & Devolved Administration	252	0	252
Universities	288	0	288
Water	92	0	92
Total	4,651	489	5,140

2. SCOTTISH COLLEGE CASES DETERMINED

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Course Management (including class cancellations)	Diversity and Equality (other than support for learning)	Funding / Bursaries
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	1
		A&G - Complaint submissions - premature	2	1	1	0
		A&G - Enquiries	0	0	0	0
		Total	2	1	1	1
	Early Resolution	Discretion – Alternative action proposed	0	0	0	0
		Discretion – Good complaint handling	2	1	2	0
		Premature	0	0	0	0
		Subject matter not in jurisdiction	0	0	0	0
		Time limit (s 10)	0	0	0	0
		Total	2	1	2	0
	Total		4	2	3	1
	Total		4	2	3	1

Health and Safety	Learning and Teaching	Providing Learning Support and Guidance (by curriculum staff)	Quality (including complaint handling)	Staff Conduct	Subject Unknown	Total
0	0	0	0	1	0	2
0	0	1	0	1	1	7
0	0	0	0	1	2	3
0	0	1	0	3	3	12
0	0	1	0	0	0	1
1	3	0	0	2	0	11
1	0	0	0	0	0	1
0	0	0	1	1	0	2
0	0	0	0	1	0	1
2	3	1	1	4	0	16
2	3	2	1	7	3	28
2	3	2	1	7	3	28

3. HEALTH CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	
Complaint	Advice	A&G - Complaint submissions - mature	1	0	0	2	
		A&G - Complaint submissions - premature	1	0	0	24	
		A&G - Enquiries	0	0	0	14	
		Organisation not in jurisdiction	0	0	0	0	
		Unable to proceed	0	0	0	1	
		Total	2	0	0	41	
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	2	0	1	19	
		Discretion – Alternative action proposed	1	0	0	3	
		Discretion – Alternative route used or available	0	0	0	0	
		Discretion – Good complaint handling	6	1	2	36	
		Discretion – Referred back	0	0	0	1	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	2	
		No response to contact	0	0	0	0	
		Organisation not in jurisdiction	0	0	0	0	
		Premature	0	0	0	1	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	
		Subject matter not in jurisdiction	0	0	0	0	
		Time limit (s 10)	0	0	1	2	
		Unable to proceed	2	0	0	6	
		Total	11	1	4	70	
	Investigation	Fully upheld	4	0	0	3	
		Not duly made or withdrawn	0	0	0	0	
		Not upheld	1	0	0	2	
		Outcome not achievable	0	0	0	0	
		Resolved	0	0	0	0	
		Some upheld	2	0	0	0	
		Total	7	0	0	5	
	Total		20	1	4	116	
	Enquiry	Advice	Enquiry	0	0	0	0
			Total	0	0	0	0
		Total		0	0	0	0
	Total		20	1	4	116	

*Includes prison health

Clinical treatment / diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints by NHS staff	Complaints handling	Continuing care	Failure to send ambulance / delay in sending ambulance	Hygiene / cleanliness / infection control	Lists (incl difficulty registering and removal from lists)	Nurses / nursing care	Other	Out of jurisdiction
47	12	0	1	0	0	1	2	0	1	0
124	30	1	7	1	0	0	8	3	1	0
100	19	0	2	0	0	0	7	1	1	0
0	0	0	0	0	0	0	0	0	0	1
2	0	0	0	0	0	0	0	0	0	0
273	61	1	10	1	0	1	17	4	3	1
69	23	0	1	0	0	0	4	3	0	0
18	3	0	1	0	1	0	0	0	0	0
3	6	0	1	0	0	0	1	0	0	0
344	63	0	4	1	7	0	9	16	2	0
23	5	0	0	0	0	0	2	1	0	0
13	3	0	1	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	1	0	0	0
10	1	0	0	0	1	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
2	1	0	0	0	0	0	0	0	0	0
52	8	0	0	0	0	0	0	0	0	0
44	9	0	0	0	0	0	1	0	0	0
581	122	0	8	1	9	0	18	20	2	0
57	0	0	1	0	1	1	0	9	0	0
3	0	0	0	0	0	0	0	0	0	0
34	2	0	0	0	1	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
20	3	0	0	0	0	1	0	1	0	0
116	5	0	1	0	2	2	0	10	0	0
970	188	1	19	2	11	3	35	34	5	1
3	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0
973	188	1	19	2	11	3	35	34	5	1

