

## **COMPLAINTS AND ENQUIRIES DETERMINED BY SUBJECT 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 7 - Scottish Government and Devolved Administration Cases Determined

Tab 8 - Scottish Prison Cases Determined

Tab 9 - Scottish University Cases Determined

Tab 10 - Water Cases Determined

Tab 11 - Other Cases Determined

Tab 12 - Housing and Local Authority Cases Determined - Combined



## 1. CASES DETERMINED BY SECTOR

<b>Authority Sector</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
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
<b>Total</b>	<b>6,075</b>	<b>329</b>	<b>6,404</b>

## 2. SCOTTISH COLLEGE CASES DETERMINED

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessment / Exams / Certification
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	0	1
		A&G - Complaint submissions - premature	1	1
		A&G - Enquiries	0	1
		<b>Total</b>	<b>1</b>	<b>3</b>
	Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0
		Discretion – Good complaint handling	1	0
		Subject matter not in jurisdiction	0	0
		Time limit (s 10)	0	0
		<b>Total</b>	<b>1</b>	<b>0</b>
	Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0
		Discretion – Good complaint handling	0	1
		Discretion – Insufficient benefit would be achieved by investigation	0	0
		Time limit (s 10)	0	0
		Unable to proceed	0	0
		<b>Total</b>	<b>0</b>	<b>1</b>
	<b>Total</b>		<b>2</b>	<b>4</b>
	<b>Total</b>		<b>2</b>	<b>4</b>

Diversity and Equality (other than support for learning)	Finance (course fees and refunds)	Funding / Bursaries	Health and Safety	Learning and Teaching	Not otherwise covered	Out Of Jurisdiction	Progression / Articulation / Withdrawal	Providing Learning Support and Guidance (by curriculum staff)
0	0	0	0	1	0	0	0	0
0	0	0	0	1	0	1	0	0
0	0	0	0	0	0	1	0	0
0	0	0	0	2	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
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	1	1	1	1	0	0	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	0	0
1	1	1	1	1	0	0	1	2
1	1	1	1	3	1	2	1	2
1	1	1	1	3	1	2	1	2

Quality (including complaint handling)	Reasonable adjustments / accessibility	Reasonable adjustments / accessibility	Staff Conduct	Student Conduct	Subject Unknown	Total
0	0	1	2	1	0	6
0	0	0	2	1	0	7
1	0	0	0	0	2	5
1	0	1	4	2	2	18
0	0	0	1	0	0	1
0	0	0	0	0	0	1
0	0	0	0	0	0	1
1	0	0	0	0	0	1
1	0	0	1	0	0	4
0	0	0	1	0	0	1
2	0	1	3	2	0	16
0	1	0	0	0	0	1
0	0	0	0	0	0	1
0	0	0	0	1	0	1
2	1	1	4	3	0	20
4	1	2	9	5	2	42
4	1	2	9	5	2	42

3. HEALTH CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	Adult support and protection / adults with incapacity	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	Clinical treatment / diagnosis	Communication / staff attitude / dignity / confidentiality	Complaints by NHS staff	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	0	0	0	0	9	93	13	0	
		A&G - Complaint submissions - premature	3	0	0	1	10	97	19	0	
		A&G - Enquiries	2	1	0	0	19	159	32	0	
		Organisation not in jurisdiction	0	0	0	0	0	0	0	0	
		<b>Total</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>38</b>	<b>349</b>	<b>64</b>	<b>0</b>	
	Triage and Early Decision	Discretion – Alternative action proposed	0	0	0	0	1	2	1	0	
		Discretion – Alternative route used or available	0	0	0	0	0	1	3	0	
		Discretion – Good complaint handling	0	0	0	0	4	6	14	0	
		Discretion – Insufficient benefit would be achieved by investigation	0	1	0	0	1	11	1	1	
		Discretion – Referred back	1	0	0	0	0	8	2	0	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	0	1	0	0	
		Member of the public test not met (s 5 (6))	0	0	0	0	0	0	0	0	
		Premature	0	0	0	0	1	5	0	0	
		Subject matter not in jurisdiction	0	0	0	0	0	0	0	0	
		Time limit (s 10)	0	0	0	0	1	28	2	0	
		Unable to proceed	0	0	0	0	0	4	0	0	
		<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>66</b>	<b>23</b>	<b>1</b>	
		Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0	0	1
	Delays/poor complaint handling by body		0	0	0	0	0	1	0	0	
	Discretion – Alternative action proposed		1	0	0	0	2	26	3	0	
	Discretion – Alternative route used or available		0	0	1	0	0	6	6	0	
	Discretion – Good complaint handling		13	2	0	4	61	415	76	0	
	Discretion – Insufficient benefit would be achieved by investigation		2	0	0	0	12	48	11	1	
	Discretion – Referred back		1	0	0	0	2	27	4	0	
	Discretion – Resolved - both parties satisfied with proposed outcome		0	0	0	0	2	5	0	0	
	Member of the public test not met (s 5 (6))		0	0	0	0	0	0	0	0	
	Organisation not in jurisdiction		0	0	0	0	2	0	1	0	
	Premature		0	0	0	0	1	12	0	0	
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))		0	0	0	0	0	1	0	0	
	Subject matter not in jurisdiction		0	0	0	0	0	1	0	0	
	Time limit (s 10)		1	0	0	0	2	61	5	0	
	Unable to proceed		0	0	0	1	2	39	5	0	
	<b>Total</b>		<b>18</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>86</b>	<b>642</b>	<b>112</b>	<b>1</b>	
	Investigation	Fully upheld	2	0	0	0	2	52	3	0	
		Not duly made or withdrawn	0	0	0	0	0	4	0	0	
		Not upheld	0	0	0	0	0	17	1	0	
		Resolved	0	0	0	0	0	0	0	0	
		Some upheld	1	0	0	0	1	22	1	0	
		<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>95</b>	<b>5</b>	<b>0</b>	
	<b>Total</b>	<b>27</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>135</b>	<b>1,152</b>	<b>204</b>	<b>2</b>		
	Enquiry	Assessment and Guidance	Enquiry	0	0	0	0	0	2	3	0
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	
	<b>Total</b>			<b>27</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>135</b>	<b>1,154</b>	<b>207</b>	<b>2</b>

