

COMPLAINTS AND ENQUIRIES DETERMINED BY SUBJECT AND OUTCOME 2024-25

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1. CASES DETERMINED BY SECTOR

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

2. SCOTTISH COLLEGE CASES DETERMINED

Case Type	Stage	Outcome Group	Application / Admission / Interview / Enrolment / Induction	Assessing and Providing Learning Support (by support staff)	Assessment / Exams / Certification
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0
		A&G - Complaint submissions - premature	0	0	0
		A&G - Enquiries	1	0	0
		Total	1	0	0
	Early Resolution	Discretion – Alternative action proposed	0	0	0
		Discretion – Good complaint handling	0	0	1
		Discretion – Insufficient benefit would be achieved by investigation	2	0	0
		Discretion – Referred back	0	1	0
		Subject matter not in jurisdiction	0	0	0
		Time limit (s 10)	0	0	0
		Total	2	1	1
Total			3	1	1

Course Management (including class cancellations)	Diversity and Equality (other than support for learning)	Environment / Resources	Health and Safety	Learning and Teaching	Not otherwise covered	Providing Learning Support and Guidance (by curriculum staff)	Staff Conduct	Student Conduct
0	0	0	0	0	0	1	0	0
0	1	0	1	0	0	0	1	0
1	0	0	0	0	0	0	0	0
1	1	0	1	0	0	1	1	0
0	0	0	1	0	0	0	0	0
0	0	1	0	3	0	0	1	1
0	0	0	0	1	0	0	1	1
0	0	0	0	0	1	0	0	0
0	1	0	0	0	0	0	1	0
0	0	0	0	0	0	0	1	0
0	1	1	1	4	1	0	4	2
1	2	1	2	4	1	1	5	2

Subject Unknown	Total
0	1
0	3
3	5
3	9
0	1
0	7
0	5
0	2
0	2
0	1
0	18
3	27

3. HEALTH CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / discharge / transfer procedures	Adult Social Work Services (Highland NHS Only)	Appliances / equipment / premises	Appointments / Admissions (delay / cancellation / waiting lists)	Clinical treatment / diagnosis
Complaint	Advice	A&G - Complaint submissions - mature	0	1	0	9	56
		A&G - Complaint submissions - premature	0	0	0	15	78
		A&G - Enquiries	2	0	1	27	140
		Organisation not in jurisdiction	0	0	0	0	0
		Total	2	1	1	51	274
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	1
		Discretion – Alternative action proposed	1	0	0	2	32
		Discretion – Alternative route used or available	0	0	0	0	2
		Discretion – Good complaint handling	8	0	1	51	418
		Discretion – Insufficient benefit would be achieved by investigation	2	0	0	17	71
		Discretion – Referred back	0	0	0	12	27
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	5	13
		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	9
		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	1	80
		Unable to proceed	2	0	0	8	42
		Total	13	0	1	96	695
	Investigation	Fully upheld	1	0	0	2	61
		Not duly made or withdrawn	0	0	0	0	3
		Not upheld	0	0	0	0	20
		Resolved	0	0	0	0	1
		Some upheld	1	0	0	0	30
		Total	2	0	0	2	115
	Total		17	1	2	149	1,084
Enquiry	Advice	Enquiry	0	0	0	0	0
		Total	0	0	0	0	0
	Total		0	0	0	0	0
Total			17	1	2	149	1,084

