

COMPLAINTS AND ENQUIRIES DETERMINED BY SECTOR AND OUTCOME 2025-26

| 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 | Assessment and Guidance | A&G - Complaint submissions - mature | 6 | 135 | 69 | 41 | 167 | 2 | 13 | 25 | 19 | 7 | 484 | |
| | | A&G - Complaint submissions - premature | 7 | 168 | 63 | 25 | 203 | 6 | 39 | 47 | 14 | 35 | 607 | |
| | | A&G - Enquiries | 5 | 339 | 150 | 36 | 416 | 34 | 104 | 76 | 40 | 27 | 1,227 | |
| | | Organisation not in jurisdiction | 0 | 1 | 8 | 1 | 10 | 42 | 1 | 2 | 2 | 1 | 68 | |
| | | Unable to proceed | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | |
| | Triage and Early Decision | Cause and impact test not met (s 5 (3)) | 1 | 1 | 0 | 1 | 29 | 0 | 1 | 4 | 0 | 0 | 37 | |
| | | Discretion – Alternative action proposed | 0 | 9 | 4 | 2 | 20 | 0 | 1 | 2 | 0 | 0 | 38 | |
| | | Discretion – Alternative route used or available | 0 | 14 | 3 | 4 | 24 | 0 | 1 | 13 | 0 | 0 | 59 | |
| | | Discretion – Good complaint handling | 2 | 63 | 78 | 11 | 257 | 0 | 69 | 70 | 67 | 4 | 621 | |
| | | Discretion – Insufficient benefit would be achieved by investigation | 1 | 39 | 18 | 5 | 96 | 0 | 18 | 24 | 35 | 2 | 238 | |
| | | Discretion – Referred back | 0 | 26 | 6 | 5 | 52 | 0 | 12 | 4 | 5 | 1 | 111 | |
| | | Discretion – Resolved - both parties satisfied with proposed outcome | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 4 | |
| | | Member of the public test not met (s 5 (6)) | 0 | 1 | 0 | 1 | 7 | 0 | 0 | 1 | 0 | 0 | 10 | |
| | | Organisation not in jurisdiction | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | |
| | | Premature | 0 | 8 | 3 | 0 | 8 | 0 | 3 | 3 | 1 | 0 | 26 | |
| | | Right of appeal to court/tribunal/Scottish ministers (s 7 (8)) | 0 | 0 | 3 | 0 | 20 | 0 | 0 | 7 | 0 | 0 | 30 | |
| | | Subject matter not in jurisdiction | 1 | 2 | 7 | 1 | 24 | 0 | 0 | 28 | 5 | 0 | 68 | |
| | | Time limit (s 10) | 2 | 77 | 4 | 1 | 14 | 0 | 0 | 4 | 17 | 2 | 121 | |
| | | Unable to proceed | 0 | 8 | 4 | 0 | 9 | 0 | 5 | 1 | 0 | 1 | 28 | |
| | | Preliminary Investigation | Cause and impact test not met (s 5 (3)) | 1 | 2 | 1 | 1 | 5 | 0 | 0 | 1 | 2 | 0 | 13 |
| | | | Delays/poor complaint handling by body | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | | Discretion – Alternative action proposed | 0 | 33 | 14 | 3 | 27 | 0 | 3 | 3 | 0 | 4 | 87 |
| | | | Discretion – Alternative route used or available | 0 | 14 | 0 | 2 | 3 | 0 | 1 | 0 | 1 | 0 | 21 |
| | Discretion – Good complaint handling | | 15 | 614 | 151 | 131 | 370 | 0 | 23 | 47 | 44 | 25 | 1,420 | |
| | Discretion – Insufficient benefit would be achieved by investigation | | 0 | 74 | 17 | 22 | 61 | 0 | 9 | 4 | 7 | 16 | 210 | |
| | Discretion – Referred back | | 0 | 30 | 3 | 11 | 25 | 0 | 7 | 1 | 0 | 0 | 77 | |
| | Discretion – Resolved - both parties satisfied with proposed outcome | | 0 | 10 | 0 | 2 | 6 | 0 | 3 | 2 | 1 | 4 | 28 | |
| | Member of the public test not met (s 5 (6)) | | 0 | 1 | 1 | 0 | 5 | 0 | 0 | 1 | 0 | 0 | 8 | |
| | Organisation not in jurisdiction | | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | |
| | Premature | | 0 | 12 | 0 | 6 | 1 | 0 | 1 | 1 | 0 | 0 | 21 | |
| | Right of appeal to court/tribunal/Scottish ministers (s 7 (8)) | | 0 | 1 | 2 | 2 | 33 | 0 | 0 | 4 | 0 | 0 | 42 | |
| | Subject matter not in jurisdiction | | 0 | 0 | 0 | 1 | 12 | 0 | 0 | 3 | 1 | 0 | 17 | |
| | Time limit (s 10) | | 0 | 32 | 6 | 2 | 12 | 0 | 0 | 4 | 3 | 2 | 61 | |
| | Unable to proceed | | 1 | 48 | 6 | 21 | 29 | 0 | 6 | 3 | 4 | 4 | 122 | |
| | Investigation | | Fully upheld | 0 | 69 | 5 | 2 | 7 | 0 | 2 | 4 | 0 | 2 | 91 |
| | | | Not duly made or withdrawn | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| | | | Not upheld | 0 | 19 | 0 | 5 | 4 | 0 | 0 | 0 | 1 | 0 | 29 |
| | | Resolved | 0 | 1 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 7 | |
| | | Some upheld | 0 | 26 | 0 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 32 | |
| | | Total | 42 | 1,886 | 629 | 348 | 1,967 | 85 | 323 | 390 | 269 | 137 | 6,075 | |
| | Enquiry | Assessment and Guidance | Email enquiry - advice given on progressing / submitting complaint | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| | | | Enquiry | 0 | 8 | 1 | 0 | 0 | 3 | 0 | 2 | 0 | 0 | 14 |
| | | | Phone call enquiry - advice given on progressing / submitting complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| | | Total | 0 | 8 | 1 | 0 | 1 | 3 | 0 | 2 | 1 | 0 | 16 | |
| | Total Contacts | | 42 | 1,894 | 630 | 348 | 1,967 | 88 | 323 | 392 | 270 | 137 | 6,091 | |

| | | | | | | | | | | | |
|--|-----|-----|------|-----|-----|----|------|------|----|------|-----|
| Total Premature Complaints | 7 | 188 | 66 | 31 | 212 | 6 | 43 | 51 | 15 | 35 | 654 |
| Premature Rate | 17% | 10% | 10% | 9% | 11% | 7% | 13% | 13% | 6% | 26% | 11% |
| Total Investigation Decisions (fully, some and not upheld) | 0 | 114 | 5 | 9 | 15 | 0 | 2 | 4 | 1 | 2 | 152 |
| Total Upholds (fully and some upheld) | 0 | 95 | 5 | 4 | 11 | 0 | 2 | 4 | 0 | 2 | 123 |
| Uphold Rate | 0% | 83% | 100% | 44% | 73% | 0% | 100% | 100% | 0% | 100% | 81% |