

**CLOSED BY AUTHORITY TABLES FOR SPSO ANNUAL REPORT STATISTICS 2023-24**

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## 1. CASES DETERMINED BY SECTOR

<b>Authority Sector</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Colleges	28	0	28
Health	1,537	6	1,543
Housing Associations	480	2	482
Joint Health and Social Care	201	1	202
Local Authority	1,381	4	1,385
Other	87	475	562
Prisons	305	1	306
Scottish Government & Devolved Administration	252	0	252
Universities	288	0	288
Water	92	0	92
<b>Total</b>	<b>4,651</b>	<b>489</b>	<b>5,140</b>

## 2. SCOTTISH COLLEGE CASES DETERMINED

Stage	Outcome Group	A College Unknown	Ayrshire College	Borders College	City Of Glasgow College	Edinburgh College
Advice	A&G - Complaint submissions - mature	0	0	0	0	1
	A&G - Complaint submissions - premature	1	1	0	0	2
	A&G - Enquiries	1	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>
Early Resolution	Discretion – Alternative action proposed	0	0	0	0	0
	Discretion – Good complaint handling	0	0	1	1	1
	Premature	0	0	0	0	0
	Subject matter not in jurisdiction	0	1	0	0	0
	Time limit (s 10)	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>
<b>Total</b>		<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>

<b>Fife College</b>	<b>Forth Valley College of Further and Higher Education</b>	<b>Glasgow Clyde College</b>	<b>Glasgow Kelvin College</b>	<b>Newbattle Abbey College</b>	<b>North East Scotland College</b>	<b>Perth College UHI</b>	<b>West College Scotland</b>	<b>Total</b>
0	0	0	1	0	0	0	0	<b>2</b>
0	1	1	0	0	0	1	0	<b>7</b>
0	1	0	1	0	0	0	0	<b>3</b>
0	2	1	2	0	0	1	0	<b>12</b>
0	0	0	0	0	0	0	1	<b>1</b>
2	1	2	1	1	0	0	1	<b>11</b>
1	0	0	0	0	0	0	0	<b>1</b>
0	0	0	0	0	1	0	0	<b>2</b>
0	0	0	0	1	0	0	0	<b>1</b>
3	1	2	1	2	1	0	2	<b>16</b>
<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>28</b>

### 3. HEALTH CASES DETERMINED

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		Dentists & Dental Practices	GP & GP Practices		
Stage	Outcome Group	Dentists & Dental Practices	GP & GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board
Advice	A&G - Complaint submissions - mature	8	20	4	2
	A&G - Complaint submissions - premature	18	71	25	6
	A&G - Enquiries	11	49	16	14
	Organisation not in jurisdiction	0	0	0	0
	Unable to proceed	1	1	0	0
	<b>Total</b>		<b>38</b>	<b>141</b>	<b>45</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	11	22	0	3
	Discretion – Alternative action proposed	0	7	0	0
	Discretion – Alternative route used or available	2	2	0	1
	Discretion – Good complaint handling	20	119	0	18
	Discretion – Referred back	2	6	0	2
	Discretion – Resolved - both parties satisfied with proposed outcome	2	1	0	1
	No response to contact	0	0	0	1
	Organisation not in jurisdiction	1	1	0	0
	Premature	0	1	0	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	0	0
	Subject matter not in jurisdiction	2	3	0	0
	Time limit (s 10)	1	5	0	3
	Unable to proceed	4	6	0	2
	<b>Total</b>		<b>45</b>	<b>173</b>	<b>0</b>
Investigation	Fully upheld	0	17	0	2
	Not duly made or withdrawn	0	1	0	1
	Not upheld	0	8	0	1
	Outcome not achievable	0	0	0	0
	Resolved	0	0	0	0
	Some upheld	0	2	0	1
<b>Total</b>		<b>0</b>	<b>28</b>	<b>0</b>	<b>5</b>
<b>Total</b>		<b>83</b>	<b>342</b>	<b>45</b>	<b>59</b>

