

COMPLAINTS DETERMINED BY AUTHORITY AND OUTCOME 2025-26

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



1. CASES DETERMINED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	42	0	42
Health	1,886	8	1,894
Housing Associations	629	1	630
Joint Health and Social Care	348	0	348
Local Authority	1,966	1	1,967
Other	85	316	401
Prisons	323	0	323
Scottish Government and Devolved Administration	390	2	392
Universities	269	1	270
Water	137	0	137
Total	6,075	329	6,404

2. SCOTTISH COLLEGE CASES DETERMINED

Stage	Outcome Group	A College Unknown	Ayrshire College	Borders College
Assessment and Guidance	A&G - Complaint submissions - mature	0	0	0
	A&G - Complaint submissions - premature	0	0	0
	A&G - Enquiries	1	1	0
	Total	1	1	0
Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	1
	Discretion – Good complaint handling	0	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	0
	Total	0	0	1
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0
	Discretion – Good complaint handling	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0
	Time limit (s 10)	0	0	0
	Unable to proceed	0	0	0
	Total	0	0	0
Total		1	1	1

City Of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	Moray College UHI	New College Lanarkshire
0	0	0	2	0	0	0	1	0
1	1	2	0	1	0	0	0	0
0	0	0	0	1	1	1	0	0
1	1	2	2	2	1	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	1	0	0
0	0	1	0	0	0	0	0	0
0	0	1	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0
1	2	1	3	0	0	0	0	1
0	0	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
1	4	1	3	0	0	0	0	1
2	5	4	5	2	1	2	1	1

Newbattle Abbey College	North East Scotland College	West College Scotland	West Lothian College	Total
0	2	0	1	6
0	1	1	0	7
0	0	0	0	5
0	3	1	1	18
0	0	0	0	1
0	0	1	0	1
0	0	0	0	1
0	0	0	0	1
0	0	1	0	4
0	1	0	0	1
1	3	4	0	16
0	1	0	0	1
0	0	0	0	1
0	0	0	0	1
1	5	4	0	20
1	8	6	1	42

3. HEALTH CASES DETERMINED

Stage	Outcome Group	Dentists and Dental Practices	GP and GP Practices						
		Dentists and Dental Practices	GP and GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board
Assessment and Guidance	A&G - Complaint submissions - mature	9	32	0	4	2	2	3	5
	A&G - Complaint submissions - premature	12	42	3	9	1	4	5	10
	A&G - Enquiries	13	79	34	20	8	8	9	10
	Organisation not in jurisdiction	0	0	0	0	0	0	0	0
	Total	34	153	37	33	11	14	17	25
Triage and Early Decision	Discretion – Alternative action proposed	0	0	0	0	0	0	0	1
	Discretion – Alternative route used or available	1	2	0	0	0	1	0	0
	Discretion – Good complaint handling	1	11	0	1	0	2	0	4
	Discretion – Insufficient benefit would be achieved by investigation	1	4	0	1	0	0	0	0
	Discretion – Referred back	0	1	0	0	0	0	0	2
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0
	Member of the public test not met (s 5 (6))	0	0	0	0	0	0	0	0
Preliminary Investigation		Dentists and Dental Practices	GP and GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board
	Outcome Group								
	A&G - Complaint submissions - mature	9	32	0	4	2	2	3	5
	A&G - Complaint submissions - premature	12	42	3	9	1	4	5	10
	A&G - Enquiries	13	79	34	20	8	8	9	10
	Organisation not in jurisdiction	0	0	0	0	0	0	0	0
	Total	34	153	37	33	11	14	17	25
	Discretion – Alternative action proposed	0	0	0	0	0	0	0	1
	Discretion – Alternative route used or available	1	2	0	0	0	1	0	0
	Discretion – Good complaint handling	1	11	0	1	0	2	0	4
	Discretion – Insufficient benefit would be achieved by investigation	1	4	0	1	0	0	0	0
	Discretion – Referred back	0	1	0	0	0	0	0	2
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0
Member of the public test not met (s 5 (6))	0	0	0	0	0	0	0	0	
Premature	1	2	0	0	0	0	0	0	
Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	
Investigation	Time limit (s 10)	3	5	0	2	1	0	0	3
	Unable to proceed	0	2	0	0	0	1	0	0
	Total	7	27	0	4	1	4	0	10
	Cause and impact test not met (s 5 (3))	0	0	0	0	1	0	0	0
	Delays/poor complaint handling by body	0	0	0	1	0	0	0	0
	Discretion – Alternative action proposed	0	6	0	3	1	0	1	2
Total	Discretion – Alternative route used or available	3	7	0	0	0	0	0	0