\*Includes prison health

Complaints handling	Continuing care	Failure to send ambulance / delay in sending ambulance	Hotel services - food / laundry etc	Hygiene / cleanliness / infection control	Lists (incl difficulty registering and removal from lists)	Nurses / nursing care	Other	Out of jurisdiction	Policy / administration	Reasonable adjustments / accessibility	Record keeping	Subject unknown	Total
0	1	1	0	0	5	4	0	1	3	1	2	2	135
4	0	0	0	0	6	0	1	1	13	0	7	6	168
17	0	1	0	0	8	4	2	0	9	1	4	80	339
0	0	0	0	0	0	0	0	1	0	0	0	0	1
21	1	2	0	0	19	8	3	3	25	2	13	88	643
1	0	0	0	0	0	0	0	0	0	0	1	0	6
0	0	0	0	0	0	0	0	0	1	0	2	0	7
1	0	0	0	0	1	0	0	0	4	1	1	0	32
2	0	0	0	0	0	0	0	0	3	0	0	0	20
3	0	0	0	0	0	0	0	0	0	0	0	0	14
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	0	0	0	0	0	0	6
1	0	0	0	0	0	0	0	0	0	0	0	0	1
6	0	0	0	0	0	0	0	0	0	0	0	0	37
1	0	0	0	0	0	1	0	0	0	0	0	0	6
15	0	0	0	0	1	1	0	0	9	1	4	0	131
0	0	1	0	0	0	0	0	0	1	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	0	1
1	0	0	0	0	1	0	0	0	0	0	2	0	36
0	0	0	0	0	1	1	0	0	4	0	2	0	21
6	1	13	0	0	7	11	2	0	26	0	8	0	645
2	0	1	1	0	6	0	0	0	6	0	3	0	93
2	0	0	0	1	0	1	0	0	3	0	1	0	42
0	0	0	0	0	0	0	0	0	1	0	2	0	10
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	3
1	0	0	0	0	0	0	0	0	0	0	0	0	14
0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	0	1	0	1	0	72
1	1	0	0	0	1	0	0	0	0	0	0	0	50
13	2	15	1	1	16	14	2	0	43	0	19	0	993
0	0	2	0	0	1	7	0	0	0	0	0	0	69
0	0	0	0	0	0	0	0	0	0	0	0	0	4
0	0	1	0	0	0	0	0	0	0	0	0	0	19
0	0	0	0	0	0	1	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	0	0	0	0	0	26
0	0	3	0	0	1	9	0	0	0	0	0	0	119
49	3	20	1	1	37	32	5	3	77	3	36	88	1,886
0	0	0	0	0	0	0	0	0	0	0	0	3	8
0	0	0	0	0	0	0	0	0	0	0	0	3	8
49	3	20	1	1	37	32	5	3	77	3	36	91	1,894

#### 4. JOINT HEALTH AND SOCIAL CARE CASES DETERMINED

Case Type	Stage	Outcome Group	Adoption / fostering	Adult support and protection / adults with incapacity	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	0	4	0	1	
		A&G - Complaint submissions - premature	0	1	0	0	
		A&G - Enquiries	1	1	0	2	
		Organisation not in jurisdiction	0	0	0	0	
		<b>Total</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>3</b>	
	Triage and Early Decision	Discretion – Alternative route used or available	0	0	0	0	
		Discretion – Good complaint handling	0	1	0	1	
		Discretion – Insufficient benefit would be achieved by investigation	0	1	0	0	
		Discretion – Referred back	0	0	0	0	
		Time limit (s 10)	0	0	0	0	
		<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	
	Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	0	
		Discretion – Alternative action proposed	0	1	0	0	
		Discretion – Alternative route used or available	0	0	0	0	
		Discretion – Good complaint handling	1	8	0	2	
		Discretion – Insufficient benefit would be achieved by investigation	0	2	0	4	
		Discretion – Referred back	0	0	0	0	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0	
		Member of the public test not met (s 5 (6))	0	0	0	0	
		Premature	0	0	1	0	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	0	0	
		Subject matter not in jurisdiction	0	1	0	0	
		Time limit (s 10)	0	0	0	0	
		Unable to proceed	0	0	1	2	
		<b>Total</b>	<b>1</b>	<b>13</b>	<b>2</b>	<b>8</b>	
	Investigation	Fully upheld	0	0	0	0	
		Not upheld	0	0	0	0	
		Resolved	0	0	0	0	
		Some upheld	0	0	0	0	
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Total</b>			<b>2</b>	<b>21</b>	<b>2</b>	<b>12</b>