*Includes prison health

Communication / staff attitude / dignity / confidentiality	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	Record keeping
16	1	0	0	1	0	0	1	0	0	0	1
19	1	0	0	0	0	5	1	2	0	13	2
35	22	1	2	0	0	4	0	5	2	6	4
0	0	0	0	0	0	0	0	0	4	0	0
70	24	1	2	1	0	9	2	7	6	19	7
1	0	0	0	0	0	0	0	1	0	1	0
3	0	0	0	0	0	0	0	0	0	2	0
2	1	0	0	0	0	0	0	0	0	3	3
72	7	1	4	2	1	8	8	2	1	23	4
11	1	0	0	0	0	2	1	0	0	5	1
5	0	0	0	0	0	0	1	0	0	1	0
1	0	0	1	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	1	0
0	2	0	0	0	0	0	0	0	0	1	0
0	1	0	0	0	0	0	0	0	0	0	0
4	0	1	0	0	0	0	0	1	0	0	1
4	8	0	0	0	0	1	2	0	0	4	0
10	3	2	0	0	0	0	0	1	0	5	0
113	23	4	5	2	1	12	12	5	1	47	9
2	3	0	0	0	0	1	9	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
0	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	3	0	0	0	1
2	4	1	0	0	0	1	12	0	0	0	1
185	51	6	7	3	1	22	26	12	7	66	17
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	1
185	51	6	7	3	1	22	26	12	7	66	18

Subject unknown	Total
1	87
3	139
77	328
0	4
81	558
0	4
0	40
0	11
1	612
0	111
0	46
0	21
0	1
0	1
0	12
0	1
0	7
0	100
1	74
2	1,041
0	79
0	3
0	20
0	1
0	37
0	140
83	1,739
1	2
1	2
1	2
84	1,741

4. JOINT HEALTH AND SOCIAL CARE CASES DETERMINED

Case Type	Stage	Outcome Group	Access to files and information	Adoption / fostering	Adult support and protection / adults with incapacity	Appliances / equipment / premises
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	0
		A&G - Complaint submissions - premature	0	0	4	0
		A&G - Enquiries	0	0	0	1
		Total	0	0	4	1
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0
		Discretion – Alternative action proposed	0	0	0	0
		Discretion – Alternative route used or available	1	0	0	0
		Discretion – Good complaint handling	0	1	13	0
		Discretion – Insufficient benefit would be achieved by investigation	0	0	2	0
		Discretion – Referred back	0	0	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	0
		Premature	0	0	0	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0
		Subject matter not in jurisdiction	0	0	0	0
		Time limit (s 10)	0	0	0	0
		Unable to proceed	0	0	0	0
		Total	1	1	15	0
	Investigation	Fully upheld	0	0	1	0
		Not duly made or withdrawn	0	0	0	0
		Not upheld	0	0	0	0
		Resolved	0	0	0	0
		Some upheld	0	0	1	0
		Total	0	0	2	0
	Total		1	1	21	1
Enquiry	Advice	Enquiry	0	0	0	0
		Total	0	0	0	0
	Total		0	0	0	0
Total			1	1	21	1

Appointments / Admissions (delay / cancellation / waiting lists)	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
1	3	1	0	0	1	3	3	1	2	0
1	0	2	0	0	1	13	6	0	0	0
1	0	0	0	0	0	11	2	0	0	0
3	3	3	0	0	2	27	11	1	2	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	2	1	0	0	0
0	0	0	0	0	0	0	2	0	0	0
2	18	7	4	0	7	31	16	0	0	0
1	4	1	1	0	0	2	4	0	0	0
0	1	0	0	0	0	2	1	2	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	0	0	1	0	0	0	0	0
0	0	0	0	0	1	0	0	0	0	0
0	1	0	2	0	1	2	1	0	0	0
1	4	1	0	0	1	2	1	0	0	1
4	28	9	7	0	12	44	26	2	0	1
0	0	0	0	0	1	3	1	0	1	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	0	0	0	0	0	0	0
0	0	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	3	1	1	1	0
7	31	12	7	1	15	74	38	4	3	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	1	0	0	0	0
7	31	12	7	1	15	75	38	4	3	1