Health Board											Other FHS Practitioner or Practice	Other Health Authority
Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Patient Experience Team	Orkney NHS Board	Public Health Scotland	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Other FHS Practitioner or Practice	Other Health Authority
5	16	6	13	18	1	0	0	1	10	0	0	0
7	16	4	11	26	1	0	0	0	8	0	0	0
21	33	10	22	37	1	0	0	1	12	1	1	1
1	0	0	0	0	0	0	0	0	0	0	0	0
34	65	20	46	81	3	0	0	2	30	1	1	1
1	2	0	0	2	0	0	0	0	0	0	0	0
0	0	0	2	0	0	0	0	0	0	0	0	0
1	2	1	3	2	0	0	0	0	0	0	0	0
0	3	3	2	2	0	0	0	0	0	1	0	0
3	4	0	2	1	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	1	0	0	0
0	2	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	12	2	4	3	1	0	0	0	1	0	0	0
0	1	0	2	0	0	0	0	0	0	0	0	0
5	27	6	15	11	1	0	0	0	2	1	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	4	3	2	6	1	0	0	0	4	0	0	1
1	0	4	2	2	0	0	0	0	2	0	0	0
31	83	31	50	81	2	2	0	1	35	4	0	0
6	17	7	6	10	0	0	0	0	9	0	0	0
5	13	2	5	3	0	0	0	0	4	0	0	0
0	2	0	0	3	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	4	0	1	4	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
2	16	3	5	7	1	0	0	0	6	0	0	0
0	2	3	3	9	0	1	0	0	4	1	0	0
47	141	53	74	125	4	3	1	1	67	5	0	1
6	5	3	10	8	0	1	0	0	2	0	0	0
1	2	0	0	1	0	0	0	0	0	0	0	0
1	4	1	3	2	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	4	0	5	3	0	0	0	0	5	0	0	0
8	15	4	18	14	0	1	0	0	8	0	0	0
94	248	83	153	231	8	4	1	3	107	7	1	2

Pharmacists and Pharmacy Services	Special Health Board						Total
	Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	
0	0	1	2	0	0	5	135
5	0	0	0	0	0	4	168
5	1	0	1	0	1	10	339
0	0	0	0	0	0	0	1
10	1	1	3	0	1	19	643
0	0	0	0	0	0	0	6
0	0	0	0	0	0	1	7
0	0	0	1	0	1	2	32
0	0	0	0	1	1	1	20
0	0	0	0	0	0	1	14
0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	6
0	0	0	0	0	1	0	1
0	0	0	0	0	0	0	37
0	0	0	0	0	0	0	6
0	0	0	1	1	3	5	131
0	0	0	0	0	0	1	3
0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	36
0	0	0	0	0	0	0	21
0	3	1	3	0	1	22	645
1	0	0	0	0	0	3	93
0	0	0	0	0	0	2	42
0	0	0	0	0	0	0	10
0	0	0	0	0	1	0	1
0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	14
0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	72
0	0	0	0	0	0	0	50
1	3	1	3	0	2	28	993
0	2	0	0	0	0	2	69
0	0	0	0	0	0	0	4
0	0	0	0	0	0	1	19
0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	26
0	2	0	0	0	0	3	119
11	6	2	7	1	6	55	1,886

4. JOINT HEALTH & SOCIAL CARE CASES DETERMINED

Stage	Outcome Group	Aberdeen City Health and Social Care Partnership	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership	Argyll and Bute Health and Social Care Partnership	Borders Health and Social Care Partnership
Assessment and Guidance	A&G - Complaint submissions - mature	1	2	3	1	0
	A&G - Complaint submissions - premature	0	1	2	1	0
	A&G - Enquiries	2	1	0	0	0
	Organisation not in jurisdiction	0	0	0	0	0
	Total	3	4	5	2	0
Triage and Early Decision	Discretion – Alternative route used or available	1	0	0	0	0
	Discretion – Good complaint handling	0	0	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	1	0	0	0
	Discretion – Referred back	1	0	0	0	0
	Time limit (s 10)	0	0	0	0	0
	Total	2	1	0	0	0
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	1	0	0	1
	Discretion – Alternative action proposed	0	1	0	2	0
	Discretion – Alternative route used or available	0	0	0	0	0
	Discretion – Good complaint handling	4	5	2	8	0
	Discretion – Insufficient benefit would be achieved by investigation	4	3	2	1	0
	Discretion – Referred back	0	0	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	1	1	0
	Member of the public test not met (s 5 (6))	0	0	1	0	0
	Premature	1	0	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	1	0	0
	Subject matter not in jurisdiction	0	0	0	0	0
	Time limit (s 10)	0	0	0	1	0
	Unable to proceed	0	0	0	1	0
	Total	9	10	7	14	1
Investigation	Fully upheld	0	0	0	0	0
	Not upheld	0	0	0	0	0
	Resolved	0	0	0	0	0
	Some upheld	0	1	0	0	0
	Total	0	1	0	0	0
Total	14	16	12	16	1	