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 / dignity / confidentiality	Community Mental health services	Complaints handling	Continuing care	Criminal justice
2	1	0	3	11	7	4	2	0	0	1
0	1	0	0	3	11	3	0	0	0	0
1	1	0	1	0	17	1	1	2	0	0
0	0	0	0	0	0	0	0	0	0	0
3	3	0	4	14	35	8	3	2	0	1
0	0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	1	0	0	0	0
1	0	0	1	1	0	0	0	0	0	0
1	1	0	0	0	0	1	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0
2	1	0	1	2	0	3	0	0	0	0
0	1	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	0	0	0
29	8	2	2	12	31	18	1	0	0	0
2	3	0	0	1	5	0	0	0	2	0
3	0	0	0	3	2	2	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
1	1	0	1	0	1	1	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	0	0	1	0	0	0	0	0	0
2	0	0	0	3	4	4	1	0	1	0
38	13	2	3	20	47	26	2	0	3	1
0	1	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	1	0	0	0	0	0
0	0	1	0	0	0	0	0	0	1	0
0	1	1	0	0	2	1	0	0	1	0
43	18	3	8	36	84	38	5	2	4	2

Free personal care	Nurses / Nursing Care	Occupational therapy / assessment for equipment / adaptations	Other	Out Of Jurisdiction	Policy / administration	Record keeping	Sheltered housing / residential issues	Standard of care	Subject Unknown	Total
0	0	1	0	0	1	1	0	0	2	41
0	0	1	0	1	1	0	0	1	2	25
0	0	0	0	0	1	0	0	0	7	36
0	0	0	0	1	0	0	0	0	0	1
0	0	2	0	2	3	1	0	1	11	103
0	0	0	0	0	0	1	0	0	0	2
0	0	1	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	1	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	1	1	0	0	0	15
0	0	0	0	0	1	0	0	0	0	2
0	0	0	0	0	0	0	0	1	0	5
0	0	0	0	0	1	1	1	1	0	4
4	1	4	2	0	7	0	2	4	0	138
0	0	0	1	0	2	0	1	0	0	23
0	0	0	0	0	1	0	0	0	0	12
0	0	0	0	0	0	0	0	1	0	2
0	0	0	0	0	1	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	1	0	0	0	0	2
0	0	1	0	0	1	0	0	1	0	21
4	1	5	3	0	15	1	4	8	0	220
0	0	0	0	0	0	0	0	0	0	2
1	0	2	1	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	2
1	0	2	1	0	0	0	0	0	0	10
5	1	10	4	2	19	3	4	9	11	348

5. HOUSING ASSOCIATION CASES DETERMINED

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges / appeals	Common / joint owner repairs	Communication / staff attitude / dignity / confidentiality	Complaints handling	Decanting	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	0	4	0	5	0	0	
		A&G - Complaint submissions - premature	0	8	1	3	1	0	
		A&G - Enquiries	0	7	2	7	7	0	
		Organisation not in jurisdiction	0	0	0	0	0	0	
		Unable to proceed	0	0	0	0	0	0	
		<b>Total</b>	<b>0</b>	<b>19</b>	<b>3</b>	<b>15</b>	<b>8</b>	<b>0</b>	
	Triage and Early Decision	Discretion – Alternative action proposed	0	0	0	0	0	0	
		Discretion – Alternative route used or available	0	0	0	2	0	0	
		Discretion – Good complaint handling	0	4	0	4	2	0	
		Discretion – Insufficient benefit would be achieved by investigation	0	0	0	2	0	0	
		Discretion – Referred back	0	0	0	0	0	0	
		Premature	0	0	1	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	0	
		Unable to proceed	0	0	0	1	0	0	
		<b>Total</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>0</b>	
		Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0
	Discretion – Alternative action proposed		1	1	0	0	0	0	
	Discretion – Alternative route used or available		0	0	0	0	0	0	
	Discretion – Good complaint handling		2	13	0	9	0	1	
	Discretion – Insufficient benefit would be achieved by investigation		0	1	0	2	0	0	
	Discretion – Referred back		0	1	0	0	0	0	
	Member of the public test not met (s 5 (6))		0	0	0	0	0	0	
	Premature		0	1	0	1	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	0	
	Unable to proceed		0	1	0	1	0	0	
	<b>Total</b>		<b>3</b>	<b>18</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>1</b>	
	Investigation	Fully upheld	0	0	0	0	0	0	
		Resolved	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>Total</b>			<b>3</b>	<b>41</b>	<b>4</b>	<b>37</b>	<b>10</b>	<b>1</b>
	Enquiry	Assessment and Guidance	Enquiry	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>Total</b>			<b>3</b>	<b>41</b>	<b>4</b>	<b>37</b>	<b>10</b>	<b>1</b>

Estate management / open spaces / environment work	Improvements and renovation	Mould / damp	Neighbour disputes and anti-social behaviour	Other	Out of jurisdiction	Pest control	Policy / administration	Reasonable adjustments / accessibility	Rent and/or service charges	Rent arrears	Repairs and maintenance	Shared ownership	Sheltered housing and community care
2	0	5	13	1	0	3	2	0	3	1	29	0	0
3	0	1	13	0	1	0	3	1	2	1	24	0	0
3	0	4	24	1	1	0	5	1	2	1	41	0	0
2	0	0	0	0	1	0	1	0	0	0	4	0	0
1	0	0	0	0	0	0	0	0	0	0	0	0	0
11	0	10	50	2	3	3	11	2	7	3	98	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
3	1	0	4	1	0	1	4	0	2	0	14	0	0
1	0	0	3	0	0	1	1	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	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	1	1	0	1	0
0	0	0	0	0	0	0	0	0	1	0	1	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0
4	1	0	7	1	0	2	9	0	4	1	19	1	0
1	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	2	1	0	0	1	0	0	0	1	6	0	0
0	0	0	1	0	0	0	0	0	0	0	0	0	0
2	3	16	40	2	0	3	13	0	3	3	77	0	1
1	0	1	5	1	0	0	4	0	0	0	9	0	0
0	0	0	1	0	0	0	0	0	0	0	5	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
1	0	0	0	0	0	0	1	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	2	0	2	0	0
1	0	1	3	0	0	0	0	0	0	0	3	0	0
1	0	1	1	0	0	0	0	0	0	0	3	0	0
8	3	21	52	3	0	4	18	0	5	4	107	0	1
0	0	0	2	0	0	0	0	0	0	0	3	0	0
0	0	1	1	0	0	0	0	0	0	0	0	0	0
0	0	1	3	0	0	0	0	0	0	0	3	0	0
23	4	32	112	6	3	9	38	2	16	8	227	1	1
0	0	0	0	0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0
23	4	32	112	6	3	9	39	2	16	8	227	1	1