Policy / administration	Record keeping	Subject unknown	Total
1	1	1	70
7	4	14	225
4	4	46	198
0	0	0	1
0	0	0	3
12	9	61	497
2	2	0	126
1	0	0	28
2	1	0	14
17	1	0	509
4	0	0	36
0	1	0	20
0	0	0	1
0	0	0	2
1	0	0	14
0	0	0	1
4	0	0	7
3	2	1	69
2	0	0	64
36	7	1	891
1	0	0	77
0	0	0	3
0	0	0	40
0	0	0	1
0	0	0	1
0	0	0	27
1	0	0	149
49	16	62	1,537
0	0	3	6
0	0	3	6
0	0	3	6
49	16	65	1,543

4. JOINT HEALTH AND SOCIAL CARE CASES DETERMINED

Case Type	Stage	Outcome Group	Access to files and information	Admission / discharge / transfer procedures	Adoption / fostering	Adult support and protection / adults with incapacity	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	0	0	1	
		A&G - Complaint submissions - premature	0	0	0	1	0	2	
		A&G - Enquiries	0	0	0	0	0	1	
		Total	0	0	0	1	0	4	
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigator	0	0	0	0	1	0	2
		Discretion – Alternative action proposed	0	0	0	0	0	0	0
		Discretion – Alternative route used or available	1	0	0	0	0	0	0
		Discretion – Good complaint handling	0	3	1	7	1	4	
		Discretion – Referred back	0	0	0	0	0	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	1	0	
		Premature	0	0	0	0	0	0	
		Time limit (s 10)	0	0	0	1	1	0	
		Unable to proceed	0	0	0	0	1	1	
		Total	1	3	1	9	4	7	
	Investigation	Fully upheld	0	0	0	0	0	0	
		Not upheld	0	0	0	0	0	0	
		Some upheld	0	0	0	0	0	0	
Total		0	0	0	0	0	0		
Total	1	3	1	10	4	11			
Enquiry	Advice	Enquiry	0	0	0	0	0	0	
		Total	0	0	0	0	0	0	
	Total	0	0	0	0	0	0		
Total			1	3	1	10	4	11	

Assessments / self-directed support	Care charges for homecare and residential care	Carer's assessments	Child protection	Child services and family support	Clinical treatment / Diagnosis	Communication / staff attitude	Communication / staff attitude / dignity / confidentiality	Community Mental health services	Complaint handling	Complaints handling	Continuing care	Kinship care
0	0	0	0	3	0	0	1	0	0	0	0	1
2	0	0	1	0	10	1	0	1	1	2	0	0
0	0	0	0	2	4	0	2	0	1	2	0	0
2	0	0	1	5	14	1	3	1	2	4	0	1
1	0	0	0	0	2	3	0	1	1	0	0	0
0	0	0	0	0	3	1	0	1	0	0	1	0
0	0	0	0	0	0	0	0	0	0	0	0	0
4	8	1	1	7	17	6	2	2	1	1	2	0
0	0	0	0	0	2	0	1	0	0	0	1	0
0	0	0	0	0	2	0	0	1	0	0	0	0
0	0	0	0	1	1	0	0	0	0	0	0	0
0	0	0	0	1	2	2	0	0	0	0	0	0
1	0	0	0	2	2	1	0	2	0	0	0	0
6	8	1	1	11	31	13	3	7	2	1	4	0
1	0	1	0	0	2	0	0	1	0	0	0	1
1	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
2	0	1	0	0	2	0	0	1	0	0	0	1
10	8	2	2	16	47	14	6	9	4	5	4	2
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	0	0	0	0	0	0	0	0	0	0
10	8	2	2	16	47	14	6	9	4	5	4	2