Criminal justice	Free personal care	Hotel services food / laundry etc	Kinship care	Nurses / Nursing Care	Occupational therapy / assessment for equipment / adaptations	Other	Policy / administration	Sheltered housing / residential issues	Standard of care	Subject Unknown
0	0	0	0	0	0	1	0	0	0	3
0	0	0	0	0	0	0	1	0	1	0
0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	1	1	0	1	6
0	0	0	0	0	0	0	3	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
2	4	0	0	2	6	1	7	1	3	0
0	0	1	0	0	1	0	2	0	0	0
0	0	0	0	0	0	0	2	0	1	0
0	0	0	0	0	0	0	1	0	0	0
0	0	0	0	0	1	0	1	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
1	0	0	0	0	1	0	2	0	0	0
0	0	0	0	0	0	0	0	0	1	0
3	4	1	0	2	9	1	20	1	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
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	1	0	0	0	0	0	0	0
3	4	2	1	2	9	2	21	1	8	6
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
3	4	2	1	2	9	2	21	1	8	6

Total
19
29
18
66
3
5
4
125
19
9
4
3
1
2
11
12
198
7
1
1
1
2
12
276
1
1
1
277

5. HOUSING ASSOCIATION CASES DETERMINED

Case Type	Stage	Outcome Group	Aids and adaptations	Applications / allocations / transfers / exchanges	
Complaint	Advice	A&G - Complaint submissions - mature	0	2	
		A&G - Complaint submissions - premature	0	1	
		A&G - Enquiries	1	1	
		Organisation not in jurisdiction	0	0	
		Total	1	4	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	
		Discretion – Alternative action proposed	0	0	
		Discretion – Alternative route used or available	0	0	
		Discretion – Good complaint handling	1	9	
		Discretion – Insufficient benefit would be achieved by investigation	0	3	
		Discretion – Referred back	0	0	
		Discretion – Resolved - both parties satisfied with proposed outcome	1	0	
		Premature	0	0	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	
		Subject matter not in jurisdiction	0	0	
		Time limit (s 10)	1	0	
		Unable to proceed	1	0	
		Total	4	12	
		Investigation	Fully upheld	0	0
			Total	0	0
	Total		5	16	
	Total			5	16

Communication / staff attitude / dignity / confidentiality	Complaints handling	Estate management / open spaces / environment work	Homeless person issues	Improvements and renovation	Mould / damp	Neighbour disputes and anti-social behaviour	Other	Out of jurisdiction
2	0	3	0	0	6	8	0	0
4	0	3	1	1	3	20	2	2
4	7	2	0	1	10	12	1	0
0	0	0	0	0	0	0	1	0
10	7	8	1	2	19	40	4	2
0	0	0	0	0	0	0	0	0
1	1	0	0	0	0	1	0	0
1	0	0	0	0	0	0	0	0
9	3	3	0	1	8	24	4	0
2	1	0	0	2	2	6	0	0
0	0	0	0	0	1	2	0	0
0	0	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	0	0	0	0
0	0	0	0	0	1	1	0	0
0	0	0	0	0	2	0	0	0
15	5	4	0	3	14	35	4	0
0	0	0	0	0	0	1	0	0
0	0	0	0	0	0	1	0	0
25	12	12	1	5	33	76	8	2
25	12	12	1	5	33	76	8	2

Policy / administration	Rent and/or service charges	Repairs and maintenance	Right to Buy	Shared ownership	Sheltered housing and community care	Subject unknown	Terminations of tenancy	Total
0	2	26	0	0	0	0	0	49
6	2	18	0	1	1	0	2	67
4	3	42	0	0	1	24	0	113
1	0	0	0	0	0	0	0	2
11	7	86	0	1	2	24	2	231
1	0	0	0	0	0	0	0	1
0	1	2	0	0	0	0	0	6
0	0	0	0	0	0	0	0	1
12	4	83	1	0	0	1	3	166
7	0	19	0	0	0	0	2	44
1	0	7	0	0	0	0	0	11
1	0	3	0	0	0	0	0	5
0	0	2	0	0	0	0	0	4
0	0	3	0	0	0	0	0	4
2	6	2	0	0	0	0	0	11
3	0	4	0	0	0	0	0	10
0	0	7	0	0	0	0	0	10
27	11	132	1	0	0	1	5	273
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
38	18	218	1	1	2	25	7	505
38	18	218	1	1	2	25	7	505