Subject unknown	Terminations of tenancy	Total
0	1	69
1	0	63
43	1	150
0	0	8
0	0	1
44	2	291
0	1	3
0	0	2
1	0	41
0	0	9
0	0	2
0	0	1
0	0	2
0	0	3
0	0	2
0	0	2
1	1	67
0	0	1
1	0	15
0	0	1
0	0	188
1	1	26
0	0	7
0	0	1
0	0	2
0	0	3
0	0	4
0	0	8
0	0	8
2	1	264
0	0	5
0	0	2
0	0	7
47	4	629
0	0	1
0	0	1
47	4	630

6. LOCAL AUTHORITY CASES DETERMINED

Case Type	Stage	Outcome Group	Building Control	Consumer Protection	Economic Development	Education	Environmental Health and Cleansing	Finance	Fire and Police Boards	Housing	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	1	0	0	25	12	11	0	52	
		A&G - Complaint submissions - premature	0	0	0	11	15	14	1	74	
		A&G - Enquiries	4	0	0	32	15	21	0	137	
		Organisation not in jurisdiction	0	1	0	1	0	1	0	1	
		<b>Total</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>69</b>	<b>42</b>	<b>47</b>	<b>1</b>	<b>264</b>	
	Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	0	1	0	0	0	0	
		Discretion – Alternative action proposed	0	0	0	0	3	0	0	6	
		Discretion – Alternative route used or available	0	0	0	11	0	1	0	0	
		Discretion – Good complaint handling	0	0	1	16	20	14	0	42	
		Discretion – Insufficient benefit would be achieved by investigation	0	0	0	6	5	2	0	16	
		Discretion – Referred back	0	0	0	8	5	0	0	7	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	1	0	0	0	0	
		Member of the public test not met (s 5 (6))	0	1	0	1	0	0	0	0	
		Premature	0	0	0	0	1	0	0	2	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0	0	2	0	1	
		Subject matter not in jurisdiction	0	0	0	3	4	1	0	4	
		Time limit (s 10)	0	0	0	2	0	0	0	1	
		Unable to proceed	0	0	0	1	0	0	0	3	
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>50</b>	<b>38</b>	<b>20</b>	<b>0</b>	<b>82</b>	
		Preliminary Investigation	Cause and impact test not met (s 5 (3))	0	0	0	6	0	0	0	1
	Discretion – Alternative action proposed		0	0	0	3	10	1	0	15	
	Discretion – Alternative route used or available		0	0	0	5	0	4	0	0	
	Discretion – Good complaint handling		7	1	1	72	30	26	1	161	
	Discretion – Insufficient benefit would be achieved by investigation		1	0	0	8	7	5	0	34	
	Discretion – Referred back		0	0	0	21	2	0	0	13	
	Discretion – Resolved - both parties satisfied with proposed outcome		0	0	0	1	1	0	0	1	
	Member of the public test not met (s 5 (6))		0	0	0	2	0	1	0	2	
	Organisation not in jurisdiction		0	0	0	0	0	0	0	0	
	Premature		0	0	0	1	0	0	0	2	
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))		0	0	0	8	1	15	0	4	
	Subject matter not in jurisdiction		0	0	0	12	0	0	0	4	
	Time limit (s 10)		1	0	0	2	0	1	0	7	
	Unable to proceed		2	0	0	13	1	1	1	8	
	<b>Total</b>		<b>11</b>	<b>1</b>	<b>1</b>	<b>154</b>	<b>52</b>	<b>54</b>	<b>2</b>	<b>252</b>	
	Investigation	Fully upheld	0	0	0	3	0	0	0	3	
		Not upheld	1	0	0	1	0	0	0	0	
		Resolved	0	0	0	0	0	0	0	0	
		Some upheld	0	0	0	0	0	0	0	1	
		<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	
	<b>Total</b>	<b>17</b>	<b>3</b>	<b>2</b>	<b>277</b>	<b>132</b>	<b>121</b>	<b>3</b>	<b>602</b>		
	Enquiry	Assessment and Guidance	Email enquiry - advice given on progressing / submitting complaint	0	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>Total</b>			<b>17</b>	<b>3</b>	<b>2</b>	<b>277</b>	<b>132</b>	<b>121</b>	<b>3</b>	<b>602</b>

