

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Tab 1 - Determined by Sector
Tab 2 - Scottish College Cases Determined
Tab 3 - Health Cases Determined
Tab 4 - Joint Health and Social Care Cases Determined
Tab 5 - Housing Association Cases Determined
Tab 6 - Local Authority Cases Determined
Tab 7a. SG&DA - Scottish Government & Scottish Administration Cases Determined
Tab 7b. SG&DA - Scottish Public Authority Cases Determined
Tab 7c. SG&DA - Cross-Border Public Authority Cases Determined
Tab 8 - Scottish Prison Cases Determined
Tab 9 - Scottish University Cases Determined
Tab 10 - Water Cases Determined
Tab 11 - Other Cases Determined



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Tab 5 - Housing Association **Cases Determined**

Tab 6 - Local Authority Cases Determined

**Tab 7a. SG&DA - Scottish Government & Scottish
Administration Cases Determined**

**Tab 7b. SG&DA - Scottish Public Authority Cases
Determined**

**Tab 7c. SG&DA - Cross-Border Public Authority Cases
Determined**

Tab 8 - Scottish Prison Cases Determined

Tab 9 - Scottish University Cases Determined

Tab 10 - Water Cases Determined

Tab 11 - Other Cases Determined

Authority Sector	Complaint	Enquiry	Total
Colleges	27	0	27
Health	1,739	2	1,741
Housing Associations	505	0	505
Joint Health and Social Care	276	1	277
Local Authority	1,641	4	1,645
Other	67	489	556
Prisons	303	1	304
Scottish Government and Devolved Administration	263	0	263
Universities	283	0	283
Water	104	0	104
Total	5,208	497	5,705

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Stage	Outcome Group	Ayrshire College	Borders College	City Of Glasgow College	Edinburgh College
Advice	A&G - Complaint submissions - mature	0	0	1	0
	A&G - Complaint submissions - premature	0	0	0	0
	A&G - Enquiries	0	0	2	0
	Total	0	0	3	0
Early Resolution	Discretion – Alternative action proposed	0	0	0	0
	Discretion – Good complaint handling	1	1	0	1
	Discretion – Insufficient benefit would be achieved by investigation	1	0	1	0
	Discretion – Referred back	0	0	0	0
	Subject matter not in jurisdiction	0	0	0	1
	Time limit (s 10)	1	0	0	0
	Total	3	1	1	2
Total		3	1	4	2

Fife College	Forth Valley College of Further and Higher Education	Moray College UHI	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	West Lothian College
0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	1	0	0
0	1	0	1	1	0	0	0	0
1	1	0	1	2	0	1	0	0
0	0	0	1	0	0	0	0	0
0	1	0	0	0	0	2	0	1
1	0	0	1	0	0	0	1	0
0	0	1	0	0	1	0	0	0
0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
1	2	1	2	0	1	2	1	1
2	3	1	3	2	1	3	1	1

Total	
	1
	3
	5
	9
	1
	7
	5
	2
	2
	1
	18
	27

		Dentists and Dental Practices	GP and GP Practices			
Stage	Outcome Group	Dentists and Dental Practices	GP and GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board
Advice	A&G - Complaint submissions - mature	3	21	1	1	4
	A&G - Complaint submissions - premature	12	42	3	7	0
	A&G - Enquiries	10	105	24	23	6
	Organisation not in jurisdiction	0	1	0	0	0
	Total	25	169	28	31	10
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0
	Discretion – Alternative action proposed	2	5	0	4	1
	Discretion – Alternative route used or available	0	3	0	1	0
	Discretion – Good complaint handling	18	132	0	20	13
	Discretion – Insufficient benefit would be achieved by investigation	4	16	0	6	2
	Discretion – Referred back	4	4	0	6	2
	Discretion – Resolved - both parties satisfied with proposed outcome	2	4	0	0	0
	Member of the public test not met (s 5 (6))	0	0	0	0	0
	Organisation not in jurisdiction	0	0	0	0	0
	Premature	0	0	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0
	Subject matter not in jurisdiction	0	0	0	0	0
	Time limit (s 10)	4	18	0	7	0
	Unable to proceed	2	15	0	6	0
	Total	36	197	0	50	18
Investigation	Fully upheld	3	14	0	1	3
	Not duly made or withdrawn	1	1	0	0	0
	Not upheld	0	1	0	0	1
	Resolved	1	0	0	0	0
	Some upheld	1	3	0	0	0
Total		67	385	28	82	32