**Health Board**

<b>Borders NHS Board</b>	<b>Dumfries and Galloway NHS Board</b>	<b>Fife NHS Board</b>	<b>Forth Valley NHS Board</b>	<b>Grampian NHS Board</b>	<b>Greater Glasgow and Clyde NHS Board</b>	<b>Highland NHS Board</b>	<b>Lanarkshire NHS Board</b>	<b>Lothian NHS Board</b>
1	3	3	2	2	8	2	4	5
5	4	6	12	6	14	7	7	24
3	2	7	14	7	18	5	6	21
0	0	0	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0
9	9	17	28	15	40	14	17	50
6	2	4	7	10	22	12	4	9
0	0	2	1	0	5	4	1	4
0	1	0	0	0	4	0	0	2
11	13	23	24	19	79	19	42	62
1	3	0	0	3	7	1	2	1
0	1	1	0	0	5	1	3	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	1	1	4	0	1	2
0	0	0	0	0	0	0	0	1
0	0	0	0	1	0	0	0	0
2	0	4	5	3	16	3	6	14
1	4	2	5	6	8	5	5	13
21	24	36	43	43	150	45	64	109
1	0	7	5	5	8	2	6	6
0	0	0	0	0	1	0	0	0
0	0	1	2	1	8	4	5	5
0	0	0	0	1	0	0	0	0
0	0	0	0	1	0	0	0	0
0	0	1	0	3	5	1	2	9
1	0	9	7	11	22	7	13	20
<b>31</b>	<b>33</b>	<b>62</b>	<b>78</b>	<b>69</b>	<b>212</b>	<b>66</b>	<b>94</b>	<b>179</b>

					Opticians	Pharmacists & Pharmacy Services		
Orkney NHS Board	Public Health Scotland	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Opticians	Pharmacists & Pharmacy Services	Golden Jubilee National Hospital	Healthcare Improvement Scotland
0	0	1	2	0	0	1	0	0
0	1	0	13	0	0	2	0	0
0	0	0	14	0	1	8	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	1	1	29	0	1	11	0	0
1	0	0	12	0	0	0	0	0
0	0	0	1	0	0	0	1	0
0	0	0	1	0	0	0	0	0
2	0	0	28	0	0	1	6	0
0	0	0	6	0	0	1	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	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
1	0	1	4	0	0	0	0	1
0	0	0	3	0	0	0	0	0
4	0	2	58	0	0	2	7	1
1	0	0	8	2	0	0	2	0
0	0	0	0	0	0	0	0	0
0	0	0	2	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	1	1	0	0	1	0
1	0	0	11	4	0	0	4	0
5	1	3	98	4	1	13	11	1

<b>Special Health Board</b>				
<b>NHS 24</b>	<b>NHS National Services Scotland</b>	<b>Scottish Ambulance Service</b>	<b>The State Hospital Board for Scotland</b>	<b>Total</b>
0	0	2	0	70
0	1	3	0	225
0	0	1	1	198
0	0	1	0	1
0	0	0	0	3
0	1	7	1	497
1	0	0	0	126
0	0	2	0	28
0	1	0	0	14
6	2	13	2	509
0	0	1	0	36
0	0	2	0	20
0	0	0	0	1
0	0	0	0	2
0	0	1	0	14
0	0	0	0	1
0	1	0	0	7
0	0	0	0	69
0	0	0	0	64
7	4	19	2	891
0	0	5	0	77
0	0	0	0	3
0	0	1	0	40
0	0	0	0	1
0	0	0	0	1
0	0	0	0	27
0	0	6	0	149
7	5	32	3	1,537



#### 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
Advice	A&G - Complaint submissions - mature	0	0	0
	A&G - Complaint submissions - premature	0	0	0
	A&G - Enquiries	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	1	0	0
	Discretion – Alternative action proposed	0	0	0
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	1	0	1
	Discretion – Referred back	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	1	0	0
	Premature	0	0	0
	Time limit (s 10)	1	1	0
	Unable to proceed	0	0	0
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>
	Investigation	Fully upheld	0	0
Not upheld		0	0	0
Some upheld		0	0	0
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>		<b>4</b>	<b>1</b>	<b>1</b>

Argyll and Bute Health and Social Care Partnership	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
3	0	0	0	0	0	0	0	1
0	0	0	0	2	0	0	0	2
0	0	0	0	0	0	0	0	0
3	0	0	0	2	0	0	0	3
1	0	0	1	2	1	0	0	1
0	0	0	0	0	1	0	0	1
0	0	0	0	0	0	0	0	1
4	2	0	0	2	4	0	4	10
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	1	0
0	0	0	0	0	0	0	0	0
0	0	2	0	0	0	0	0	1
1	0	0	0	0	0	0	0	1
6	2	2	1	4	6	1	5	16
2	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
2	0	0	0	0	1	0	0	0
11	2	2	1	6	7	1	5	19