Land and Property	Legal and Admin	Local Authority	National Park Authorities	Other	Personnel	Planning	Recreation and Leisure	Roads and Transport	Social Work	Subject unknown or Out of Jurisdiction	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Total
5	7	0	0	1	2	10	1	14	24	1	0	1	0	167
2	15	0	0	3	0	8	4	25	17	8	4	2	0	203
0	20	1	0	2	2	18	0	29	61	74	0	0	0	416
0	1	0	0	0	0	0	0	0	3	2	0	0	0	10
7	43	1	0	6	4	36	5	68	105	85	4	3	0	796
1	4	0	0	0	0	1	4	5	0	0	0	0	0	16
0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
0	2	0	0	0	0	0	0	0	1	0	0	0	0	15
5	10	0	0	0	0	1	7	27	4	0	2	2	0	151
2	3	0	0	0	0	3	4	6	2	0	0	0	0	49
0	1	0	0	0	2	2	1	3	0	0	0	0	0	29
0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
0	2	0	0	0	0	0	0	0	0	0	0	0	0	4
1	0	0	0	0	0	1	1	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	2	1	0	0	0	0	6
0	0	0	0	1	2	0	0	1	2	0	0	0	0	18
0	0	0	0	0	0	1	0	1	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
9	22	0	0	1	4	10	17	45	10	0	2	2	0	314
2	2	0	0	1	0	3	0	3	0	0	0	0	0	18
2	2	0	0	0	0	1	1	1	2	0	0	0	0	38
0	0	0	0	0	0	1	0	0	2	0	0	0	0	12
4	18	0	1	2	0	46	16	37	52	0	0	0	1	476
7	4	0	0	1	0	13	1	15	12	0	0	0	0	108
0	1	0	0	2	0	2	0	3	4	0	0	0	0	48
0	1	0	0	0	0	0	0	0	2	0	0	0	0	6
0	1	0	0	0	0	2	0	0	0	0	0	0	0	8
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	3
1	1	0	0	0	0	8	0	4	4	0	1	0	0	47
0	0	0	0	0	0	0	0	1	1	0	0	0	0	18
1	0	0	0	0	0	4	0	2	2	1	0	0	0	21
0	0	0	0	0	0	1	0	0	6	1	0	0	0	34
17	30	0	1	6	0	81	18	66	88	2	1	0	1	838
										Subject unknown or Out of Jurisdiction		Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	
Land and Property	Legal and Admin	Local Authority	National Park Authorities	Other	Personnel	Planning	Recreation and Leisure	Roads and Transport	Social Work	Subject unknown or Out of Jurisdiction	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Total
5	7	0	0	1	2	10	1	14	24	1	0	1	0	167
2	15	0	0	3	0	8	4	25	17	8	4	2	0	203
0	20	1	0	2	2	18	0	29	61	74	0	0	0	416
0	1	0	0	0	0	0	0	0	3	2	0	0	0	10
7	43	1	0	6	4	36	5	68	105	85	4	3	0	796
1	4	0	0	0	0	1	4	5	0	0	0	0	0	16
0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
0	2	0	0	0	0	0	0	0	1	0	0	0	0	15
5	10	0	0	0	0	1	7	27	4	0	2	2	0	151
2	3	0	0	0	0	3	4	6	2	0	0	0	0	49
0	1	0	0	0	2	2	1	3	0	0	0	0	0	29
0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
0	2	0	0	0	0	0	0	0	0	0	0	0	0	4
1	0	0	0	0	0	1	1	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	2	1	0	0	0	0	6
0	0	0	0	1	2	0	0	1	2	0	0	0	0	18
0	0	0	0	0	0	1	0	1	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
9	22	0	0	1	4	10	17	45	10	0	2	2	0	314
2	2	0	0	1	0	3	0	3	0	0	0	0	0	18
2	2	0	0	0	0	1	1	1	2	0	0	0	0	38
0	0	0	0	0	0	1	0	0	2	0	0	0	0	12
4	18	0	1	2	0	46	16	37	52	0	0	0	1	476
7	4	0	0	1	0	13	1	15	12	0	0	0	0	108
0	1	0	0	2	0	2	0	3	4	0	0	0	0	48
0	1	0	0	0	0	0	0	0	2	0	0	0	0	6
0	1	0	0	0	0	2	0	0	0	0	0	0	0	8
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	3
1	1	0	0	0	0	8	0	4	4	0	1	0	0	47
0	0	0	0	0	0	0	0	1	1	0	0	0	0	18
1	0	0	0	0	0	4	0	2	2	1	0	0	0	21
0	0	0	0	0	0	1	0	0	6	1	0	0	0	34
17	30	0	1	6	0	81	18	66	88	2	1	0	1	838

7. SCOTTISH GOVERNMENT AND DEVOLVED ADMINISTRATION CASES DETERMINED

Case Type	Stage	Outcome Group	Cross-Border Public Authority				Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism
			Non-Prison Agriculture / environment / fishing / rural affairs	Financial matters	Justice	Total		
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	1	1	0	2	0	0
		A&G - Complaint submissions - premature	0	0	0	0	1	0
		A&G - Enquiries	0	0	0	0	0	0
		Organisation not in jurisdiction	0	0	0	0	0	0
		Unable to proceed	0	0	0	0	0	0
		<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>
	Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	0	0	0	0
		Discretion – Alternative action proposed	0	0	0	0	0	0
		Discretion – Alternative route used or available	0	0	0	0	0	0
		Discretion – Good complaint handling	0	0	0	0	2	1
		Discretion – Insufficient benefit would be achieved by investigation	1	0	0	1	0	0
		Member of the public test not met (s 5 (6))	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	1	1	0	0
		Subject matter not in jurisdiction	0	0	0	0	0	0
		Time limit (s 10)	0	0	0	0	0	0
		Unable to proceed	0	0	0	0	0	0
		<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>
		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	0
	Discretion – Alternative route used or available		0	0	0	0	0	0
	Discretion – Good complaint handling		2	1	0	3	3	0
	Discretion – Insufficient benefit would be achieved by investigation		0	1	0	1	0	0
	Discretion – Referred back		0	0	0	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome		0	0	0	0	0	0
	Member of the public test not met (s 5 (6))		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	0
	Unable to proceed		0	0	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>0</b>	
	Investigation	Fully upheld	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>Total</b>			<b>4</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>1</b>
Enquiry	Assessment and Guidance	Enquiry	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>Total</b>			<b>4</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>6</b>	<b>1</b>