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	Edinburgh Health and Social Care Partnership	Edinburgh Integration Joint Board	Falkirk Health and Social Care Partnership	Fife Health and Social Care Partnership
0	1	2	4	1	0	0	3	0	2	1
0	0	0	1	0	1	0	0	0	1	0
0	0	1	1	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	1	3	6	1	1	0	4	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	0	0	0	0	0	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	0	1	0	0	0	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	1	0	0	0	0	0	0	0
0	0	1	5	4	4	7	15	1	6	3
0	0	0	0	0	1	2	1	0	1	1
0	0	0	2	1	0	0	2	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	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
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	0	0	1	0
1	0	1	9	5	6	9	18	1	9	5
0	0	0	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	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	2	0	0	0
2	1	4	16	6	7	9	25	1	12	7

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	North Lanarkshire Health and Social Care Partnership	Perth and Kinross Health and Social Care Partnership	Renfrewshire 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
10	1	0	1	1	1	0	4	0	1	0
16	0	0	0	0	0	0	1	0	0	1
25	0	0	1	0	0	0	1	0	2	1
0	0	0	0	0	0	1	0	0	0	0
51	1	0	2	1	1	1	6	0	3	2
1	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	1	0	0	0	0	0
0	0	0	0	1	0	0	0	0	1	0
0	0	1	0	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0
3	0	1	0	2	1	0	0	0	1	1
0	0	0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	1	0
1	0	0	1	0	0	0	1	0	0	0
37	5	1	4	5	1	0	5	2	8	5
3	0	0	1	0	0	0	0	0	2	1
1	1	0	0	0	0	0	1	0	2	1
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	1	0	0	0	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
1	0	0	0	0	0	0	0	0	0	0
9	0	1	1	0	0	0	0	0	1	3
55	6	2	9	6	1	0	7	2	14	10
2	0	0	0	0	0	0	0	0	0	0
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	0	0	1	0
4	0	0	0	1	0	0	0	0	1	0
113	7	3	11	10	3	1	13	2	19	13

West Lothian Health and Social Care Partnership	Total
1	41
0	25
0	36
0	1
1	103
0	2
0	4
0	4
0	4
0	1
0	15
0	2
0	5
0	4
0	138
0	23
0	12
0	2
0	1
0	6
0	2
1	2
0	2
2	21
3	220
0	2
0	5
0	1
0	2
0	10
4	348

5. HOUSING ASSOCIATION CASES DETERMINED

Stage	Outcome Group	A Housing Association Unknown	Aberdeenshire Housing Partnership	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd
Assessment and Guidance	A&G - Complaint submissions - mature	0	1	0	1	0
	A&G - Complaint submissions - premature	2	0	0	1	0
	A&G - Enquiries	20	0	0	2	0
	Organisation not in jurisdiction	1	0	0	0	0
	Unable to proceed	0	0	0	0	0
	Total	23	1	0	4	0
Triage and Early Decision	Discretion – Alternative action proposed	0	0	0	0	0
	Discretion – Alternative route used or available	0	0	0	0	0
	Discretion – Good complaint handling	0	0	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0	0	0
	Discretion – Referred back	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)	0	0	0	0	0
	Unable to proceed	0	0	0	0	0
	Total	0	0	0	0	0
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	0	0
	Discretion – Alternative action proposed	0	0	0	0	0
	Discretion – Alternative route used or available	0	0	0	0	0
	Discretion – Good complaint handling	0	0	1	6	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0	0	1
	Discretion – Referred back	0	0	0	0	0
	Member of the public test not met (s 5 (6))	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)	0	0	0	0	0
	Unable to proceed	0	0	0	0	0
	Total	0	0	1	6	1
Investigation	Fully upheld	0	0	0	0	0
	Resolved	0	0	0	1	0
	Total	0	0	0	1	0
Total	23	1	1	11	1	