6. LOCAL AUTHORITY CASES DETERMINED

Case Type	Stage	Outcome Group	Building Control	Consumer Protection	Economic Development	Education	
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0	12	
		A&G - Complaint submissions - premature	3	0	0	18	
		A&G - Enquiries	0	0	1	30	
		Unable to proceed	0	0	0	0	
		Total	3	0	1	60	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	1	0	8	
		Discretion – Alternative action proposed	0	0	0	5	
		Discretion – Alternative route used or available	0	0	0	5	
		Discretion – Good complaint handling	5	1	1	82	
		Discretion – Insufficient benefit would be achieved by investigation	4	0	1	19	
		Discretion – Referred back	1	0	0	14	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0	5	
		Member of the public test not met (s 5 (6))	0	0	0	1	
		Premature	0	0	0	0	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	3	
		Subject matter not in jurisdiction	0	0	0	12	
		Time limit (s 10)	0	0	0	2	
		Unable to proceed	0	0	0	8	
		Total	10	2	2	164	
		Investigation	Fully upheld	0	0	0	3
	Not duly made or withdrawn		0	0	0	0	
	Not upheld		0	0	0	0	
	Some upheld		0	0	0	1	
	Total		0	0	0	4	
	Total		13	2	3	228	
	Enquiry	Advice	Enquiry	0	0	0	1
			Total	0	0	0	1
		Total		0	0	0	1
Total			13	2	3	229	

Environmental Health & Cleansing	Finance	Fire & Police Boards	Housing	Land and Property	Legal and Admin	National Park Authorities	Other	Personnel	Planning	Recreation & Leisure
4	5	1	38	3	6	0	1	0	4	2
6	19	0	63	2	16	0	0	0	5	2
13	11	0	103	4	21	0	2	0	16	3
0	0	0	1	0	0	0	0	0	0	0
23	35	1	205	9	43	0	3	0	25	7
1	0	0	1	1	2	0	2	0	6	1
2	2	0	5	0	1	0	0	0	1	0
0	1	0	0	0	0	0	0	0	1	0
42	47	2	154	10	23	2	2	0	65	12
16	10	0	47	4	15	0	1	0	27	5
3	2	0	10	1	2	0	2	0	0	2
0	0	0	6	0	0	0	0	0	0	0
0	0	0	0	0	4	0	1	0	1	0
0	0	0	5	0	0	0	0	0	1	1
1	5	0	0	1	1	1	0	0	2	0
1	3	0	1	0	3	0	1	1	2	2
6	0	0	17	1	1	0	0	0	5	1
1	0	0	10	1	0	0	0	0	1	1
73	70	2	256	19	52	3	9	1	112	25
0	1	0	3	1	0	0	0	0	2	0
0	0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1	0
1	0	0	1	0	0	0	0	0	0	0
1	1	0	5	1	0	0	0	0	3	0
97	106	3	466	29	95	3	12	1	140	32
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	1	0	0	0	0	0
97	106	3	466	29	96	3	12	1	140	32

Roads and Transport	Social Work	Subject unknown or Out of Jurisdiction	Valuation Joint Boards	Welfare Fund - Community Care Grants	Welfare Fund - Crisis Grants	Total
6	11	4	0	1	0	98
21	23	8	0	0	0	186
28	44	61	1	0	0	338
0	0	0	0	0	0	1
55	78	73	1	1	0	623
3	0	0	0	0	0	26
1	0	0	0	0	0	17
0	4	0	0	0	0	11
53	52	0	0	1	0	554
17	16	0	1	0	1	184
6	1	0	0	0	0	44
0	2	0	0	0	0	13
1	1	0	0	0	0	9
0	3	0	0	0	0	10
10	1	0	4	0	0	29
0	1	0	0	0	0	27
3	6	0	0	0	0	42
2	6	0	0	0	0	30
96	93	0	5	1	1	996
0	3	0	0	0	0	13
0	0	0	0	0	0	1
0	1	0	0	0	0	2
0	3	0	0	0	0	6
0	7	0	0	0	0	22
151	178	73	6	2	1	1,641
0	2	0	0	0	0	4
0	2	0	0	0	0	4
0	2	0	0	0	0	4
151	180	73	6	2	1	1,645