Scottish Government & Scottish Administration

Non-Prison

Care and health	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
1	2	0	14	0	1	1	1	0	0	0	1	21	0
0	6	1	9	0	2	3	2	0	1	0	4	29	1
0	16	1	22	2	5	3	1	1	0	1	11	63	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
1	24	2	45	2	8	7	4	1	1	1	16	113	2
0	0	0	0	0	0	0	1	0	0	0	0	1	0
0	0	0	1	0	0	0	0	0	0	0	0	1	0
0	0	0	10	0	0	0	0	0	0	0	0	10	0
0	5	0	10	0	1	5	0	0	2	0	0	26	2
0	1	0	2	0	0	0	0	0	0	0	0	3	0
0	0	0	0	0	0	1	0	0	0	0	0	1	0
0	1	0	0	0	0	0	0	0	0	0	0	1	0
0	1	0	2	0	0	0	0	0	0	0	0	3	0
0	9	0	0	0	1	3	0	0	0	0	0	13	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	0	1	0
0	17	0	26	0	2	10	1	0	2	0	0	61	2
0	1	0	0	0	0	0	0	0	0	0	0	1	0
0	0	0	1	1	0	1	0	0	0	0	0	3	0
0	0	0	3	0	0	0	0	0	0	0	0	3	0
1	8	1	29	0	3	4	2	0	2	0	0	53	3
0	2	0	7	0	1	0	1	0	2	1	0	14	0
0	2	0	1	1	1	0	0	0	0	0	0	5	0
0	0	0	2	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	0	0	2	0	0	0	0	0	2	0
0	1	0	4	0	0	0	0	2	0	0	0	7	0
0	9	1	1	0	0	2	0	1	0	0	0	14	0
0	1	0	2	0	0	0	0	1	0	0	0	4	0
0	1	0	2	0	0	0	0	0	0	0	0	3	0
1	25	3	52	2	5	9	3	4	4	1	0	112	3
0	0	0	4	0	0	0	0	0	0	0	0	4	0
0	0	0	4	0	0	0	0	0	0	0	0	4	0
2	66	5	127	4	15	26	8	5	7	2	16	290	7
0	0	0	0	0	0	0	0	0	1	0	1	2	0
0	0	0	0	0	0	0	0	0	1	0	1	2	0
2	66	5	127	4	15	26	8	5	8	2	17	292	7

**Scottish Public Authority**

**Non-Prison**

<b>Arts / culture / heritage / leisure / sport / tourism</b>	<b>Care and health</b>	<b>Commissioner s and Ombudsmen</b>	<b>Education</b>	<b>Financial matters</b>	<b>Governance</b>	<b>Justice</b>	<b>Other</b>	<b>Subject unknown or Out of Jurisdiction</b>	<b>Total</b>	<b>Grand Total</b>
1	1	0	0	0	0	0	0	0	2	25
3	2	9	1	1	1	0	0	0	18	47
1	1	5	0	0	0	0	2	2	13	76
0	0	0	0	0	1	0	0	1	2	2
0	0	0	1	0	0	0	0	0	1	1
5	4	14	2	1	2	2	2	2	36	151
3	0	0	0	0	0	0	0	0	3	4
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	10
1	4	3	0	1	1	0	0	0	12	38
0	1	0	2	1	0	0	0	0	4	8
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	0	0	0	4
1	0	2	0	0	0	0	0	0	3	16
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	1
5	5	5	2	2	1	0	0	0	22	85
0	0	0	0	0	0	0	0	0	0	1
0	0	0	1	0	0	0	0	0	1	4
0	0	0	0	0	0	0	0	0	0	3
0	3	7	5	4	0	1	0	0	23	79
1	1	1	1	1	0	0	0	0	5	20
0	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	0	0	0	0	1	3
0	0	0	0	0	0	0	0	0	0	7
0	0	0	0	0	0	1	0	0	1	15
1	0	1	0	1	0	0	0	0	3	7
0	0	0	0	0	0	0	0	0	0	3
2	4	10	7	6	0	2	0	0	34	150
0	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	4
12	13	29	11	9	3	4	2	2	92	390
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	2
12	13	29	11	9	3	4	2	2	92	392

## 8. SCOTTISH PRISON SERVICE CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / transfers / discharge	Communication and records	Discipline	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	1	1	0	
		A&G - Complaint submissions - premature	4	5	3	
		A&G - Enquiries	5	10	4	
		Organisation not in jurisdiction	0	0	0	
		<b>Total</b>	<b>10</b>	<b>16</b>	<b>7</b>	
	Triage and Early Decision	Cause and impact test not met (s 5 (3))	0	0	0	
		Discretion – Alternative action proposed	0	0	0	
		Discretion – Good complaint handling	1	5	1	
		Discretion – Insufficient benefit would be achieved by investigation	2	0	0	
		Discretion – Referred back	0	2	0	
		Premature	0	2	0	
		Unable to proceed	0	0	0	
		<b>Total</b>	<b>3</b>	<b>9</b>	<b>1</b>	
	Preliminary Investigation	Discretion – Alternative action proposed	0	0	0	
		Discretion – Alternative route used or available	0	1	0	
		Discretion – Good complaint handling	4	14	11	
		Discretion – Insufficient benefit would be achieved by investigation	2	2	1	
		Discretion – Referred back	2	2	1	
		Discretion – Resolved - both parties satisfied with proposed outcome	2	0	0	
		Premature	1	1	0	
		Unable to proceed	1	2	1	
		<b>Total</b>	<b>12</b>	<b>22</b>	<b>14</b>	
	Investigation	Fully upheld	0	0	0	
		<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>Total</b>			<b>25</b>	<b>47</b>	<b>22</b>
	<b>Total</b>			<b>25</b>	<b>47</b>	<b>22</b>