Angus Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Ayrshire Housing	Barrhead Housing	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blochairn Housing Ltd	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd
1	0	0	0	0	1	1	0	0	1	0
0	0	0	1	0	0	0	2	1	0	1
2	3	1	0	0	2	0	2	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	3	1	1	0	3	1	4	1	2	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	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	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	0	0
0	1	0	1	1	2	0	0	1	0	1
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	2	4	1	0	3	0	1	0	1	0
1	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	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	0	0	0	0	0
0	0	0	0	0	0	0	0	0	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	2	4	1	1	5	0	2	0	1	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	1	0	0	0	0	0
5	6	5	3	2	11	1	6	2	3	2

Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Harbour Homes	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Home Group Scotland	Horizon Housing Association Ltd	Key Housing Association Ltd	Kingdom Housing Association Ltd	Lanarkshire Housing Association Ltd
0	0	2	1	2	0	2	0	0	3	0
0	1	1	0	2	2	2	0	1	1	0
1	2	2	2	0	3	3	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
1	3	6	3	4	5	7	0	1	5	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	1	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	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	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	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	1	1	0	0	0	2	0	0	0	0
0	1	0	0	0	0	0	0	0	0	0
3	4	0	2	2	2	2	1	0	4	0
0	0	1	0	0	0	1	0	0	0	0
0	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	1	0	0	0	0	0	0	0	0
0	1	0	0	0	1	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0	0
3	10	4	2	2	3	5	1	0	4	0
1	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
5	13	10	5	7	8	13	2	1	9	1

Manor Estates Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd	Molendinar Park Housing Association Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd
0	1	1	0	0	0	1	0	0	0	0
1	0	0	0	0	0	2	0	0	0	0
0	4	1	1	1	1	1	2	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	5	2	1	1	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	1	0	0	0	0	1	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	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	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	1	0	1	0
0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0	0	0
4	5	1	0	0	0	3	3	1	0	1
0	0	0	0	0	0	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	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0
0	1	0	0	0	0	0	0	0	0	0
6	6	1	0	0	0	6	5	1	0	1
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	1	0	0	0
7	12	3	1	1	1	12	9	1	1	1

Orkney Housing Association Ltd	Osprey Housing	Paisley Housing Association	Paragon Housing Association Ltd	Parkhead 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
0	2	1	0	0	0	5	3	0	3	0
0	0	0	0	2	0	2	0	0	3	0
0	0	0	1	0	0	13	1	1	5	4
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	1	2	0	20	4	1	11	4
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	4	1	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	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	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	1	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
2	0	1	1	0	0	13	4	0	1	2
0	0	0	0	0	2	1	2	0	2	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	1	0	0
0	0	0	0	0	0	1	0	0	0	1
0	0	0	1	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	1	0
2	0	2	2	0	2	16	6	1	5	3
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	1	0
2	2	3	3	2	3	40	12	2	18	7

Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Thenue Housing	Tollcross Housing Association Ltd
0	0	1	0	2	1	0	2	0	0	0
0	1	4	0	1	0	0	0	1	0	0
0	0	8	0	5	0	0	4	0	1	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	14	0	8	1	0	7	1	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	4	0	0	0	0	1	0	1	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	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	0
0	0	0	0	0	0	0	0	0	0	0
0	1	6	0	1	0	0	1	0	1	0
0	0	0	0	0	0	0	0	0	0	0
0	0	1	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	17	1	6	1	1	0	1	2	0
0	1	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	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	1	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0	0	1
1	1	21	1	9	1	1	0	1	2	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	1	0	0	0	0	0	0	0
1	3	41	2	18	2	1	8	2	4	1

Trafalgar Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	West Granton Housing Co-operative Ltd	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wheatley Homes East	Wheatley Homes Glasgow
0	0	0	0	0	0	0	2	1	4	8
0	0	0	0	0	1	0	2	0	3	9
1	1	0	1	1	0	0	2	0	6	11
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	1	1	1	0	6	1	13	28
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	1	7
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	0	0
0	0	0	0	0	0	0	0	0	0	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	3	7
0	0	0	0	0	0	0	0	0	0	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	1	1	0	0	1	1	0	5	26
0	0	0	0	0	0	0	0	0	1	3
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	1
0	1	0	0	0	0	0	0	0	0	0
0	5	1	1	0	0	1	1	0	6	32
0	0	0	0	0	0	0	0	0	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	7	1	2	1	1	1	8	1	22	67