Health Board									
Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Patient Experience Team	Orkney NHS Board
0	3	3	7	17	7	2	11	1	0
5	3	5	7	16	3	7	14	5	0
6	6	9	14	21	14	18	15	16	0
0	1	0	1	0	0	0	0	1	0
11	13	17	29	54	24	27	40	23	0
0	0	0	0	1	0	0	1	1	1
0	3	3	2	8	0	0	4	1	0
0	0	0	0	3	2	0	1	0	0
21	17	39	20	111	30	50	70	10	2
4	1	7	8	18	10	6	21	1	0
4	1	4	2	2	5	2	5	1	0
0	1	0	3	1	1	2	4	0	0
0	0	0	0	0	0	1	0	0	0
0	0	0	1	0	0	0	0	0	0
0	0	0	0	6	0	1	3	0	0
0	0	1	0	0	0	0	0	0	0
0	1	0	0	0	2	0	2	0	0
2	3	1	6	18	5	13	15	0	1
3	5	4	1	13	6	7	5	2	0
34	32	59	43	181	61	82	131	16	4
3	5	4	5	15	3	8	8	0	0
0	0	0	0	0	0	0	0	0	0
0	0	4	0	4	3	4	1	0	0
0	0	0	0	0	0	0	0	0	0
0	1	3	1	7	1	8	4	1	1
3	6	11	6	26	7	20	13	1	1
48	51	87	78	261	92	129	184	40	5

			Other Health Authority	Pharmacists and Pharmacy Services	Special Health Board				
Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	NHS Blood & Transplant Service	Pharmacists and Pharmacy Services	Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS Education for Scotland	NHS Health Scotland
0	5	0	0	0	0	0	0	0	0
0	4	0	0	3	0	0	0	0	0
0	27	1	0	2	1	1	0	0	0
0	0	0	0	0	0	0	0	0	0
0	36	1	0	5	1	1	0	0	0
0	0	0	0	0	0	0	0	0	0
0	4	1	0	0	1	0	0	0	0
0	1	0	0	0	0	0	0	0	0
1	31	3	1	1	2	0	2	0	1
1	4	0	0	1	0	0	0	0	0
0	3	0	0	0	0	0	0	0	0
0	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	1	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	1	0
0	5	0	0	0	1	0	0	1	0
0	5	0	0	0	0	0	0	0	0
2	56	4	1	3	4	0	2	2	1
0	6	1	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0
0	2	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	5	1	0	0	0	0	0	0	0
0	14	2	0	0	0	0	0	0	0
2	106	7	1	8	5	1	2	2	1

NHS National Services Scotland	Scottish Ambulance Service	Total
0	1	87
1	2	139
0	9	328
0	0	4
1	12	558
0	0	4
0	1	40
0	0	11
1	16	612
0	1	111
0	1	46
0	1	21
0	0	1
0	0	1
0	1	12
0	0	1
0	0	7
0	0	100
0	0	74
1	21	1,041
0	0	79
0	0	3
0	0	20
0	0	1
0	0	37
0	0	140
2	33	1,739

Stage	Outcome Group	Aberdeen City Health and Social Care Partnership	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership
Advice	A&G - Complaint submissions - mature	0	3	1
	A&G - Complaint submissions - premature	1	0	1
	A&G - Enquiries	0	0	0
	Total	1	3	2
Early Resolution	Cause and impact test not met (s 5 (3))	0	2	0
	Discretion – Alternative action proposed	1	0	0
	Discretion – Alternative route used or available	0	1	0
	Discretion – Good complaint handling	2	3	2
	Discretion – Insufficient benefit would be achieved by investigation	0	3	2
	Discretion – Referred back	1	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	1	0	0
	Premature	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	0
	Unable to proceed	0	0	0
	Total	5	9	4
Investigation	Fully upheld	0	0	0
	Not duly made or withdrawn	1	0	0
	Not upheld	0	0	0
	Resolved	0	0	0
	Some upheld	0	1	0
	Total	1	1	0
Total		7	13	6