Health / Welfare / Religion	Leave from Prison (Including Home Detention Leave)	Other	Physical and personal environment	Privileges and prisoners property	Security / control / progression	Subject unknown or Out of Jurisdiction	Supervision levels	Work / education / earnings / recreation	Total
4	0	0	1	3	2	0	0	1	13
8	0	0	4	6	7	1	1	0	39
21	2	1	4	4	4	46	1	2	104
0	0	0	0	0	0	1	0	0	1
33	2	1	9	13	13	48	2	3	157
0	0	0	0	0	0	0	0	1	1
0	0	0	0	1	0	0	0	0	1
5	1	0	2	6	4	0	0	0	25
3	1	0	2	1	2	0	0	0	11
1	0	0	2	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	2
0	0	0	2	0	0	0	0	1	3
9	2	0	8	8	6	0	0	2	48
0	0	0	2	0	0	0	0	1	3
0	0	0	0	0	0	0	0	1	2
9	1	0	6	9	11	0	0	2	67
2	0	0	3	2	2	0	0	2	16
3	0	0	3	2	1	0	0	0	14
0	0	0	0	1	0	0	0	1	4
0	0	0	0	0	0	0	0	0	2
1	0	0	1	1	1	0	0	0	8
15	1	0	15	15	15	0	0	7	116
1	0	0	0	0	1	0	0	0	2
1	0	0	0	0	1	0	0	0	2
58	5	1	32	36	35	48	2	12	323
<b>58</b>	<b>5</b>	<b>1</b>	<b>32</b>	<b>36</b>	<b>35</b>	<b>48</b>	<b>2</b>	<b>12</b>	<b>323</b>

## 9. SCOTTISH UNIVERSITY CASES DETERMINED

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation	Admissions
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	10	0	0
		A&G - Complaint submissions - premature	4	0	1
		A&G - Enquiries	10	2	3
		Organisation not in jurisdiction	0	0	0
		<b>Total</b>	<b>24</b>	<b>2</b>	<b>4</b>
	Triage and Early Decision	Discretion – Good complaint handling	27	0	1
		Discretion – Insufficient benefit would be achieved by investigation	12	1	3
		Discretion – Referred back	2	0	0
		Premature	1	0	0
		Subject matter not in jurisdiction	0	1	0
		Time limit (s 10)	2	0	1
		<b>Total</b>	<b>44</b>	<b>2</b>	<b>5</b>
	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	35	3	1
		Discretion – Insufficient benefit would be achieved by investigation	17	0	3
		Discretion – Referred back	1	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0
		Subject matter not in jurisdiction	1	0	0
		Time limit (s 10)	2	0	0
		Unable to proceed	3	0	0
		<b>Total</b>	<b>59</b>	<b>3</b>	<b>4</b>
	Investigation	Not upheld	0	0	0
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	
<b>Total</b>		<b>127</b>	<b>7</b>	<b>13</b>	
Enquiry	Assessment and Guidance	Phone call enquiry - advice given on progressing / submitting complaint	0	0	0
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>			<b>127</b>	<b>7</b>	<b>13</b>

Antisocial behaviour	Communication / staff attitude / dignity / confidentiality	Complaints handling	Fees / refunds	Grants / allowances / bursaries	Other	Out Of Jurisdiction	Personnel matters	Plagiarism and intellectual property	Policy / administration	Property
0	2	1	2	1	0	0	0	0	0	0
0	0	0	4	0	1	0	0	0	1	0
0	1	7	2	0	0	0	3	2	3	0
0	0	0	0	0	0	1	0	0	1	0
0	3	8	8	1	1	1	3	2	5	0
0	1	0	5	0	0	0	0	0	2	1
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	0	0	0	0
0	1	0	0	0	0	0	0	0	2	0
0	1	0	3	1	0	0	0	0	3	0
0	3	0	10	1	0	0	0	0	7	1
0	0	0	0	0	0	0	0	0	2	0
0	0	0	0	0	0	0	0	0	1	0
1	4	0	7	0	1	0	0	0	10	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	1	0
0	1	0	0	0	0	0	0	0	0	0
0	1	0	2	0	0	0	0	0	4	0
0	0	0	0	0	0	0	0	0	0	0
1	7	0	10	0	1	0	0	0	19	0
0	0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	1	0
1	13	8	28	2	2	1	3	2	32	1
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	13	8	28	2	2	1	3	2	32	1

Reasonable adjustments / accessibility	Special needs - assessment and provision	Student discipline	Subject Unknown	Teaching and supervision	Welfare	Total
1	0	1	0	1	0	19
0	0	0	0	2	1	14
1	0	1	4	1	0	40
0	0	0	0	0	0	2
2	0	2	4	4	1	75
0	0	1	0	0	1	39
0	0	0	0	0	0	17
0	0	0	0	0	0	3
0	0	0	0	0	0	1
0	0	0	0	0	0	4
0	0	0	0	0	0	11
0	0	1	0	0	1	75
0	0	0	0	0	0	2
0	0	0	0	0	0	1
1	2	2	0	3	2	72
0	0	1	0	1	0	25
0	0	0	0	1	0	2
0	0	0	0	0	0	1
0	0	0	0	0	0	2
0	0	0	0	0	0	9
0	0	0	0	1	0	4
1	2	3	0	6	2	118
0	0	0	0	0	0	1
0	0	0	0	0	0	1
3	2	6	4	10	4	269
0	0	0	1	0	0	1
0	0	0	1	0	0	1
3	2	6	5	10	4	270