Wheatley Homes South	Wheatley Housing Group Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Yorkhill Housing Association Ltd	Total
0	0	0	0	0	69
1	0	0	0	0	63
2	6	1	0	0	150
0	1	0	1	0	8
0	0	0	0	0	1
3	7	1	1	0	291
0	0	0	0	0	3
0	0	0	0	0	2
0	0	0	0	1	41
0	0	0	0	0	9
0	0	0	0	0	2
0	0	0	0	0	1
0	0	0	0	0	2
0	0	0	0	0	3
0	0	0	0	0	2
0	0	0	0	0	2
0	0	0	0	1	67
1	0	0	0	0	1
0	0	0	0	0	15
0	0	0	0	0	1
2	0	1	1	1	188
0	1	0	0	0	26
0	0	0	0	0	7
0	0	0	0	0	1
1	0	0	0	0	2
0	0	0	0	0	3
0	0	0	0	0	4
0	0	0	0	0	8
0	0	0	0	0	8
4	1	1	1	1	264
0	1	0	0	0	5
0	0	0	0	0	2
0	1	0	0	0	7
7	9	2	2	2	629

6. LOCAL AUTHORITY CASES DETERMINED

Stage	Outcome Group	A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council
Assessment and Guidance	A&G - Complaint submissions - mature	0	8	8	3	2	2	1	3	3
	A&G - Complaint submissions - premature	4	21	1	1	1	2	1	4	3
	A&G - Enquiries	38	14	19	9	4	0	1	9	10
	Organisation not in jurisdiction	0	0	0	0	0	0	0	1	0
	Total	42	43	28	13	7	4	3	17	16
Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	1	1	1	1	0	0	0	0
	Discretion – Alternative action proposed	0	2	0	0	0	0	0	0	1
	Discretion – Alternative route used or available	0	1	0	0	0	0	0	0	0
	Discretion – Good complaint handling	0	4	8	1	4	0	0	4	1
	Discretion – Insufficient benefit would be achieved by investigation	0	1	4	2	0	0	0	0	0
	Discretion – Referred back	0	0	2	0	0	0	0	1	1
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0
	Member of the public test not met (s 5 (6))	0	1	1	0	0	0	0	0	0
	Premature	0	0	2	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
	Subject matter not in jurisdiction	0	0	1	0	2	0	0	1	0
	Time limit (s 10)	0	0	1	0	0	0	0	0	0
	Unable to proceed	0	0	0	0	0	1	0	0	0
	Total	0	10	20	4	7	1	0	6	3
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	2	0	0	0	0	0	1	1
	Discretion – Alternative action proposed	0	0	0	0	0	0	0	2	0
	Discretion – Alternative route used or available	0	0	1	0	0	0	0	0	0
	Discretion – Good complaint handling	0	24	24	8	13	7	1	5	12
	Discretion – Insufficient benefit would be achieved by investigation	0	3	7	1	0	0	0	1	1
	Discretion – Referred back	0	2	5	0	0	0	0	1	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	0	0	0	0
	Member of the public test not met (s 5 (6))	0	0	2	0	0	0	0	0	0
	Organisation not in jurisdiction	0	0	0	0	0	0	0	0	0
	Premature	0	1	0	0	0	0	0	0	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	3	1	2	1	0	0	1	2
	Subject matter not in jurisdiction	0	1	0	0	1	1	0	0	1
	Time limit (s 10)	0	0	0	0	0	1	0	0	0
	Unable to proceed	0	1	0	0	1	3	0	1	2
Total	0	37	40	11	16	12	1	12	19	
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0
	Not upheld	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	2	0
	Some upheld	0	0	0	0	0	0	0	1	0
	Total	0	0	0	0	0	0	0	3	0
Total	42	90	88	28	30	17	4	38	38	

											Fire / Police / Safety Authority	National Park Authority	
Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	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	Loch Lomond and The Trossachs National Park Authority	Ayrshire Roads Alliance
4	3	2	2	7	1	17	4	2	4	11	0	0	0
9	1	1	6	9	5	26	9	0	5	5	1	0	0
12	8	2	5	21	10	37	26	9	10	16	1	0	1
0	0	1	0	1	0	1	0	0	2	0	0	0	0
25	12	6	13	38	16	81	39	11	21	32	2	0	1
0	0	0	1	1	0	3	2	0	1	0	0	0	0
1	0	0	0	0	0	0	0	0	0	3	0	0	0
0	0	0	0	0	0	3	1	1	0	0	0	0	0
7	1	1	7	8	3	11	11	2	2	8	0	0	2
2	3	0	0	1	0	6	3	1	0	3	0	0	0
2	3	1	2	0	0	0	2	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	2	0	0	0	1	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	2	0	0	0	0	0	0
3	2	0	0	1	0	2	0	0	0	1	0	0	0
0	0	0	0	1	1	0	1	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0	0	0	0
15	12	2	10	12	5	26	22	4	3	16	0	0	2
0	1	0	1	0	0	2	1	0	0	0	0	0	0
4	0	0	2	1	0	4	0	0	1	0	0	0	0
2	0	1	0	0	0	2	0	1	1	1	0	0	0
22	10	3	9	20	9	28	24	12	15	21	1	1	1
4	0	1	0	9	3	12	3	3	1	3	0	0	0
3	0	0	3	1	1	4	4	1	1	1	0	0	0
0	0	0	0	1	0	2	0	0	0	1	0	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	0	0	0
0	0	0	0	0	0	0	1	1	0	0	0	0	0
2	1	0	0	2	1	10	1	2	3	1	0	0	0
2	0	0	0	1	0	0	1	1	0	0	0	0	0
2	0	1	1	1	0	1	1	1	0	0	0	0	0
3	1	0	0	0	0	2	2	0	0	2	1	0	0
44	13	7	16	37	14	67	38	22	22	30	2	1	1
0	0	0	0	0	0	0	0	0	3	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	2	0	0	3	0	0	0	0
84	37	15	39	87	35	176	99	37	49	78	4	1	4