Argyll and Bute Health and Social Care Partnership	Clackmannanshire and Stirling Health and Social Care Partnership	Dumfries and Galloway Health and Social Care Partnership	Dundee Health and Social Care Partnership	East Ayrshire Health and Social Care Partnership	East Dunbartonshire Health and Social Care Partnership	East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership
0	0	0	0	1	1	0	2
1	0	0	1	0	2	1	1
0	0	0	0	0	0	1	0
1	0	0	1	1	3	2	3
0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0
1	0	0	0	0	0	1	0
9	1	1	3	4	3	8	3
0	0	0	0	0	0	1	1
1	1	0	0	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	0	0	0	0	0	0
1	0	0	0	0	0	1	0
0	0	0	0	1	0	0	1
13	2	1	3	5	3	12	6
1	0	0	0	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	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1
1	0	0	0	1	0	0	1
15	2	1	4	7	6	14	10

Edinburgh Health and Social Care Partnership	Falkirk Health and Social Care Partnership	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Inverclyde Health and Social Care Partnership	Midlothian Health and Social Care Partnership	Moray Health and Social Care Partnership	North Ayrshire Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership
1	1	0	5	0	0	1	1	0
1	0	0	17	0	0	0	1	1
0	0	0	17	0	0	0	0	0
2	1	0	39	0	0	1	2	1
0	0	0	0	0	0	0	0	1
0	0	0	1	0	1	0	0	0
0	0	0	1	0	0	0	0	0
13	1	4	33	1	3	3	4	5
2	0	1	2	1	0	0	1	1
0	0	0	1	0	0	0	0	0
1	0	0	0	0	0	0	0	0
0	0	0	3	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0
2	0	1	5	0	0	0	0	0
2	0	0	4	0	0	0	1	1
20	1	6	50	3	4	3	6	8
1	0	0	3	0	0	0	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	0	0	0	0	0
1	0	0	4	0	0	0	1	0
23	2	6	93	3	4	4	9	9

South Ayrshire Council Health and Social Care Partnership	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	West Lothian Health and Social Care Partnership	Total
0	1	1	0	0	19
0	0	0	1	0	29
0	0	0	0	0	18
0	1	1	1	0	66
0	0	0	0	0	3
0	0	0	1	0	5
0	0	0	0	0	4
1	6	6	6	0	125
0	0	2	1	1	19
0	0	0	3	1	9
0	0	0	1	0	4
0	0	0	0	0	3
0	0	1	0	0	1
0	1	0	0	0	2
0	0	1	0	0	11
0	1	1	0	0	12
1	8	11	12	2	198
0	0	0	0	0	7
0	0	0	0	0	1
0	0	0	0	0	1
0	0	0	0	1	1
0	0	0	0	0	2
0	0	0	0	1	12
1	9	12	13	3	276

Stage	Outcome Group	A Housing Association Unknown	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Ayrshire Housing	Barrhead Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blochairn Housing Ltd	Cairn Housing Association Ltd	Caledonia Housing Association
Advice	A&G - Complaint submissions - mature	1	1	1	0	1	0	0	0	0	1	0	0	0	0	2
	A&G - Complaint submissions - premature	1	0	1	2	0	0	0	0	1	1	1	1	1	0	2
	A&G - Enquiries	12	1	1	1	0	0	0	2	0	1	0	3	0	0	2
	Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	14	2	3	3	1	0	0	2	1	3	1	4	1	0	7
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discretion – Alternative action proposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discretion – Alternative route used or available	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discretion – Good complaint handling	0	2	4	1	2	1	0	2	0	3	1	2	1	1	2
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
	Discretion – Referred back	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Subject matter not in jurisdiction	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
	Time limit (s 10)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Unable to proceed	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	Total	0	2	5	1	2	1	1	3	0	4	1	3	1	3	2
	Fully upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total		14	4	9	4	3	1	1	5	1	7	2	7	2	3	9