Falkirk Health and Social Care Partnership	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Health In Mind	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
0	0	1	0	1	1	0	0	0
0	1	12	1	0	2	1	0	0
1	0	11	0	0	1	0	0	0
1	1	24	1	1	4	1	0	0
1	1	8	0	0	0	0	1	0
0	0	3	0	1	1	0	0	0
0	0	1	0	0	0	0	0	0
0	2	23	0	5	1	1	2	2
0	0	1	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	2	3	0	0	0	0	0	0
0	0	3	0	1	1	0	1	0
1	5	43	0	7	3	1	4	3
0	0	3	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	0	5	0	0	0	0	0	0
2	6	72	1	8	7	2	4	3

<b>Orkney Health and Social Care Partnership</b>	<b>Perth and Kinross Health and Social Care Partnership</b>	<b>Renfrewshire Health and Social Care Partnership</b>	<b>Shetland Health and Social Care Partnership</b>	<b>South Ayrshire Council Health and Social Care Partnership</b>	<b>South Ayrshire Health and Social Care Partnership</b>	<b>South Lanarkshire Health and Social Care Partnership</b>	<b>West Dunbartonshire Health and Social Care Partnership</b>	<b>Total</b>
0	0	1	0	0	0	1	0	9
0	0	2	0	0	0	0	1	24
0	0	0	0	0	0	0	1	15
0	0	3	0	0	0	2	2	48
0	0	1	0	0	0	0	0	19
0	0	0	0	0	0	0	0	7
0	0	0	0	0	0	0	0	2
0	1	4	2	2	2	6	4	85
0	0	1	0	0	0	1	1	5
0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	1	0	2
0	0	0	0	0	0	0	0	10
1	0	1	0	0	0	0	0	10
1	1	7	2	2	3	7	5	144
0	0	0	0	0	0	1	0	7
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	9
1	1	10	2	2	3	10	7	201

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	Angus Housing Association Ltd	Argyll Community Housing Association	Ayrshire Housing
Advice	A&G - Complaint submissions - mature	1	0	0	1	0	0	0	0
	A&G - Complaint submissions - premature	17	1	0	0	1	0	0	0
	A&G - Enquiries	18	0	0	0	1	0	2	0
	Total	36	1	0	1	2	0	2	0
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	0	0	0	1	1	2	0
	Discretion – Alternative action proposed	0	0	0	0	0	0	0	0
	Discretion – Good complaint handling	0	0	0	3	1	0	1	1
	Discretion – Referred back	0	0	0	0	0	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	1	0	0	0	0	0
	Organisation not in jurisdiction	0	0	0	0	0	0	0	0
	Premature	0	0	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
	Subject matter not in jurisdiction	0	0	1	0	0	0	0	0
	Time limit (s 10)	0	0	0	0	0	0	0	0
	Unable to proceed	0	0	0	0	0	0	0	0
	Total	0	0	2	3	2	1	3	1
	Investigation	Not upheld	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0
<b>Total</b>		<b>36</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>1</b>

Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Cassiltoun Housing Association Ltd	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd
1	0	0	0	1	1	1	0	0	0	0	2	0
3	2	2	0	0	2	2	2	0	1	0	1	0
1	0	1	0	0	1	0	0	0	1	0	1	1
5	2	3	0	1	3	3	2	0	2	0	4	1
0	0	1	0	0	0	1	0	0	1	0	2	0
0	1	0	0	0	0	0	0	1	0	0	0	0
5	1	2	1	1	1	3	0	3	1	3	0	0
0	0	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	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	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	1	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	1	0	0	0	0	0
6	2	4	1	1	1	5	0	4	3	5	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
11	4	7	1	2	4	8	2	4	5	5	7	1

Clydesdale Housing Association	Cunninghame Housing Association Ltd	Dalmuir Park Housing Association Ltd	Dunbritton Housing Association Ltd	East Lothian Housing Association Ltd	Easthall Park Housing Co-operative	Eildon Housing Association Ltd	Fife Housing Group	Glasgow West Housing Association Ltd	Glen Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Grampian Housing Association Ltd
0	0	1	0	0	0	0	1	0	0	0	0	0
0	1	0	0	3	0	1	0	3	2	0	0	1
0	1	0	1	1	0	1	0	1	1	0	0	1
0	2	1	1	4	0	2	1	3	1	0	1	1
0	0	0	0	0	0	2	0	1	0	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	0	1	2	2	1	0	3	1	1	1	2
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	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
0	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	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
1	1	0	1	3	2	4	0	5	1	1	1	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
1	3	1	2	7	2	6	1	8	2	1	2	4

Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Hjaltland Housing Association Ltd	Home in Scotland	Homes for Life Housing Partnership	Horizon Housing Association Ltd	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd
0	0	1	0	0	0	0	0	0	0	0	0	0	0
1	0	4	0	0	0	0	0	1	1	0	2	0	4
0	0	0	0	0	0	0	0	2	0	1	2	1	3
1	0	5	0	0	0	0	0	3	1	1	4	1	7
1	1	0	1	0	1	0	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	1
5	2	3	0	1	3	1	0	0	3	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	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	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	1	0	0	0	0
0	1	0	1	0	0	0	1	0	0	0	1	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	4	3	2	1	4	1	1	0	4	0	3	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>8</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>11</b>



Link Housing Association Ltd	Link PSL	Linstone Housing Association Ltd	Linhouse Housing Association Ltd	Lochaber Housing Association Ltd	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd
0	0	0	0	0	0	0	0	0	1	1	0	0
0	0	0	0	0	0	2	1	0	1	0	0	0
4	0	0	0	0	0	0	0	0	3	2	0	1
4	0	0	0	0	0	2	1	0	4	3	1	1
1	0	0	0	0	2	0	0	0	2	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	1	0	0	2	1	0	2	1	2	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
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	1	0	1	0	0	0
2	1	1	1	1	4	1	1	2	4	2	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
6	1	1	1	1	4	3	2	2	8	5	1	2



River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Rutherglen and Cambuslang 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	Thenue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd	Trust Housing Association Ltd
0	0	0	0	1	0	0	0	0	1	0	0	0	1
0	0	1	1	8	1	2	2	0	2	2	0	0	1
2	0	0	0	5	0	1	0	0	1	0	1	1	0
2	0	1	1	14	1	3	2	0	4	2	1	1	2
2	0	0	0	2	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0	1	0	0	0	0
2	0	3	0	5	1	4	3	1	0	1	0	0	3
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
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	0	0	0	0	0	0	0
0	0	0	0	1	0	0	0	0	0	0	0	0	2
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
5	1	4	0	9	1	4	4	1	2	1	0	0	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
7	1	5	1	23	2	7	6	1	6	3	1	1	8

Viewpoint Housing Association Ltd	Waverley Housing	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wheatley Homes East	Wheatley Homes Glasgow	Wheatley Housing Group Ltd	Williamsburgh Housing Association Ltd	Yoker Housing Association Ltd	Yorkhill Housing Association Ltd	Total
0	0	0	0	3	0	4	0	0	0	24
0	0	1	0	2	2	16	0	1	1	109
1	1	0	0	0	0	14	1	1	0	95
1	1	1	0	5	2	34	1	2	1	228
1	0	0	0	0	1	5	0	0	0	37
0	0	1	0	0	0	2	0	0	0	10
1	0	4	0	0	0	29	0	2	0	158
1	0	0	0	0	0	1	0	0	0	8
0	0	0	0	0	0	2	0	0	0	6
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	0	0	4
0	0	0	0	0	0	1	0	0	0	2
0	0	0	0	0	0	1	0	0	0	11
0	0	0	0	0	0	1	0	0	0	7
0	0	0	0	0	0	2	0	0	0	7
3	0	5	0	0	1	45	0	2	0	251
0	0	0	1	0	0	0	0	0	0	1
0	0	0	1	0	0	0	0	0	0	1
4	1	6	1	5	3	79	1	4	1	480

## 6. LOCAL AUTHORITY CASES DETERMINED

<b>Stage</b>	<b>Outcome Group</b>	<b>A Council Unknown</b>	<b>Aberdeen City Council</b>	<b>Aberdeenshire Council</b>	<b>Angus Council</b>
Advice	A&G - Complaint submissions - mature	3	4	3	3
	A&G - Complaint submissions - premature	33	11	10	5
	A&G - Enquiries	14	10	6	2
	Organisation not in jurisdiction	0	0	0	0
	<b>Total</b>	<b>50</b>	<b>25</b>	<b>19</b>	<b>10</b>
Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	9	9	0
	Discretion – Alternative action proposed	0	0	0	1
	Discretion – Alternative route used or available	0	0	0	1
	Discretion – Good complaint handling	0	20	23	4
	Discretion – Referred back	0	0	1	1
	Discretion – Resolved - both parties satisfied with proposed outcome	0	1	1	0
	Member of the public test not met (s 5 (6))	0	0	0	0
	No response to contact	0	0	1	0
	Organisation not in jurisdiction	0	0	0	0
	Premature	0	0	0	1
	Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	0	1	0
	Subject matter not in jurisdiction	0	0	1	1
	Time limit (s 10)	0	6	1	1
	Unable to proceed	0	1	0	1
<b>Total</b>	<b>0</b>	<b>37</b>	<b>38</b>	<b>11</b>	
Investigation	Fully upheld	0	1	1	1
	Not duly made or withdrawn	0	0	0	0
	Not upheld	0	1	2	0
	Resolved	0	0	0	0
	Some upheld	0	0	1	0
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>1</b>
<b>Total</b>		<b>50</b>	<b>64</b>	<b>61</b>	<b>22</b>

Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council
1	0	0	0	2	0	1	4	0
2	4	0	6	5	4	7	0	1
2	2	0	2	9	5	0	2	1
0	0	0	0	0	0	0	0	0
5	6	0	8	16	9	8	6	2
1	0	0	1	0	1	0	0	0
4	3	0	1	7	2	4	11	3
0	0	0	0	1	2	0	0	0
1	0	0	0	0	0	0	0	0
6	2	3	13	11	6	9	10	8
0	1	0	0	0	0	0	1	0
0	0	0	0	0	0	1	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	0	0	0
0	1	0	0	0	0	0	0	0
0	0	1	2	0	1	2	0	0
1	0	0	1	0	0	0	0	1
0	0	0	1	0	0	0	0	2
13	7	4	19	19	12	16	24	14
0	1	0	0	2	0	0	0	0
0	0	0	0	1	0	0	0	0
0	1	0	1	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	2	3	0	1	0	0
18	15	4	29	38	21	25	30	16

**Council**

<b>Falkirk Council</b>	<b>Fife Council</b>	<b>Glasgow City Council</b>	<b>Inverclyde Council</b>	<b>Midlothian Council</b>	<b>North Ayrshire Council</b>	<b>North Lanarkshire Council</b>	<b>Orkney Islands Council</b>	<b>Perth and Kinross Council</b>
1	6	2	0	2	2	3	0	1
7	23	29	2	7	4	18	1	6
9	11	14	2	10	3	13	1	3
0	0	1	0	0	0	0	0	0
17	40	46	4	19	9	34	2	10
0	2	1	0	0	0	0	1	0
8	7	3	1	1	2	9	0	1
3	1	2	0	0	0	0	1	0
0	0	1	0	0	0	0	0	1
30	34	13	5	3	11	19	3	11
2	4	3	0	1	0	7	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
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	2	0	0
2	0	0	2	0	1	0	0	1
1	1	0	0	0	1	1	1	0
0	4	2	0	0	0	3	0	0
0	3	1	0	1	0	2	1	0
46	56	26	8	6	15	44	7	15
0	1	0	0	1	0	0	0	1
0	0	0	0	0	0	0	0	0
0	2	0	0	0	1	1	0	0
0	0	0	0	0	0	1	0	0
0	2	0	0	1	0	0	0	0
0	5	0	0	2	1	2	0	1
<b>63</b>	<b>101</b>	<b>72</b>	<b>12</b>	<b>27</b>	<b>25</b>	<b>80</b>	<b>9</b>	<b>26</b>

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
3	2	0	0	4	1	5	0	2
6	5	0	6	18	3	34	22	2
5	4	0	0	9	5	19	8	6
0	1	0	0	0	0	0	0	0
14	12	0	6	31	9	58	30	10
1	0	0	0	0	0	0	1	0
10	3	1	1	12	7	14	13	1
1	1	0	0	1	0	2	1	0
1	0	0	0	0	0	1	1	0
19	14	3	6	17	10	44	26	4
1	0	0	1	1	0	4	3	1
4	0	0	0	1	0	2	0	0
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	0	0
0	0	0	0	1	1	0	1	0
1	1	0	0	0	1	6	0	0
0	0	1	0	1	2	2	2	1
0	1	0	0	0	0	3	1	2
1	2	0	0	3	0	0	1	0
39	23	5	9	38	21	78	50	9
0	0	0	0	0	0	3	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	0	0	2	0	0	2	0
1	0	0	0	2	0	4	2	0
<b>54</b>	<b>35</b>	<b>5</b>	<b>15</b>	<b>71</b>	<b>30</b>	<b>140</b>	<b>82</b>	<b>19</b>