Renfrewshire Valuation Joint Board	Total
0	167
1	203
0	416
0	10
1	796
0	16
0	9
0	15
0	151
0	49
0	29
0	2
0	4
0	6
0	6
0	18
0	5
0	4
0	314
0	18
0	38
0	12
0	476
0	108
0	48
0	6
0	8
0	1
0	3
0	47
0	18
0	21
0	34
0	838
0	7
0	4
0	3
0	4
0	18
1	1,966

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

Stage	Outcome Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Environmental Standards Scotland
Assessment and Guidance	A&G - Complaint submissions - mature	0	1	0	0	0
	A&G - Complaint submissions - premature	1	5	1	0	0
	A&G - Enquiries	1	12	0	0	0
	Total	2	18	1	0	0
Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	0	0	0
	Discretion – Alternative action proposed	0	0	0	0	0
	Discretion – Alternative route used or available	0	0	0	0	0
	Discretion – Good complaint handling	0	5	0	0	1
	Discretion – Insufficient benefit would be achieved by investigation	0	1	0	0	0
	Member of the public test not met (s 5 (6))	0	1	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	6	0	0	0
	Time limit (s 10)	0	1	0	0	0
	Unable to proceed	0	0	0	0	0
	Total	0	14	0	0	1
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	0	0
	Discretion – Alternative action proposed	0	1	0	0	0
	Discretion – Alternative route used or available	0	0	0	0	0
	Discretion – Good complaint handling	0	7	0	1	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	1	0	0
	Discretion – Referred back	0	0	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0
	Member of the public test not met (s 5 (6))	0	0	0	1	0
	Premature	0	2	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	3	0	1	0
	Time limit (s 10)	0	0	0	0	0
	Unable to proceed	0	0	0	0	0
Total	0	13	1	3	0	
Investigation	Fully upheld	0	0	0	0	0
	Total	0	0	0	0	0
Total		2	45	2	3	1

Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Courts and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Planning and Environmental Appeals	Scottish Government - Rural Payments and Inspections	Scottish Public Pensions Agency	Social Security Scotland
0	0	0	0	2	0	5	0	0	0	11
1	0	0	1	5	0	5	0	0	3	6
0	1	1	0	13	0	15	0	0	3	16
1	1	1	1	20	0	25	0	0	6	33
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	9	1
1	2	1	0	5	0	2	0	0	0	2
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	1	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	2
0	0	0	0	6	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
1	2	1	0	13	0	5	0	0	9	7
0	0	0	0	1	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	3	0
0	1	1	1	4	1	10	0	1	0	19
0	1	1	1	2	0	2	0	0	0	1
0	0	0	0	2	0	2	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	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	2	0	0	4
0	0	0	0	8	0	0	1	0	1	0
0	0	0	0	1	0	0	1	0	0	0
0	0	0	0	1	0	0	0	0	0	2
0	2	2	2	20	1	15	4	1	4	30
0	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	4
2	5	4	3	53	1	45	4	1	19	74

Student Awards Agency Scotland	Student Loans Company	Transport Scotland	Total
2	0	0	21
0	1	0	29
1	0	0	63
3	1	0	113
0	0	0	1
0	0	0	1
0	0	0	10
7	0	0	26
0	0	0	3
0	0	0	1
0	0	0	1
0	0	0	3
0	0	0	13
0	0	0	1
1	0	0	1
8	0	0	61
0	0	0	1
0	0	0	3
0	0	0	3
7	0	0	53
4	0	1	14
0	0	0	5
0	0	0	2
0	0	0	1
0	0	0	2
0	0	0	7
0	0	0	14
2	0	0	4
0	0	0	3
13	0	1	112
0	0	0	4
0	0	0	4
24	1	1	290