Calvary Housing Association Ltd	Cassiltoun Housing Association Ltd	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cernach Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydesdale Housing Association	Craigdale Housing Association Ltd	Cunninghame Housing Association Ltd	Dunbritton Housing Association Ltd	East Lothian Housing Association Ltd	Eildon Housing Association Ltd	Elderpark Housing Association Ltd	Fife Housing Group	Fyne Homes	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd
1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0
0	0	0	0	0	0	1	1	0	0	0	0	3	0	0	0	2	0	0	1	0
0	0	0	0	0	0	0	1	0	1	1	0	1	0	0	0	0	0	1	1	3
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
1	0	0	0	0	0	1	2	0	1	1	0	4	0	1	0	2	1	3	2	3
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	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
1	1	2	3	0	0	1	2	1	1	1	1	1	1	1	1	2	1	0	3	7
0	0	1	0	3	0	0	0	0	0	1	0	1	0	0	0	0	1	0	1	0
0	0	0	0	0	0	0	0	0	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	0	0	0	0	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	0	0	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	0	0	0	0	0	0	0	0	0	1	0	0	0
1	1	4	4	3	0	2	2	2	1	1	2	1	2	1	1	3	4	0	5	8
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	0	0	0
2	1	4	4	3	1	4	2	2	2	3	1	6	1	2	1	5	5	3	7	11

Hanover (Scotland) Housing Association Ltd	Harbour Homes	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Home in Scotland	Horizon Housing Association Ltd	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd
0	0	1	0	0	2	0	0	1	1	0	0	3	0	0	1	0	1	2	1	0
1	0	0	2	0	1	0	0	0	0	0	1	4	1	0	0	0	0	2	0	0
0	0	0	0	1	3	0	1	5	1	0	0	2	2	0	3	0	3	0	2	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	1	2	1	6	0	1	6	2	0	1	9	3	0	4	0	4	4	3	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	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
4	1	0	3	0	3	1	0	4	0	1	2	7	0	1	3	2	1	0	1	1
0	0	0	1	1	1	0	0	0	1	0	0	2	0	0	2	0	1	3	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	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	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	0	0
1	0	1	0	0	0	0	0	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	0	0	0	0
0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0
5	1	1	4	1	4	1	0	6	1	1	3	10	0	2	5	2	2	3	2	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	1	2	6	2	10	1	1	12	3	1	4	19	3	2	9	2	6	7	5	1

Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Orkney Housing Association Ltd	Osprey Housing	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Partick Housing Association Ltd	Places for People Scotland	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Riverside Scotland	Rural Stirling Housing Association Ltd	Rutherglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd
0	0	0	0	0	0	0	0	0	0	4	1	0	0	0	0	0	3	1	0	1
1	0	1	0	0	0	0	0	0	0	3	0	1	1	0	1	1	4	0	2	0
0	0	0	0	1	0	1	1	0	1	5	4	0	3	2	0	0	1	0	3	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	1	0	1	0	1	1	0	1	12	5	1	4	2	1	1	8	1	5	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	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	1	4	2	0	2	0	0	1	1	4	2	0	4	1	2	0	10	1	1	0
0	0	1	0	0	0	0	0	0	0	2	0	0	2	1	0	0	3	0	1	0
0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	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	0	0	1	0	0	0
0	1	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	0	0	0	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	1	0	0	0	1	2
0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	1	0
0	2	6	2	0	2	0	0	1	1	12	2	0	9	2	4	0	17	1	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	0	0	0
1	2	7	2	1	2	1	1	1	2	24	7	1	13	4	5	1	25	2	9	4