		Fire / Police / Safety Authority	National Park Authority	Other Local Authori					
West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	A Local Authority Body Unknown (Not A Council)	Ayrshire Roads Alliance	Fife Sports and Leisure Trust	Glasgow Life	North Ayrshire Leisure Ltd (t/a KA Leisure)	
0	5	0	0	0	0	0	0	0	
10	15	0	0	1	0	1	0	1	
6	15	0	0	1	0	0	0	0	
0	0	0	0	0	0	0	0	0	
16	35	0	0	2	0	1	0	1	
0	0	0	0	0	0	0	0	0	
2	10	1	2	0	0	0	1	0	
0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
4	18	0	1	0	1	0	0	0	
1	1	0	0	0	1	1	0	0	
0	1	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	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	1	0	1	0	0	2	0	0	
1	1	0	0	0	0	0	0	0	
0	2	0	0	0	0	0	0	0	
10	36	1	4	0	2	3	1	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	
1	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
3	0	0	0	0	0	0	0	0	
29	71	1	4	2	2	4	1	1	

				Valuation Joint Board		
South Lanarkshire Leisure and Culture	Strathclyde Partnership for Transport	Strathclyde Pension Fund	West Dunbartonshire Leisure Trust	Grampian Valuation Joint Board	Lothian Valuation Joint Board	Total
0	0	0	0	0	0	60
0	0	0	0	0	0	309
0	0	0	0	0	2	201
0	0	0	0	0	0	2
0	0	0	0	0	2	572
0	0	0	0	0	0	9
1	0	0	0	0	0	164
0	0	0	0	0	0	17
0	0	1	0	0	0	8
0	0	0	1	1	0	413
0	1	0	0	0	0	38
0	0	0	0	0	0	12
0	0	0	0	0	0	6
0	0	0	0	0	0	1
0	0	0	0	0	0	1
0	0	0	0	0	0	6
0	0	0	0	0	0	18
0	0	0	0	0	0	27
0	0	0	0	0	0	29
0	0	0	0	0	0	22
1	1	1	1	1	0	771
0	0	0	0	0	0	13
0	0	0	0	0	0	1
0	0	0	0	0	0	12
0	0	0	0	0	0	3
0	0	0	0	0	0	9
0	0	0	0	0	0	38
1	1	1	1	1	2	1,381

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

Stage	Outcome Group	Crown Office and Procurator Fiscal Service	Historic Environment Scotland	National Records of Scotland (NRS)
Advice	A&G - Complaint submissions - mature	5	0	0
	A&G - Complaint submissions - premature	7	0	0
	A&G - Enquiries	4	0	0
	Organisation not in jurisdiction	0	0	0
	<b>Total</b>	<b>16</b>	<b>0</b>	<b>0</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	2	1	0
	Discretion – Alternative action proposed	0	0	0
	Discretion – Alternative route used or available	0	0	1
	Discretion – Good complaint handling	5	0	2
	Discretion – Referred back	0	0	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	0	0
	Organisation not in jurisdiction	1	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	21	0	0
	Time limit (s 10)	0	0	0
	Unable to proceed	0	0	0
	<b>Total</b>	<b>29</b>	<b>1</b>	<b>3</b>
<b>Total</b>		<b>45</b>	<b>1</b>	<b>3</b>

Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Queen's & Lord Treasurer's Remembrancer	Registers of Scotland	Revenue Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Enterprise, Environment & Digital
0	0	0	0	0	2	0	2	0
1	0	1	0	0	9	0	7	0
0	0	0	0	0	6	0	0	0
0	0	0	0	0	3	0	1	0
1	0	1	0	0	20	0	10	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
1	1	0	0	0	3	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	0	0	0	0	2	0
0	0	0	0	1	1	0	0	0
1	0	0	0	0	3	0	0	0
0	0	0	1	0	0	0	1	0
0	0	0	0	0	0	0	0	0
2	1	0	2	1	7	1	5	1
3	1	1	2	1	27	1	15	1

Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	The Accountant of Court	Transport Scotland
0	0	0	0	2	0	0	0	0
0	0	0	1	10	0	4	0	1
0	0	0	2	8	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	3	20	0	4	0	1
0	0	1	1	3	3	0	0	1
0	0	0	0	3	0	0	0	0
0	0	0	2	1	0	0	0	0
0	0	1	0	18	8	0	0	0
0	1	0	0	2	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
0	0	0	0	0	0	0	0	0
1	0	0	0	0	1	0	1	0
0	0	0	0	3	0	0	0	0
1	1	2	3	32	12	0	1	1
1	1	2	6	52	12	4	1	2

