

ENQUIRIES AND COMPLAINTS DETERMINED BY SECTOR AND OUTCOME 2024-25

Case Type	Stage	Outcome Group	Colleges	Health	Housing Associations	Joint Health and Social Care	Local Authority	Other	Prisons	Scottish Government and Devolved Administration	Universities	Water	Total
Complaint	Advice	A&G - Complaint submissions - mature	1	87	49	19	98	0	7	19	23	8	311
		A&G - Complaint submissions - premature	3	139	67	29	186	4	46	40	25	21	560
		A&G - Enquiries	5	328	113	18	338	35	103	41	22	29	1,032
		Organisation not in jurisdiction	0	4	2	0	0	25	0	0	0	0	31
		Unable to proceed	0	0	0	0	1	0	0	0	0	0	1
	Early Resolution	Cause and impact test not met (s 5 (3))	0	4	1	3	26	0	2	2	0	0	38
		Discretion – Alternative action proposed	1	40	6	5	17	0	3	5	0	1	78
		Discretion – Alternative route used or available	0	11	1	4	11	0	1	4	0	0	32
		Discretion – Good complaint handling	7	612	166	125	554	0	76	80	118	18	1,756
		Discretion – Insufficient benefit would be achieved by investigation	5	111	44	19	184	0	35	17	55	17	487
		Discretion – Referred back	2	46	11	9	44	0	11	7	1	1	132
		Discretion – Resolved - both parties satisfied with proposed outcome	0	21	5	4	13	0	3	3	3	4	56
		Member of the public test not met (s 5 (6))	0	1	0	0	9	0	0	2	0	0	12
		Organisation not in jurisdiction	0	1	0	0	0	2	0	1	0	0	4
		Premature	0	12	4	3	10	0	6	2	1	1	39
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	4	1	29	0	1	8	2	1	47
		Subject matter not in jurisdiction	2	7	11	2	27	0	0	23	13	0	85
		Time limit (s 10)	1	100	10	11	42	0	1	8	15	1	189
		Unable to proceed	0	74	10	12	30	1	7	1	5	2	142
	Investigation	Fully upheld	0	79	1	7	13	0	1	0	0	0	101
		Not duly made or withdrawn	0	3	0	1	1	0	0	0	0	0	5
		Not upheld	0	20	0	1	2	0	0	0	0	0	23
		Resolved	0	1	0	1	0	0	0	0	0	0	2
		Some upheld	0	37	0	2	6	0	0	0	0	0	45
	Total		27	1,739	505	276	1,641	67	303	263	283	104	5,208
Enquiry	Advice	Enquiry	0	2	0	1	4	2	1	0	0	0	10
	Total		0	2	0	1	4	2	1	0	0	0	10
Total Contacts			27	1,741	505	277	1,645	69	304	263	283	104	5,218
Total Premature Complaints			3	151	71	32	196	4	52	42	26	22	599
Premature Rate			11%	9%	14%	12%	12%	6%	17%	16%	9%	21%	11%
Total Investigation Decisions (fully, some and not upheld)			0	136	1	10	21	0	1	0	0	0	169
Total Upholds (fully and some upheld)			0	116	1	9	19	0	1	0	0	0	146
Uphold Rate			0%	85%	100%	90%	90%	0%	100%	0%	0%	0%	86%