Shire Housing Association Ltd	Southside Housing Association	Thenue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wheatley Homes East	Wheatley Homes Glasgow	Wheatley Homes South	Wheatley Housing Group Ltd	Williamsburgh Housing Association Ltd	Yorkhill Housing Association Ltd	Total
1	1	0	1	0	0	0	0	0	0	1	0	3	6	1	0	0	1	49
0	0	1	0	0	0	0	0	0	1	2	0	2	11	2	2	0	0	67
0	1	0	1	1	3	0	1	0	0	1	0	4	12	3	6	1	0	113
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
1	2	1	2	1	3	0	1	0	1	4	0	9	29	6	8	1	1	231
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	6
1	2	1	2	1	3	0	1	0	1	4	0	9	29	6	8	1	1	231
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	2	1	2	0	1	0	0	1	2	0	1	4	15	2	11	0	0	166
0	0	0	0	0	0	1	0	0	0	0	0	1	2	0	6	0	2	44
0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	11
0	1	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	4
0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	11
0	1	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	10
0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	10
0	4	2	3	0	2	1	0	1	2	0	1	8	27	3	19	0	2	273

Stage	Outcome Group	A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council
Advice	A&G - Complaint submissions - mature	1	3	2	3	1
	A&G - Complaint submissions - premature	8	12	3	6	3
	A&G - Enquiries	48	9	9	1	4
	Unable to proceed	0	0	0	0	0
	Total	57	24	14	10	8
Early Resolution	Cause and impact test not met (s 5 (3))	0	1	1	0	0
	Discretion – Alternative action proposed	0	0	1	0	0
	Discretion – Alternative route used or available	0	0	2	0	1
	Discretion – Good complaint handling	0	20	19	7	11
	Discretion – Insufficient benefit would be achieved by investigation	0	5	10	4	3
	Discretion – Referred back	0	1	1	2	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	1
	Member of the public test not met (s 5 (6))	0	0	0	0	1
	Premature	0	2	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	3	1	0	1
	Subject matter not in jurisdiction	0	1	3	0	1
	Time limit (s 10)	0	2	1	1	0
	Unable to proceed	0	1	0	0	0
	Total	0	36	39	14	19
Investigation	Fully upheld	0	2	0	0	0
	Not duly made or withdrawn	0	0	0	0	0
	Not upheld	0	1	0	0	0
	Some upheld	0	1	1	0	0
	Total	0	4	1	0	0
Total		57	64	54	24	27

Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council
1	0	4	3	0	0	1	2	5	3	4
5	0	3	1	2	2	6	1	7	7	20
4	2	5	11	8	5	7	2	11	15	22
0	0	0	0	0	0	0	0	0	0	0
10	2	12	15	10	7	14	5	23	25	46
0	0	4	1	0	0	0	0	1	1	2
0	0	0	1	1	1	1	0	1	2	0
0	0	1	0	0	0	0	0	0	0	1
1	1	15	9	12	10	8	9	30	39	23
3	0	6	2	3	9	3	5	6	13	8
1	0	0	0	0	1	3	0	0	5	5
0	0	1	0	0	0	0	0	0	4	0
0	0	0	1	0	0	0	0	0	2	0
1	0	1	0	1	0	1	0	1	0	0
0	0	1	2	2	0	0	1	1	0	2
0	0	1	0	0	1	1	0	2	3	1
1	0	1	1	0	1	2	1	1	3	3
0	1	1	0	0	0	0	0	2	4	3
7	2	32	17	19	23	19	16	45	76	48
0	0	0	0	0	1	0	0	2	0	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	0	0	0	0	0	0	1	0
0	0	0	0	0	1	0	0	2	1	1
17	4	44	32	29	31	33	21	70	102	95

Council										
Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council
1	4	5	7	0	5	4	1	0	0	4
1	3	2	9	0	7	7	3	0	0	7
2	8	3	19	1	6	11	3	2	0	18
0	0	0	0	0	0	0	0	1	0	0
4	15	10	35	1	18	22	7	3	0	29
0	1	0	3	2	0	0	0	1	0	2
0	1	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	1	1	0	0	1
6	17	14	37	2	17	17	8	4	13	38
2	6	5	11	1	6	5	5	0	2	9
0	2	3	1	0	0	4	2	0	1	1
0	0	0	1	0	1	1	0	0	1	0
0	0	0	0	0	0	1	0	0	2	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	0	0	0	0	0	0	1	1
0	1	1	3	0	0	0	0	0	0	7
1	1	0	2	1	2	0	1	0	1	2
9	29	23	59	6	26	29	17	5	21	62
0	0	0	0	0	0	1	1	0	0	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	0	0	0	0	0	0	1	0
0	0	0	0	0	0	1	1	0	1	1
13	44	33	94	7	44	52	25	8	22	92