<b>Total</b>
11
41
20
4
76
12
4
5
42
3
1
1
3
2
25
5
3
106
182

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

<b>Stage</b>	<b>Outcome Group</b>	<b>Care Inspectorate</b>	<b>Children's Hearings Scotland</b>	<b>Commissioner for Ethical Standards in Public Life in Scotland</b>
Advice	A&G - Complaint submissions - mature	0	0	0
	A&G - Complaint submissions - premature	1	0	0
	A&G - Enquiries	4	0	1
	Organisation not in jurisdiction	1	0	0
	<b>Total</b>	<b>6</b>	<b>0</b>	<b>1</b>
Early Resolution	Cause and impact test not met (s 5 (3))	1	0	0
	Discretion – Insufficient benefit would be achieved by investigation	0	0	0
	Discretion – Alternative action proposed	0	0	0
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	5	1	0
	Subject matter not in jurisdiction	0	1	0
	Time limit (s 10)	2	0	0
	<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>
<b>Total</b>		<b>14</b>	<b>2</b>	<b>1</b>

<b>Creative Scotland</b>	<b>Crofting Commission</b>	<b>Highlands &amp; Islands Enterprise</b>	<b>Mental Welfare Commission for Scotland</b>	<b>NatureScot</b>	<b>Office of the Scottish Charity Regulator</b>	<b>Parole Board for Scotland</b>	<b>Police Investigations &amp; Review Commissioner</b>	<b>Scottish Canals</b>
0	0	0	0	0	0	0	1	0
0	0	1	0	0	1	2	1	0
0	1	0	0	0	0	0	1	0
0	0	0	0	0	0	0	1	0
0	1	1	0	0	1	2	4	0
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
1	0	0	1	1	1	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	2	0	0	1
1	2	1	1	1	3	2	4	1



Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	South of Scotland Enterprise	sportscotland
0	0	1	1	0	0	0	0	0
0	0	0	2	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	1	3	0	1	0	0	0
0	0	0	0	0	0	0	1	0
0	1	1	0	1	0	0	0	0
0	0	0	0	0	1	0	0	0
1	0	0	0	0	0	0	0	0
9	0	2	0	1	4	0	0	2
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0
10	1	3	0	2	5	1	1	2
<b>10</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>

<b>The Scottish Housing Regulator</b>	<b>The Scottish Information Commissioner</b>	<b>VisitScotland</b>	<b>Total</b>
0	0	0	<b>3</b>
0	1	0	<b>9</b>
0	0	0	<b>8</b>
0	0	0	<b>3</b>
0	1	0	<b>23</b>
0	0	1	<b>3</b>
1	0	1	<b>8</b>
0	0	0	<b>1</b>
0	0	0	<b>1</b>
0	0	0	<b>28</b>
0	0	0	<b>1</b>
0	0	0	<b>3</b>
1	0	2	<b>45</b>
<b>1</b>	<b>1</b>	<b>2</b>	<b>68</b>

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

<b>Stage</b>	<b>Outcome Group</b>	<b>Criminal Injuries Compensation Authority</b>	<b>Forestry and Land Scotland</b>	<b>Total</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	1	1
	Discretion – Good complaint handling	1	0	1
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>Total</b>		<b>1</b>	<b>1</b>	<b>2</b>

## 8. SCOTTISH PRISON SERVICE CASES DETERMINED

<b>Stage</b>	<b>Outcome Group</b>	<b>HM Inspectorate Of Prisons For Scotland</b>	<b>Scottish Prison Service</b>	<b>Total</b>
Advice	A&G - Complaint submissions - mature	0	7	7
	A&G - Complaint submissions - premature	0	47	47
	A&G - Enquiries	0	91	91
	Unable to proceed	0	1	1
	<b>Total</b>	<b>0</b>	<b>146</b>	<b>146</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	41	41
	Discretion – Alternative action proposed	0	5	5
	Discretion – Alternative route used or available	0	2	2
	Discretion – Good complaint handling	1	81	82
	Discretion – Referred back	0	13	13
	Discretion – Resolved - both parties satisfied with proposed outcome	0	4	4
	Premature	0	7	7
	Subject matter not in jurisdiction	0	1	1
	Unable to proceed	0	5	5
	<b>Total</b>	<b>1</b>	<b>159</b>	<b>160</b>
<b>Total</b>		<b>1</b>	<b>305</b>	<b>306</b>