Nurses / Nursing Care	Occupational therapy / assessment for equipment / adaptations	Other	Policy / administration	Record keeping	Sheltered housing / residential issues	Standard of care	Subject Unknown	Tendering / pre- contractual matters	Total	Total
0	0	0	2	0	0	0	1	0	9	9
0	0	0	1	0	0	0	2	0	24	24
0	1	0	0	0	0	0	2	0	15	15
0	1	0	3	0	0	0	5	0	48	48
0	1	1	2	2	1	1	0	0	19	19
1	0	0	0	0	0	0	0	0	7	7
0	0	0	1	0	0	0	0	0	2	2
0	3	0	9	0	0	4	0	1	85	85
0	1	0	0	0	0	0	0	0	5	5
0	0	0	0	0	0	0	0	0	4	4
0	0	0	0	0	0	0	0	0	2	2
0	0	0	2	0	0	1	0	0	10	10
0	0	0	0	0	0	0	0	0	10	10
1	5	1	14	2	1	6	0	1	144	144
0	0	0	0	0	0	1	0	0	7	7
0	0	0	0	0	0	0	0	0	1	1
1	0	0	0	0	0	0	0	0	1	1
1	0	0	0	0	0	1	0	0	9	9
2	6	1	17	2	1	7	5	1	201	201
0	0	0	0	0	0	0	1	0	1	1
0	0	0	0	0	0	0	1	0	1	1
0	0	0	0	0	0	0	1	0	1	1
2	6	1	17	2	1	7	6	1	202	202

5. HOUSING ASSOCIATION CASES DETERMINED

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges
Complaint	Advice	A&G - Complaint submissions - mature	0	1
		A&G - Complaint submissions - premature	1	12
		A&G - Enquiries	0	2
		Total	1	15
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	2
		Discretion – Alternative action proposed	0	0
		Discretion – Good complaint handling	2	8
		Discretion – Referred back	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0
		Organisation not in jurisdiction	0	0
		Premature	0	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0
		Subject matter not in jurisdiction	0	0
		Time limit (s 10)	0	0
		Unable to proceed	0	0
	Total	2	10	
	Investigation	Not upheld	0	1
Total		0	1	
Total		3	26	
Enquiry	Advice	Enquiry	0	0
		Total	0	0
	Total		0	0
Total			3	26

Communicatio n / staff attitude / dignity / confidentiality	Complaints handling	Estate management / open spaces / environment work	Improvements and renovation	Mould / damp	Neighbour disputes and anti-social behaviour	Other	Out of jurisdiction	Policy / administration
1	0	2	1	1	1	2	0	0
0	5	3	1	7	16	0	1	5
4	2	5	1	5	6	0	0	8
5	7	10	3	13	23	2	1	13
0	2	4	6	1	7	0	0	2
1	1	1	1	1	1	0	0	0
11	7	7	5	5	31	1	0	11
2	1	0	0	0	0	0	0	0
0	0	0	1	1	0	0	0	0
0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	2	1	0	1	0	0	0	2
0	1	1	0	0	2	0	0	0
1	0	0	0	0	1	0	0	1
16	14	14	13	9	42	1	0	16
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
21	21	24	16	22	65	3	1	29
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
21	21	24	16	22	65	3	1	30