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

Stage	Outcome Group	Care Inspectorate	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland
Assessment and Guidance	A&G - Complaint submissions - mature	1	0	0
	A&G - Complaint submissions - premature	4	1	2
	A&G - Enquiries	3	0	0
	Organisation not in jurisdiction	0	0	0
	Unable to proceed	0	0	0
	Total	8	1	2
Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	1	0	0
	Discretion – Good complaint handling	7	0	0
	Subject matter not in jurisdiction	1	0	0
	Total	9	0	0
Preliminary Investigation	Discretion – Alternative action proposed	0	0	0
	Discretion – Good complaint handling	4	0	0
	Discretion – Insufficient benefit would be achieved by investigation	1	0	0
	Premature	1	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	0
	Total	6	0	0
Total		23	1	2

Mental Welfare Commission for Scotland	National Galleries of Scotland	National Library of Scotland	National Museums of Scotland	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Qualifications Scotland
0	0	1	0	0	0	0	0	0
0	0	1	0	1	2	0	4	0
0	0	1	0	0	1	1	2	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	0	3	0	1	3	1	7	0
0	2	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1
0	1	0	0	1	1	0	0	0
0	0	0	1	0	0	0	1	0
0	3	1	1	1	1	0	1	1
0	0	0	0	0	0	0	0	0
1	0	0	0	0	2	1	2	1
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	1	0	0	0
2	1	0	0	0	3	1	2	1
2	4	4	1	2	7	2	10	2

Redress Scotland	Revenue Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority
0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	1
0	0	0	0	1	1	2	0	0
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	1
0	1	0	0	1	1	2	1	2
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	1
0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	1	0	1
0	0	0	0	0	0	0	0	1
1	0	0	1	0	4	2	0	3
0	0	0	0	0	0	1	0	1
0	0	0	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0
0	0	1	0	0	0	1	0	0
1	0	1	2	0	4	4	0	5
1	1	1	2	1	6	7	1	8

Scottish Social Services Council	The Independent Living Fund Scotland	The Scottish Information Commissioner	Total
0	0	0	2
0	0	1	18
1	0	0	13
0	0	0	2
0	0	0	1
1	0	1	36
0	0	0	3
0	0	0	4
0	1	0	12
0	0	0	3
0	1	0	22
0	0	0	1
0	1	0	23
0	0	0	5
0	0	0	1
0	0	0	1
0	0	0	3
0	1	0	34
1	2	1	92

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

Stage	Outcome Group	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Forestry Commission Scotland
Assessment and Guidance	A&G - Complaint submissions - mature	1	0	1
	Total	1	0	1
Triage and Early Decision	Discretion – Insufficient benefit would be achieved by investigation	0	1	0
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0	0
	Total	1	1	0
Preliminary Investigation	Discretion – Insufficient benefit would be achieved by investigation	1	0	0
	Discretion – Good complaint handling	1	2	0
	Total	2	2	0
Total		4	3	1

Total	
	2
	2
	1
	1
	2
	1
	3
	4
	8

8. SCOTTISH PRISON SERVICE CASES DETERMINED

Stage	Outcome Group	Scottish Prison Service	Total
Assessment and Guidance	A&G - Complaint submissions - mature	13	13
	A&G - Complaint submissions - premature	39	39
	A&G - Enquiries	104	104
	Organisation not in jurisdiction	1	1
	Total	157	157
Triage and Early Decision	Cause and impact test not met (s 5 (3))	1	1
	Discretion – Alternative action proposed	1	1
	Discretion – Good complaint handling	25	25
	Discretion – Insufficient benefit would be achieved by investigation	11	11
	Discretion – Referred back	5	5
	Premature	2	2
	Unable to proceed	3	3
	Total	48	48
Preliminary Investigation	Discretion – Alternative action proposed	3	3
	Discretion – Alternative route used or available	2	2
	Discretion – Good complaint handling	67	67
	Discretion – Insufficient benefit would be achieved by investigation	16	16
	Discretion – Referred back	14	14
	Discretion – Resolved - both parties satisfied with proposed outcome	4	4
	Premature	2	2
	Unable to proceed	8	8
	Total	116	116
Investigation	Fully upheld	2	2
	Total	2	2
Total		323	323