## 9. SCOTTISH UNIVERSITY CASES DETERMINED

Stage	Outcome Group	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University
Advice	A&G - Complaint submissions - mature	1	0	2
	A&G - Complaint submissions - premature	2	1	3
	A&G - Enquiries	2	0	0
	<b>Total</b>	<b>5</b>	<b>1</b>	<b>5</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	0	1
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	0	8	4
	Discretion – Referred back	0	1	0
	Discretion – Resolved - both parties satisfied with proposed outcome	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	1
	Time limit (s 10)	0	0	0
	Unable to proceed	0	0	1
	<b>Total</b>	<b>0</b>	<b>9</b>	<b>7</b>
Investigation	Fully upheld	0	0	0
	Some upheld	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>		<b>5</b>	<b>10</b>	<b>12</b>

Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow
0	1	0	0	1	3	1	3	4
0	2	0	0	1	2	1	8	9
0	1	0	0	1	3	0	2	4
0	4	0	0	3	8	2	13	17
0	1	1	0	3	5	1	17	7
0	0	0	0	0	1	0	0	0
0	9	3	1	5	6	3	32	28
0	0	0	0	0	1	0	0	0
0	0	0	0	0	2	0	0	0
0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	2	0
0	2	0	0	0	0	0	1	2
1	1	0	0	0	0	0	4	1
0	0	0	0	1	1	0	2	0
1	13	4	1	9	17	4	58	38
0	0	0	0	0	0	1	1	0
0	0	0	0	0	1	0	0	1
0	0	0	0	0	1	1	1	1
1	17	4	1	12	26	7	72	56

University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
0	2	1	1	1	21
1	3	1	0	3	37
0	0	0	0	0	13
1	5	2	1	4	71
0	5	10	1	2	54
0	0	0	0	0	1
8	5	10	0	2	124
0	0	0	1	1	4
0	0	0	0	0	2
0	1	0	0	0	2
0	0	0	0	0	2
0	0	0	0	1	7
0	0	2	0	0	9
0	1	1	0	1	8
8	12	23	2	7	213
0	0	0	0	0	2
0	0	0	0	0	2
0	0	0	0	0	4
9	17	25	3	11	288

## 10. WATER CASES DETERMINED

<b>Stage</b>	<b>Outcome Group</b>	<b>Bright Water Services Ltd</b>	<b>Business Stream</b>	<b>Castle Water Ltd</b>
Advice	A&G - Complaint submissions - mature	0	2	0
	A&G - Complaint submissions - premature	0	17	1
	A&G - Enquiries	1	3	0
	<b>Total</b>	<b>1</b>	<b>22</b>	<b>1</b>
Early Resolution	Discretion – Insufficient benefit would be achieved by investigation	0	2	2
	Discretion – Alternative action proposed	0	0	0
	Discretion – Alternative route used or available	0	0	0
	Discretion – Good complaint handling	0	0	2
	Discretion – Referred back	0	1	0
	Discretion – Resolved - both parties satisfied with proposed outcome	0	2	0
	Unable to proceed	0	2	0
	<b>Total</b>	<b>0</b>	<b>7</b>	<b>4</b>
<b>Total</b>		<b>1</b>	<b>29</b>	<b>5</b>



Clear Business Water	Everflow Ltd	Intelligent Business Water Ltd	Pure Utilities	Scottish Water	SES Business Water	Water Plus Select Ltd	Wave	Total
0	1	0	0	1	0	0	1	5
10	0	1	2	9	0	1	0	41
3	0	0	0	3	0	0	1	11
13	1	1	2	13	0	1	2	57
2	0	0	0	1	0	0	1	8
0	1	0	0	1	0	1	0	3
0	0	0	0	3	0	0	0	3
2	1	0	3	5	0	0	0	13
0	0	0	0	0	0	1	0	2
0	0	0	0	0	0	0	0	2
0	0	0	0	0	1	1	0	4
4	2	0	3	10	1	3	1	35
17	3	1	5	23	1	4	3	92

**11. OTHER CASES DETERMINED**

<b>Stage</b>	<b>Outcome Group</b>	<b>A Body Out of Jurisdiction</b>	<b>A Body Unknown</b>	<b>Total</b>
Advice	A&G - Complaint submissions - mature	0	2	2
	A&G - Complaint submissions - premature	2	28	30
	A&G - Enquiries	0	32	32
	Organisation not in jurisdiction	14	4	18
	Unable to proceed	0	1	1
	<b>Total</b>		16	67
Early Resolution	Organisation not in jurisdiction	2	2	4
	<b>Total</b>	2	2	4
<b>Total</b>		18	69	87