7. SCOTTISH GOVERNMENT AND DEVOLVED ADMINISTRATION CASES DETERMINED

			Cross-Border Public Authority		
Case Type	Stage	Outcome Group	Non-Prison		
			Agriculture / environment / fishing / rural affairs	Financial matters	Justice
Complaint	Advice	A&G - Complaint submissions - mature	0	0	0
		A&G - Complaint submissions - premature	0	1	0
		A&G - Enquiries	0	0	1
		Total	0	1	1
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0
		Discretion – Alternative action proposed	0	0	0
		Discretion – Alternative route used or available	0	0	0
		Discretion – Good complaint handling	3	0	0
		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
		Member of the public test not met (s 5 (6))	0	0	0
		Organisation not in jurisdiction	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	3	0	0
	Total		3	1	1
Total			3	1	1

	Scottish Government and Scottish Administration							
	Non-Prison							
Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health	Courts administration	Financial matters	Governance	Housing	Justice
0	1	1	0	5	5	0	1	0
1	0	0	2	4	11	0	0	7
1	0	0	0	9	11	0	0	1
2	1	1	2	18	27	0	1	8
0	0	0	0	0	0	0	0	0
0	0	0	0	0	4	1	0	0
0	0	0	0	0	2	0	0	1
3	3	1	1	10	25	0	1	4
0	0	0	0	2	3	1	0	2
0	0	0	0	0	5	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	2	0	0	0
0	1	0	0	0	6	0	1	0
0	0	1	0	11	1	0	0	7
0	1	0	0	0	2	0	1	2
0	0	0	0	0	1	0	0	0
3	5	2	1	23	53	2	3	16
5	6	3	3	41	80	2	4	24
5	6	3	3	41	80	2	4	24

nistration								
Other	Planning	Records	Roads and transport	Subject unknown or Out of Jurisdiction	Total	Agriculture / environment / fishing / rural affairs	Arts / culture / heritage / leisure / sport / tourism	Care and health
1	1	1	0	1	17	0	0	0
2	0	0	2	2	30	0	0	0
0	0	0	0	6	27	1	1	3
3	1	1	2	9	74	1	1	3
0	0	0	1	0	1	0	0	1
0	0	0	0	0	5	0	0	0
0	0	0	0	0	3	0	0	0
1	1	1	1	0	49	3	2	4
0	1	2	1	0	12	0	0	1
0	0	0	0	0	5	0	0	0
0	0	0	0	0	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	2	0	0	0
0	0	0	0	0	8	0	0	0
1	0	0	0	0	21	0	1	0
0	0	0	0	0	6	1	0	1
0	0	0	0	0	1	0	0	0
2	2	3	3	0	115	5	3	7
5	3	4	5	9	189	6	4	10
5	3	4	5	9	189	6	4	10

Scottish Public Authority								
Non-Prison								
Commissioners and Ombudsmen	Education	Enterprise bodies	Financial matters	Justice	Other	Subject unknown or Out of Jurisdiction	Total	Grand Total
1	1	0	0	0	0	0	2	19
2	1	2	2	0	2	0	9	40
1	0	0	0	3	0	4	13	41
4	2	2	2	3	2	4	24	100
0	0	0	0	0	0	0	1	2
0	0	0	0	0	0	0	0	5
0	0	1	0	0	0	0	1	4
12	2	0	2	0	3	0	28	80
2	1	0	1	0	0	0	5	17
1	1	0	0	0	0	0	2	7
1	0	0	0	0	0	0	1	3
0	0	0	1	0	0	0	2	2
0	0	0	1	0	0	0	1	1
0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	8
0	0	0	0	1	0	0	2	23
0	0	0	0	0	0	0	2	8
0	0	0	0	0	0	0	0	1
16	4	1	5	1	3	0	45	163
20	6	3	7	4	5	4	69	263
20	6	3	7	4	5	4	69	263