						Fire / Police / Safety Authority	National Park Authority			
Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Cairngorms National Park Authority	Loch Lomond and The Trossachs National Park Authority	Aberdeen Sports Village	ANGUS Alive
3	9	6	1	4	10	1	0	0	0	0
3	23	15	3	5	12	0	0	0	0	0
9	49	13	5	7	18	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
15	81	34	9	16	40	1	0	0	0	0
1	2	3	0	0	0	0	0	0	0	0
0	3	2	0	1	1	0	0	0	0	0
0	2	0	0	0	1	0	0	0	0	0
11	61	36	7	12	30	2	0	2	1	1
3	20	11	4	3	7	0	0	0	1	0
1	3	3	1	0	1	0	0	0	0	0
0	1	1	0	1	0	0	0	0	0	0
1	0	0	0	0	1	0	0	0	0	0
0	2	1	0	0	0	0	0	0	0	0
0	7	1	1	0	0	0	1	0	0	0
0	3	5	3	0	0	0	0	0	0	0
1	4	3	1	0	3	0	0	0	0	0
1	3	0	0	2	1	0	0	0	0	0
19	111	66	17	19	45	2	1	2	2	1
0	2	0	0	0	2	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	0	0
0	2	0	0	0	0	0	0	0	0	0
1	5	0	0	0	2	0	0	0	0	0
35	197	100	26	35	87	3	1	2	2	1

Other Local Authority						Valuation Joint Board				
Fife Sports and Leisure Trust	Glasgow Life	Live Borders	South Lanarkshire Leisure and Culture	Sport Aberdeen	Strathclyde Partnership for Transport	Ayrshire Valuation Joint Board	Dunbartonshire and Argyll and Bute Valuation Joint Board	Grampian Valuation Joint Board	Lothian Valuation Joint Board	Total
0	0	0	0	0	0	0	0	0	0	98
0	0	0	0	0	0	0	0	0	0	186
0	0	0	0	0	0	0	1	0	0	338
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	1	0	0	623
0	0	0	0	0	0	0	0	0	0	26
0	0	0	0	0	0	0	0	0	0	17
0	0	0	0	0	0	0	0	0	0	11
0	1	0	1	1	1	0	0	0	0	554
0	0	0	0	0	2	0	0	0	1	184
1	0	1	0	0	0	0	0	0	0	44
0	0	0	0	0	0	0	0	0	0	13
0	0	0	0	0	0	0	0	0	0	9
0	0	0	0	0	0	0	0	0	0	10
0	0	0	0	0	0	1	0	1	2	29
0	0	0	0	0	0	0	0	0	0	27
0	0	0	0	0	0	0	0	0	0	42
0	0	0	0	0	0	0	0	0	0	30
1	1	1	1	1	3	1	0	1	3	996
0	0	0	0	0	0	0	0	0	0	13
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	22
1	1	1	1	1	3	1	1	1	3	1,641

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Stage	Outcome Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland
Advice	A&G - Complaint submissions - mature	2	0	1
	A&G - Complaint submissions - premature	6	0	0
	A&G - Enquiries	5	0	0
	Total	13	0	1
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0
	Discretion – Alternative action proposed	0	1	0
	Discretion – Alternative route used or available	1	0	0
	Discretion – Good complaint handling	3	0	1
	Discretion – Insufficient benefit would be achieved by investigation	2	1	0
	Discretion – Referred back	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0
	Premature	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0
	Subject matter not in jurisdiction	14	0	1
	Time limit (s 10)	2	0	0
	Unable to proceed	0	0	0
	Total	22	2	2
Total		35	2	3