Rent and/or service charges	Repairs and maintenance	Shared ownership	Subject unknown	Terminations of tenancy	Total
2	11	0	1	1	24
3	45	0	10	0	109
1	37	1	22	1	95
6	93	1	33	2	228
1	12	0	0	0	37
0	4	0	0	0	10
3	66	0	0	1	158
0	5	0	0	0	8
0	4	0	0	0	6
0	1	0	0	0	1
0	3	0	0	0	4
0	2	0	0	0	2
3	2	0	0	0	11
0	3	0	0	0	7
0	3	0	0	1	7
7	105	0	0	2	251
0	0	0	0	0	1
0	0	0	0	0	1
13	198	1	33	4	480
0	1	0	0	0	2
0	1	0	0	0	2
0	1	0	0	0	2
13	199	1	33	4	482

6. LOCAL AUTHORITY CASES DETERMINED

Case Type	Stage	Outcome Group	Building Control	Consumer Protection	
Complaint	Advice	A&G - Complaint submissions - mature	0	0	
		A&G - Complaint submissions - premature	2	0	
		A&G - Enquiries	0	0	
		Organisation not in jurisdiction	0	0	
		Total	2	0	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	
		Discretion – Insufficient benefit would be achieved by investigation	0	0	
		Discretion – Alternative action proposed	0	0	
		Discretion – Alternative route used or available	0	0	
		Discretion – Good complaint handling	5	0	
		Discretion – Referred back	0	0	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	
		Member of the public test not met (s 5 (6))	0	0	
		No response to contact	0	0	
		Organisation not in jurisdiction	0	0	
		Premature	0	0	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	2	0	
		Subject matter not in jurisdiction	0	0	
		Time limit (s 10)	1	0	
		Unable to proceed	1	0	
		Total	9	0	
	Investigation	Fully upheld	0	0	
		Not duly made or withdrawn	0	0	
		Not upheld	0	1	
		Resolved	0	0	
		Some upheld	0	0	
		Total	0	1	
	Total		11	1	
	Enquiry	Advice	Enquiry	0	0
			Total	0	0
		Total		0	0
	Total		11	1	

Economic Development	Education	Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land & Property	Legal & Admin	National Park Authorities	Other
0	12	6	1	0	23	0	2	0	0
0	32	27	27	0	83	4	22	0	2
0	29	16	10	0	54	2	6	0	0
0	0	0	0	0	0	0	0	0	0
0	73	49	38	0	160	6	30	0	2
0	1	0	0	0	0	0	1	0	0
1	15	19	5	1	39	4	6	2	0
0	5	4	0	0	6	0	0	0	0
0	2	0	3	0	1	0	0	0	1
0	57	42	21	0	105	6	11	1	0
0	7	7	2	0	7	0	1	0	0
0	0	3	0	0	6	0	0	0	0
0	1	0	0	0	0	1	2	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	3	0	0	0	0
0	3	1	3	0	0	0	1	0	0
0	10	0	2	0	3	1	2	1	0
0	6	2	0	0	5	1	1	0	0
0	6	1	1	0	5	0	0	0	0
1	114	79	37	1	180	13	25	4	1
0	2	0	1	0	3	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	2	0	0	0	1	0	0	0	0
0	0	0	0	0	1	0	0	0	0
0	1	0	1	0	2	0	0	0	0
0	5	0	2	0	8	0	0	0	0
1	192	128	77	1	348	19	55	4	3
0	1	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
1	193	128	77	1	348	19	55	4	3