## 10. WATER CASES DETERMINED

Case Type	Stage	Outcome Group	Billing and charging	Customer service
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	7	0
		A&G - Complaint submissions - premature	31	1
		A&G - Enquiries	19	2
		Organisation not in jurisdiction	1	0
		<b>Total</b>	<b>58</b>	<b>3</b>
	Triage and Early Decision	Discretion – Good complaint handling	0	0
		Discretion – Insufficient benefit would be achieved by investigation	0	0
		Time limit (s 10)	1	0
		<b>Total</b>	<b>1</b>	<b>0</b>
	Preliminary Investigation	Discretion – Alternative action proposed	4	0
		Discretion – Good complaint handling	22	0
		Discretion – Insufficient benefit would be achieved by investigation	15	1
		Discretion – Referred back	1	0
		Discretion – Resolved - both parties satisfied with proposed outcome	4	0
		Time limit (s 10)	2	0
		Unable to proceed	5	0
		<b>Total</b>	<b>53</b>	<b>1</b>
	Investigation	Fully upheld	2	0
		<b>Total</b>	<b>2</b>	<b>0</b>
	<b>Total</b>		<b>114</b>	<b>4</b>

<b>New Connections</b>	<b>Subject unknown or Out of Jurisdiction</b>	<b>Waste Water</b>	<b>Water Supply</b>	<b>Total</b>
0	0	0	0	7
1	1	0	1	<b>35</b>
0	3	1	2	<b>27</b>
0	0	0	0	<b>1</b>
1	4	1	3	70
0	0	1	1	<b>2</b>
0	0	0	1	<b>1</b>
0	0	0	0	<b>1</b>
0	0	1	2	4
0	0	0	0	<b>4</b>
0	0	2	3	<b>27</b>
0	0	0	1	<b>17</b>
0	0	0	0	<b>1</b>
0	0	0	0	<b>4</b>
0	0	1	0	<b>3</b>
0	0	0	0	<b>5</b>
0	0	3	4	61
0	0	0	0	<b>2</b>
0	0	0	0	2
1	4	5	9	<b>137</b>

## 11. OTHER CASES DETERMINED

Case Type	Stage	Outcome Group	General Enquiry	Subject Unknown or Out of Jurisdiction		Total
			From Member of the Public	Out of Jurisdiction	Subject Unknown	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	0	1	1	2
		A&G - Complaint submissions - premature	0	0	6	6
		A&G - Enquiries	2	1	31	34
		Organisation not in jurisdiction	1	32	9	42
		<b>Total</b>	<b>3</b>	<b>34</b>	<b>47</b>	<b>84</b>
	Triage and Early Decision	Organisation not in jurisdiction	0	1	0	1
		<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Total</b>			<b>3</b>	<b>35</b>	<b>47</b>	<b>85</b>
Enquiry	Assessment and Guidance	Enquiry	1	201	114	316
	<b>Total</b>		<b>1</b>	<b>201</b>	<b>114</b>	<b>316</b>
<b>Total</b>			<b>4</b>	<b>236</b>	<b>161</b>	<b>401</b>

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

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total	
Complaint	Assessment and Guidance	A&G - Complaint submissions - mature	69	52	121	
		A&G - Complaint submissions - premature	63	74	137	
		A&G - Enquiries	150	137	287	
		Organisation not in jurisdiction	8	1	9	
		Unable to proceed	1	0	1	
		<b>Total</b>	<b>291</b>	<b>264</b>	<b>555</b>	
	Triage and Early Decision	Discretion – Alternative action proposed	3	6	9	
		Discretion – Alternative route used or available	2	0	2	
		Discretion – Good complaint handling	41	42	83	
		Discretion – Insufficient benefit would be achieved by investigation	9	16	25	
		Discretion – Referred back	2	7	9	
		Premature	1	2	3	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	2	1	3	
		Subject matter not in jurisdiction	3	4	7	
		Time limit (s 10)	2	1	3	
		Unable to proceed	2	3	5	
		<b>Total</b>	<b>67</b>	<b>82</b>	<b>149</b>	
	Preliminary Investigation	Cause and impact test not met (s 5 (3))	1	1	2	
		Discretion – Alternative action proposed	15	15	30	
		Discretion – Alternative route used or available	1	0	1	
		Discretion – Good complaint handling	188	161	349	
		Discretion – Insufficient benefit would be achieved by investigation	26	34	60	
		Discretion – Referred back	7	13	20	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	1	1	
		Member of the public test not met (s 5 (6))	1	2	3	
		Premature	2	2	4	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	3	4	7	
		Subject matter not in jurisdiction	4	4	8	
		Time limit (s 10)	8	7	15	
		Unable to proceed	8	8	16	
		<b>Total</b>	<b>264</b>	<b>252</b>	<b>516</b>	
	Investigation	Fully upheld	5	3	8	
		Resolved	2	0	2	
		Some upheld	0	1	1	
		<b>Total</b>	<b>7</b>	<b>4</b>	<b>11</b>	
	<b>Total</b>		<b>629</b>	<b>602</b>	<b>1,231</b>	
	Enquiry	Assessment and Guidance	Enquiry	1	0	1
		<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>
	<b>Total</b>			<b>630</b>	<b>602</b>	<b>1,232</b>

Complaints only