8. SCOTTISH PRISON SERVICE CASES DETERMINED

Case Type	Stage	Outcome Group	Admission / transfers / discharge	Communication and records	Discipline
Complaint	Advice	A&G - Complaint submissions - mature	1	0	2
		A&G - Complaint submissions - premature	2	5	2
		A&G - Enquiries	11	4	6
		Total	14	9	10
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0
		Discretion – Alternative action proposed	0	0	1
		Discretion – Alternative route used or available	0	1	0
		Discretion – Good complaint handling	3	12	7
		Discretion – Insufficient benefit would be achieved by investigation	2	3	5
		Discretion – Referred back	0	3	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
		Time limit (s 10)	0	1	0
		Unable to proceed	0	0	1
		Total	6	20	14
		Investigation	Fully upheld	0	0
	Total		0	0	0
	Total		20	29	24
Enquiry	Advice	Enquiry	0	0	0
		Total	0	0	0
	Total		0	0	0
Total			20	29	24

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	Work / education / earnings / recreation	Total
2	0	0	1	0	1	0	0	7
14	1	1	6	6	3	4	2	46
11	3	1	6	5	6	48	2	103
27	4	2	13	11	10	52	4	156
0	1	0	0	0	1	0	0	2
1	0	0	0	0	1	0	0	3
0	0	0	0	0	0	0	0	1
10	2	0	8	14	16	0	4	76
6	1	0	10	4	3	0	1	35
3	0	0	0	1	2	0	2	11
0	0	0	0	1	1	0	0	3
2	0	0	1	2	1	0	0	6
0	0	0	0	0	1	0	0	1
0	0	0	0	0	0	0	0	1
2	0	0	1	1	1	0	1	7
24	4	0	20	23	27	0	8	146
0	0	0	0	1	0	0	0	1
0	0	0	0	1	0	0	0	1
51	8	2	33	35	37	52	12	303
0	0	0	0	0	0	1	0	1
0	0	0	0	0	0	1	0	1
0	0	0	0	0	0	1	0	1
51	8	2	33	35	37	53	12	304

9. SCOTTISH UNIVERSITY CASES DETERMINED

Case Type	Stage	Outcome Group	Academic appeal / exam results / degree classification	Accommodation
Complaint	Advice	A&G - Complaint submissions - mature	16	0
		A&G - Complaint submissions - premature	8	0
		A&G - Enquiries	7	0
		Total	31	0
	Early Resolution	Discretion – Good complaint handling	80	1
		Discretion – Insufficient benefit would be achieved by investigation	38	2
		Discretion – Referred back	0	0
		Discretion – Resolved - both parties satisfied with proposed outcome	2	0
		Premature	0	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0
		Subject matter not in jurisdiction	3	0
		Time limit (s 10)	6	0
		Unable to proceed	1	1
		Total	130	4
	Total		161	4
Total			161	4

Admissions	Communication / staff attitude / dignity / confidentiality	Complaints handling	Grants / allowances / bursaries	Inappropriate staff / student relationship	Other	Personnel matters	Plagiarism and intellectual property	Policy / administration
0	0	0	0	0	1	0	0	5
1	1	0	0	0	1	0	0	12
2	4	1	0	0	1	1	0	3
3	5	1	0	0	3	1	0	20
2	11	4	1	1	1	0	1	11
1	3	1	0	0	1	0	0	6
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	1	0	0	0	0	0	1
1	2	1	0	0	0	0	0	3
2	0	0	0	0	1	0	0	2
0	0	0	0	0	0	0	0	0
7	16	7	1	1	3	0	1	24
10	21	8	1	1	6	1	1	44
10	21	8	1	1	6	1	1	44