Personnel	Planning	Recreation & Leisure	Roads & Transport	Social Work	Subject unknown or Out of Jurisdiction	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Total
0	5	0	5	6	0	0	0	0	60
0	17	3	40	26	22	0	2	0	309
0	10	1	11	20	38	2	0	2	201
0	0	0	0	0	2	0	0	0	2
0	32	4	56	52	62	2	2	2	572
0	3	0	4	0	0	0	0	0	9
0	39	4	18	10	1	0	0	0	164
0	0	0	1	1	0	0	0	0	17
0	0	0	0	1	0	0	0	0	8
1	65	3	48	47	0	1	0	0	413
0	2	5	6	1	0	0	0	0	38
0	0	0	1	2	0	0	0	0	12
0	0	1	1	0	0	0	0	0	6
0	0	0	0	1	0	0	0	0	1
0	0	0	0	1	0	0	0	0	1
0	0	0	1	1	0	0	0	0	6
0	4	0	4	0	0	0	0	0	18
5	1	2	0	0	0	0	0	0	27
0	4	0	1	8	0	0	0	0	29
0	1	0	2	5	0	0	0	0	22
6	119	15	87	78	1	1	0	0	771
0	2	0	0	5	0	0	0	0	13
0	0	0	0	0	0	0	0	0	1
0	4	0	0	4	0	0	0	0	12
0	0	0	0	2	0	0	0	0	3
0	2	0	0	3	0	0	0	0	9
0	8	0	0	14	0	0	0	0	38
6	159	19	143	144	63	3	2	2	1,381
0	0	0	1	1	1	0	0	0	4
0	0	0	1	1	1	0	0	0	4
0	0	0	1	1	1	0	0	0	4
6	159	19	144	145	64	3	2	2	1,385

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES DETERMINED

Case Type	Stage	Outcome Group	Cross-Border Public Authority			Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health
			Non-Prison					
			Agriculture / environment / fishing / rural affairs	Financial matters	Total			
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	0	0	0
		A&G - Complaint submissions - premature	0	0	0	2	0	1
		A&G - Enquiries	0	0	0	0	0	1
		Organisation not in jurisdiction	0	0	0	0	0	0
		Total	0	0	0	2	0	2
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0
		Discretion – Insufficient benefit would be achieved by investigation	1	0	1	0	1	0
		Discretion – Alternative action proposed	0	0	0	0	0	0
		Discretion – Alternative route used or available	0	0	0	0	1	0
		Discretion – Good complaint handling	0	1	1	1	1	1
		Discretion – Referred back	0	0	0	0	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0
		Organisation not in jurisdiction	0	0	0	0	0	0
		Premature	0	0	0	0	0	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0
		Subject matter not in jurisdiction	0	0	0	0	0	0
		Time limit (s 10)	0	0	0	0	0	1
		Unable to proceed	0	0	0	0	0	0
		Total	1	1	2	1	3	2
		Total	1	1	2	3	3	4

Scottish Government & Scottish Administration

Non-Prison

Courts administration	Education	Financial matters	Governance	Housing	Justice	Other	Planning	Records	Roads and transport	Subject unknown or Out of Jurisdiction	Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism
5	1	3	0	0	2	0	0	0	0	0	11	0	0
9	0	15	0	1	4	1	0	0	1	7	41	0	0
5	0	8	0	0	1	0	0	0	0	5	20	1	0
1	0	0	0	0	0	0	0	0	0	3	4	0	0
20	1	26	0	1	7	1	0	0	1	15	76	1	0
0	0	0	0	0	0	0	0	0	0	0	0	0	1
1	0	7	0	0	1	0	1	0	1	0	12	2	1
0	0	3	0	0	0	0	0	1	0	0	4	0	0
0	0	3	0	1	0	0	0	0	0	0	5	0	0
5	0	27	1	0	3	1	1	1	0	0	42	1	3
1	0	2	0	0	0	0	0	0	0	0	3	0	0
0	0	1	0	0	0	0	0	0	0	0	1	0	0
0	0	0	0	0	1	0	0	0	0	0	1	0	0
0	0	1	0	0	0	0	0	0	0	2	3	0	0
1	0	1	0	0	0	0	0	0	0	0	2	0	0
13	0	1	0	0	11	0	0	0	0	0	25	0	0
1	0	1	0	0	0	0	1	1	0	0	5	0	0
0	0	3	0	0	0	0	0	0	0	0	3	0	0
22	0	50	1	1	16	1	3	3	1	2	106	3	5
42	1	76	1	2	23	2	3	3	2	17	182	4	5
42	1	76	1	2	23	2	3	3	2	17	182	4	5