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 D- G Learning & Justice	Scottish Government D- G Planning and Environmental Appeals	Scottish Government - Rural Payments and Inspections
1	0	0	4	1	2	0	1	0
0	0	0	5	0	6	1	0	0
0	0	0	6	0	1	0	1	0
1	0	0	15	1	9	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	0	0	0	0	0
1	1	0	10	1	7	0	1	0
1	1	1	2	0	0	0	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	1	0	0	0
0	1	0	1	0	0	0	0	1
0	0	1	3	0	0	0	0	0
0	0	0	0	1	1	0	0	0
0	0	0	0	0	0	0	0	0
2	3	2	16	2	9	0	2	1
3	3	2	31	3	18	1	4	1

Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	The Accountant of Court	Transport Scotland	Total
1	3	1	0	0	0	17
1	7	1	1	0	2	30
0	13	1	0	0	0	27
2	23	3	1	0	2	74
0	0	0	0	0	1	1
0	3	1	0	0	0	5
2	0	0	0	0	0	3
0	15	8	0	0	1	49
0	2	0	0	0	1	12
0	5	0	0	0	0	5
0	1	1	0	0	0	2
0	0	1	0	0	0	2
0	4	1	0	0	0	8
0	1	0	0	1	0	21
0	0	1	1	0	0	6
0	1	0	0	0	0	1
2	32	13	1	1	3	115
4	55	16	2	1	5	189

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Stage	Outcome Group	Architecture+Design Scotland	Care Inspectorate	Commissioner for Ethical Standards in Public Life in Scotland
Advice	A&G - Complaint submissions - mature	0	0	0
	A&G - Complaint submissions - premature	0	0	1
	A&G - Enquiries	1	3	0
	Total	1	3	1
Early Resolution	Cause and impact test not met (s 5 (3))	0	1	0
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	0	8	0
	Discretion – Insufficient benefit would be achieved by investigation	0	1	0
	Discretion – Referred back	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	1	0
	Member of the public test not met (s 5 (6))	0	0	0
	Organisation not in jurisdiction	0	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	1	0
	Total	0	12	0
Total		1	15	1

Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Lands Tribunal for Scotland	Mental Welfare Commission for Scotland	NatureScot	Office of the Scottish Charity Regulator	Pensions Appeal Tribunal for Scotland	Police Investigations & Review Commissioner
0	0	0	0	0	0	0	0	1
0	0	2	0	0	0	0	0	0
0	0	0	1	0	1	1	0	2
0	0	2	1	0	1	1	0	3
0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0
1	0	0	0	0	1	5	0	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	0
0	1	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
0	1	0	0	0	0	0	0	0
1	2	1	0	1	1	6	1	0
1	2	3	1	1	2	7	1	3

Redress Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Funding Council	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council
0	0	0	0	0	0	0	1	0
0	1	1	0	0	1	0	1	1
1	0	1	0	0	1	0	0	1
1	1	2	0	0	2	0	2	2
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	1	2	0	1	1	2	2
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	0	0
0	0	0	0	1	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	0	0	0	0	0
0	0	2	2	1	1	1	4	2
1	1	4	2	1	3	1	6	4

sportscotland	The Independent Living Fund Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	The Water Industry Commission for Scotland	Total
0	0	0	0	0	2
0	0	0	1	0	9
0	0	0	0	0	13
0	0	0	1	0	24
0	0	0	0	0	1
0	0	0	0	0	1
1	0	1	2	0	28
0	1	0	0	1	5
0	0	0	0	0	2
0	0	0	0	0	1
0	0	0	0	0	2
0	0	0	0	0	1
1	0	0	0	0	2
0	0	0	0	0	2
2	1	1	2	1	45
2	1	1	3	1	69

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT

Stage	Outcome Group	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Total
Advice	A&G - Complaint submissions - premature	1	0	1
	A&G - Enquiries	1	0	1
	Total	2	0	2
Early Resolution	Discretion - Good complaint handling	0	3	3
	Total	0	3	3
Total		2	3	5