Special needs assessment and provision	Student discipline	Teaching and supervision	Welfare	Total
0	0	1	0	23
0	0	2	0	25
1	1	0	1	22
1	1	3	1	70
1	1	2	1	118
1	1	1	0	55
0	0	0	0	1
0	0	0	0	3
0	0	1	0	1
0	0	0	0	2
1	0	2	0	13
0	0	4	0	15
0	0	2	1	5
3	2	12	2	213
4	3	15	3	283
4	3	15	3	283

10. WATER CASES DETERMINED

Case Type	Stage	Outcome Group	Billing and charging	Customer service
Complaint	Advice	A&G - Complaint submissions - mature	6	1
		A&G - Complaint submissions - premature	18	0
		A&G - Enquiries	23	3
		Total	47	4
	Early Resolution	Discretion – Alternative action proposed	0	0
		Discretion – Good complaint handling	10	1
		Discretion – Insufficient benefit would be achieved by investigation	13	1
		Discretion – Referred back	1	0
		Discretion – Resolved - both parties satisfied with proposed outcome	4	0
		Premature	1	0
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	1	0
		Time limit (s 10)	1	0
		Unable to proceed	1	0
		Total	32	2
	Total	79	6	
Total Contacts			79	6

Environmental Concerns	Subject unknown or Out of Jurisdiction	Waste Water	Water Supply	Total
0	0	0	1	8
0	0	2	1	21
1	1	1	0	29
1	1	3	2	58
0	0	0	1	1
1	0	1	5	18
0	0	2	1	17
0	0	0	0	1
0	0	0	0	4
0	0	0	0	1
0	0	0	0	1
0	0	0	0	1
0	0	0	1	2
1	0	3	8	46
2	1	6	10	104
2	1	6	10	104

11. OTHER CASES DETERMINED

Case Type	Stage	Outcome Group	General Enquiry	Subject Unknown or Out of Jurisdiction		
			From Member of the Public	Out of Jurisdiction	Subject Unknown	Total
Complaint	Advice	A&G - Complaint submissions - premature	0	0	4	4
		A&G - Enquiries	1	1	33	35
		Organisation not in jurisdiction	0	19	6	25
		Total	1	20	43	64
	Early Resolution	Organisation not in jurisdiction	0	2	0	2
		Unable to proceed	0	0	1	1
		Total	0	2	1	3
	Total		1	22	44	67
Enquiry	Advice	Enquiry	0	288	201	489
		Total	0	288	201	489
	Total		0	288	201	489
Total			1	310	245	556

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

Case Type	Stage	Outcome Group	Housing Associations	Local Authority	Total
Complaint	Advice	A&G - Complaint submissions - mature	49	38	87
		A&G - Complaint submissions - premature	67	63	130
		A&G - Enquiries	113	103	216
		Organisation not in jurisdiction	2	0	2
		Unable to proceed	0	1	1
		Total	231	205	436
	Early Resolution	Cause and impact test not met (s 5 (3))	1	1	2
		Discretion – Alternative action proposed	6	5	11
		Discretion – Alternative route used or available	1	0	1
		Discretion – Good complaint handling	166	154	320
		Discretion – Insufficient benefit would be achieved by investigation	44	47	91
		Discretion – Referred back	11	10	21
		Discretion – Resolved - both parties satisfied with proposed outcome	5	6	11
		Premature	4	5	9
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	4	0	4
		Subject matter not in jurisdiction	11	1	12
		Time limit (s 10)	10	17	27
		Unable to proceed	10	10	20
		Total	273	256	529
	Investigation	Fully upheld	1	3	4
		Not duly made or withdrawn	0	1	1
		Some upheld	0	1	1
		Total	1	5	6
	Total		505	466	971
Total			505	466	971

*Complaints only