**Scottish Public Authority
Non-Prison**

Care and health	Commissioners and Ombudsmen	Courts administration	Education	Enterprise bodies	Financial matters	Governance	Housing	Justice	Other	Subject unknown or Out of Jurisdiction	Total	Grand Total
0	1	0	0	0	0	1	0	1	0	0	3	14
1	2	1	0	1	0	0	0	1	1	2	9	50
3	2	0	0	0	0	0	0	0	0	2	8	28
1	0	0	0	0	0	0	0	0	1	1	3	7
5	5	1	0	1	0	1	0	2	2	5	23	99
0	1	0	0	0	1	0	0	0	0	0	3	3
0	2	0	1	0	0	0	1	1	0	0	8	21
1	0	0	0	0	0	0	0	0	0	0	1	5
0	0	1	0	0	0	0	0	0	0	0	1	6
6	6	9	1	0	1	0	0	1	0	0	28	71
0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	1	0	0	1	26
0	2	0	0	1	0	0	0	0	0	0	3	8
0	0	0	0	0	0	0	0	0	0	0	0	3
7	11	10	2	1	2	0	1	3	0	0	45	153
12	16	11	2	2	2	1	1	5	2	5	68	252
12	16	11	2	2	2	1	1	5	2	5	68	252

8. SCOTTISH PRISON SERVICE CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / transfers / discharge	Communication and records
Complaint	Advice	A&G - Complaint submissions - mature	0	2
		A&G - Complaint submissions - premature	5	7
		A&G - Enquiries	2	2
		Unable to proceed	1	0
		Total	8	11
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	1	6
		Discretion – Alternative action proposed	1	1
		Discretion – Alternative route used or available	0	2
		Discretion – Good complaint handling	2	16
		Discretion – Referred back	3	2
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0
		Premature	1	2
		Subject matter not in jurisdiction	0	0
		Unable to proceed	2	0
	Total	10	29	
Total		18	40	
Enquiry	Advice	Enquiry	0	0
		Total	0	0
	Total		0	0
Total		18	40	

Total
7
47
91
1
146
41
5
2
81
13
4
7
1
5
159
305
1
1
1
306

9. SCOTTISH UNIVERSITY CASES DETERMINED

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation
Complaint	Advice	A&G - Complaint submissions - mature	13	0
		A&G - Complaint submissions - premature	15	0
		A&G - Enquiries	4	1
		Total	32	1
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	33	0
		Discretion – Alternative route used or available	0	0
		Discretion – Good complaint handling	69	2
		Discretion – Referred back	1	0
		Discretion – Resolved - both parties satisfied with proposed outcome	1	0
		Premature	1	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0
		Subject matter not in jurisdiction	5	0
		Time limit (s 10)	2	1
		Unable to proceed	4	0
		Total	116	3
	Investigation	Fully upheld	0	0
		Some upheld	0	0
		Total	0	0
	Total		148	4
	Total		148	4

Admissions	Communication / staff attitude / dignity / confidentiality	Complaints handling	Facilities	Grants / allowances / bursaries	Out Of Jurisdiction	Personnel matters	Plagiarism and intellectual property	Policy / administration
1	0	0	0	0	0	1	1	1
4	1	4	1	2	1	2	1	3
0	2	0	0	0	0	0	0	2
5	3	4	1	2	1	3	2	6
2	0	2	0	1	0	0	1	6
0	0	1	0	0	0	0	0	0
5	9	7	0	2	0	1	4	13
0	1	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	0	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	0	2	0	0	0	2
0	1	1	0	0	0	0	0	0
7	12	12	0	5	0	1	5	23
0	0	1	0	0	0	0	0	0
0	0	1	0	0	0	0	0	1
0	0	2	0	0	0	0	0	1
12	15	18	1	7	1	4	7	30
12	15	18	1	7	1	4	7	30