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Stage	Outcome Group	Scottish Prison Service	Total
Advice	A&G - Complaint submissions - mature	7	7
	A&G - Complaint submissions - premature	46	46
	A&G - Enquiries	103	103
	Total	156	156
Early Resolution	Cause and impact test not met (s 5 (3))	2	2
	Discretion – Alternative action proposed	3	3
	Discretion – Alternative route used or available	1	1
	Discretion – Good complaint handling	76	76
	Discretion – Insufficient benefit would be achieved by investigation	35	35
	Discretion – Referred back	11	11
	Discretion – Resolved - both parties satisfied with proposed outcome	3	3
	Premature	6	6
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	1
	Time limit (s 10)	1	1
	Unable to proceed	7	7
	Total	146	146
Investigation	Fully upheld	1	1
	Total	1	1
Total		303	303

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Stage	Outcome Group	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University
Advice	A&G - Complaint submissions - mature	0	3	0
	A&G - Complaint submissions - premature	0	1	1
	A&G - Enquiries	4	1	1
	Total	4	5	2
Early Resolution	Discretion – Good complaint handling	0	6	8
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0
	Discretion – Referred back	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0
	Premature	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	0
	Unable to proceed	0	0	0
	Total	0	6	8
Total		4	11	10

Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow
0	2	0	0	2	2	0	2	5
0	1	0	0	1	1	1	1	10
1	0	1	1	1	0	0	2	5
1	3	1	1	4	3	1	5	20
1	17	1	0	9	9	4	12	23
0	8	0	0	5	6	1	14	6
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	1	0	0
2	0	0	0	0	1	2	3	2
0	2	0	0	0	0	1	3	4
0	0	0	1	0	1	0	0	1
3	27	1	1	14	17	10	33	36
4	30	2	2	18	20	11	38	56

University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
0	0	3	0	4	23
0	4	2	0	2	25
1	1	3	0	0	22
1	5	8	0	6	70
4	8	10	2	4	118
2	4	6	1	2	55
0	0	0	0	1	1
0	1	0	0	1	3
0	0	0	0	0	1
0	0	0	1	0	2
1	0	1	0	1	13
0	1	1	1	2	15
0	1	0	0	1	5
7	15	18	5	12	213
8	20	26	5	18	283

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

Stage	Outcome Group	Bright Water Services Ltd	Business Stream	Castle Water Ltd
Advice	A&G - Complaint submissions - mature	0	5	0
	A&G - Complaint submissions - premature	0	7	1
	A&G - Enquiries	0	11	0
	Total	0	23	1
Early Resolution	Discretion – Alternative action proposed	0	0	0
	Discretion – Good complaint handling	1	7	0
	Discretion – Insufficient benefit would be achieved by investigation	0	2	2
	Discretion – Referred back	0	1	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0
	Premature	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0
	Time limit (s 10)	0	1	0
	Unable to proceed	0	1	0
	Total	1	12	2
Total		1	35	3

Clear Business Water	Everflow Ltd	Intelligent Business Water Ltd	Pure CGV Limited	Scottish Water	SES Business Water	Water Plus Ltd	Wave	Total
0	0	1	0	2	0	0	0	8
6	0	0	0	4	1	0	2	21
11	0	0	2	4	0	0	1	29
17	0	1	2	10	1	0	3	58
0	0	0	0	1	0	0	0	1
1	0	0	2	7	0	0	0	18
1	1	0	0	4	0	1	6	17
0	0	0	0	0	0	0	0	1
1	0	0	0	0	0	1	2	4
0	0	0	0	0	0	1	0	1
0	0	0	1	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	1	0	0	0	0	2
3	1	0	4	12	0	3	8	46
20	1	1	6	22	1	3	11	104

CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	A&G - Complaint submissions - premature	1	3	4
	A&G - Enquiries	0	35	35
	Organisation not in jurisdiction	22	3	25
	Total	23	41	64
Early Resolution	Organisation not in jurisdiction	2	0	2
	Unable to proceed	0	1	1
	Total	2	1	3
Total		25	42	67