9. SCOTTISH UNIVERSITY CASES DETERMINED

Stage	Outcome Group	A University Unknown	Abertay University	Edinburgh Napier University
Assessment and Guidance	A&G - Complaint submissions - mature	0	1	0
	A&G - Complaint submissions - premature	0	0	1
	A&G - Enquiries	3	0	1
	Organisation not in jurisdiction	0	0	0
	Total	3	1	2
Triage and Early Decision	Discretion – Good complaint handling	0	0	1
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0
	Discretion – Referred back	0	0	0
	Premature	0	0	0
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	1
	Total	0	0	2
Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	0	0	2
	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
	Subject matter not in jurisdiction	0	0	0
	Time limit (s 10)	0	0	1
	Unable to proceed	0	0	1
	Total	0	0	4
Investigation	Not upheld	0	0	0
	Total	0	0	0
Total		3	1	8

Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Dundee
0	0	1	0	1	0	0	2	0
1	0	3	1	0	0	0	0	2
2	0	6	0	1	0	0	1	1
0	0	1	0	0	0	0	0	0
3	0	11	1	2	0	0	3	3
2	0	3	1	0	0	1	6	1
0	0	2	1	0	0	0	1	3
0	1	0	0	0	0	0	1	1
0	0	1	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
1	0	1	0	0	0	1	0	0
5	1	7	2	0	0	2	8	5
0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
5	1	3	2	0	2	5	6	2
2	1	1	1	0	0	1	3	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	0	0	0	1	3
0	0	0	1	0	0	0	0	0
7	3	5	4	0	2	6	12	5
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
15	4	23	7	2	2	8	23	13

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
2	5	1	3	2	0	1	19
0	0	2	1	2	1	0	14
2	7	0	4	4	0	8	40
0	1	0	0	0	0	0	2
4	13	3	8	8	1	9	75
8	7	1	3	2	1	2	39
3	5	1	0	1	0	0	17
0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	1
1	1	0	0	0	0	0	4
2	2	0	0	2	0	1	11
14	15	2	3	5	1	3	75
0	0	0	0	0	1	0	2
0	0	0	0	0	0	0	1
13	9	4	5	5	3	5	72
8	6	0	1	1	0	0	25
0	0	0	1	0	0	1	2
0	0	0	0	0	0	0	1
0	0	1	0	0	0	1	2
2	0	0	0	1	0	0	9
2	0	0	0	0	0	0	4
25	15	5	7	7	4	7	118
0	0	1	0	0	0	0	1
0	0	1	0	0	0	0	1
43	43	11	18	20	6	19	269

10. WATER CASES DETERMINED

Stage	Outcome Group	Business Stream	Castle Water Ltd	Clear Business Water
Assessment and Guidance	A&G - Complaint submissions - mature	0	0	5
	A&G - Complaint submissions - premature	11	1	17
	A&G - Enquiries	6	2	11
	Organisation not in jurisdiction	1	0	0
	Total	18	3	33
Triage and Early Decision	Discretion – Good complaint handling	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0
	Time limit (s 10)	0	0	1
	Total	0	0	1
Preliminary Investigation	Discretion – Alternative action proposed	1	0	1
	Discretion – Good complaint handling	7	3	8
	Discretion – Insufficient benefit would be achieved by investigation	5	2	3
	Discretion – Referred back	1	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	1	0	0
	Time limit (s 10)	0	0	1
	Unable to proceed	2	0	2
	Total	17	5	15
Investigation	Fully upheld	0	0	1
	Total	0	0	1
Total		35	8	50

Everflow Ltd	Intelligent Business Water Ltd	Pure CGV Limited	Scottish Water	Water Plus Ltd	Water2business	Wave	Total
0	0	0	0	2	0	0	7
1	1	0	2	1	0	1	35
1	0	1	5	0	0	1	27
0	0	0	0	0	0	0	1
2	1	1	7	3	0	2	70
0	0	0	2	0	0	0	2
0	0	0	1	0	0	0	1
0	0	0	0	0	0	0	1
0	0	0	3	0	0	0	4
1	0	0	0	0	0	1	4
2	0	0	5	1	0	1	27
1	0	0	1	1	1	3	17
0	0	0	0	0	0	0	1
0	0	0	0	0	0	3	4
0	0	0	1	1	0	0	3
0	0	0	0	1	0	0	5
4	0	0	7	4	1	8	61
1	0	0	0	0	0	0	2
1	0	0	0	0	0	0	2
7	1	1	17	7	1	10	137

11. OTHER CASES DETERMINED

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Assessment and Guidance	A&G - Complaint submissions - mature	0	2	2
	A&G - Complaint submissions - premature	2	4	6
	A&G - Enquiries	2	32	34
	Organisation not in jurisdiction	41	1	42
	Total	45	39	84
Triage and Early Decision	Organisation not in jurisdiction	1	0	1
	Total	1	0	1
Total		46	39	85