Special needs assessment and provision	Student discipline	Subject Unknown	Teaching and supervision	Welfare	Total
0	1	2	1	0	21
0	1	1	1	0	37
1	0	2	1	0	13
1	2	5	3	0	71
0	1	0	7	1	54
0	0	0	0	0	1
3	2	0	6	1	124
0	1	0	1	0	4
1	0	0	0	0	2
0	0	0	0	0	2
0	0	0	0	0	2
0	0	0	1	0	7
0	1	0	1	0	9
1	1	0	0	0	8
5	6	0	16	2	213
1	0	0	0	0	2
0	0	0	0	0	2
1	0	0	0	0	4
7	8	5	19	2	288
7	8	5	19	2	288

10. WATER CASES DETERMINED

Case Type	Stage	Outcome Group	Billing and charging	Customer service
Complaint	Advice	A&G - Complaint submissions - mature	4	1
		A&G - Complaint submissions - premature	31	2
		A&G - Enquiries	8	0
		Total	43	3
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	7	0
		Discretion – Alternative action proposed	2	0
		Discretion – Alternative route used or available	0	0
		Discretion – Good complaint handling	8	2
		Discretion – Referred back	2	0
		Discretion – Resolved - both parties satisfied with proposed outcome	2	0
		Unable to proceed	4	0
	Total	25	2	
	Total		68	5
	Total		68	5

Environmental Concerns	New Connections	Subject unknown or Out of Jurisdiction	Waste Water	Water Supply	Total
0	0	0	0	0	5
1	0	2	2	3	41
1	0	1	1	0	11
2	0	3	3	3	57
0	0	0	0	1	8
1	0	0	0	0	3
0	0	0	0	3	3
0	1	0	1	1	13
0	0	0	0	0	2
0	0	0	0	0	2
0	0	0	0	0	4
1	1	0	1	5	35
3	1	3	4	8	92
3	1	3	4	8	92

11. OTHER CASES DETERMINED

Case Type	Stage	Outcome Group	General Enquiry		Subject Unknown or Out of	
			From Member of the Public	From MSP	Out of Jurisdiction	Subject Unknown
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	2
		A&G - Complaint submissions - premature	0	0	5	25
		A&G - Enquiries	0	0	0	32
		Organisation not in jurisdiction	0	0	17	1
		Unable to proceed	0	0	0	1
		Total	0	0	22	61
	Early Resolution	Organisation not in jurisdiction	0	0	3	1
		Total	0	0	3	1
	Total			0	0	25
Enquiry	Advice	Enquiry	1	1	278	195
		Total	1	1	278	195
	Total	1	1	278	195	
Total			1	1	303	257

Total
2
30
32
18
1
83
4
4
87
475
475
475
562

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

Case Type	Stage	Outcome Group	Housing Associations	Local Authority
Complaint	Advice	A&G - Complaint submissions - mature	24	23
		A&G - Complaint submissions - premature	109	83
		A&G - Enquiries	95	54
		Total	228	160
	Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	37	39
		Discretion – Alternative action proposed	10	6
		Discretion – Alternative route used or available	0	1
		Discretion – Good complaint handling	158	105
		Discretion – Referred back	8	7
		Discretion – Resolved - both parties satisfied with proposed outcome	6	6
		Organisation not in jurisdiction	1	0
		Premature	4	3
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	2	0
		Subject matter not in jurisdiction	11	3
		Time limit (s 10)	7	5
		Unable to proceed	7	5
		Total	251	180
	Investigation	Fully upheld	0	3
		Not duly made or withdrawn	0	1
		Not upheld	1	1
		Resolved	0	1
		Some upheld	0	2
		Total	1	8
Total		480	348	
Enquiry	Advice	Enquiry	2	0
		Total	2	0
	Total		2	0
Total		482	348	

*Complaints only

Total
47
192
149
388
76
16
1
263
15
12
1
7
2
14
12
12
431
3
1
2
1
2
9
828
2
2
2
830