

ENQUIRIES AND COMPLAINTS DETERMINED BY SECTOR AND OUTCOME 2023-24

Case Type	Stage	Outcome Group	Colleges	Health	Housing Associations	Joint Health and Social Care	Local Authority	Other	Prisons	Scottish Government & Devolved Administration	Universities	Water	Total	
Complaint	Advice	A&G - Complaint submissions - mature	2	70	24	9	60	2	7	14	21	5	214	
		A&G - Complaint submissions - premature	7	225	109	24	309	30	47	50	37	41	879	
		A&G - Enquiries	3	198	95	15	201	32	91	28	13	11	687	
		Organisation not in jurisdiction	0	1	0	0	2	18	0	7	0	0	28	
		Unable to proceed	0	3	0	0	0	1	1	0	0	0	5	
	Early Resolution	Cause and impact test not met (s 5 (3))	0	0	0	0	9	0	0	3	0	0	12	
		Discretion – Insufficient benefit would be achieved by investigation	0	126	37	19	164	0	41	21	54	8	470	
		Discretion – Alternative action proposed	1	28	10	7	17	0	5	5	0	3	76	
		Discretion – Alternative route used or available	0	14	0	2	8	0	2	6	1	3	36	
		Discretion – Good complaint handling	11	509	158	85	413	0	81	71	124	13	1,465	
		Discretion – Referred back	0	36	8	5	38	0	13	3	4	2	109	
		Discretion – Resolved - both parties satisfied with proposed outcome	0	20	6	4	12	0	4	1	2	2	51	
		Member of the public test not met (s 5 (6))	0	0	0	0	6	0	0	0	0	0	6	
		No response to contact	0	1	0	0	1	0	0	0	0	0	2	
		Organisation not in jurisdiction	0	2	1	0	1	4	0	1	0	0	9	
		Premature	1	14	4	2	6	0	7	3	2	0	39	
		Right of appeal to court/tribunal/Scottish ministers (s 7 (8))	0	1	2	0	18	0	2	2	0	0	25	
		Subject matter not in jurisdiction	2	7	11	0	27	0	1	26	7	0	81	
		Time limit (s 10)	1	69	7	10	29	0	0	8	9	0	133	
		Unable to proceed	0	64	7	10	22	0	5	3	8	4	123	
		Investigation	Fully upheld	0	77	0	7	13	0	0	0	2	0	99
			Not duly made or withdrawn	0	3	0	0	1	0	0	0	0	0	4
	Not upheld		0	40	1	1	12	0	0	0	0	0	54	
	Outcome not achievable		0	1	0	0	0	0	0	0	0	0	1	
	Resolved		0	1	0	0	3	0	0	0	0	0	4	
	Some upheld		0	27	0	1	9	0	0	0	2	0	39	
	Total			28	1,537	480	201	1,381	87	305	252	288	92	4,651
Enquiry	Advice	Enquiry	0	6	2	1	4	6	1	0	0	0	20	
	Total		0	6	2	1	4	6	1	0	0	0	20	
Total Contacts			28	1,543	482	202	1,385	93	306	252	288	92	4,671	
Total Premature Complaints			8	239	113	26	315	30	54	53	39	41	918	
Premature Rate			29%	15%	23%	13%	23%	32%	18%	21%	14%	45%	20%	
Total Investigation Decisions (fully, some and not upheld)			0	144	1	9	34	0	0	0	4	0	192	
Total Upholds (fully and some upheld)			0	104	0	8	22	0	0	0	4	0	138	
Uphold Rate			0%	72%	0%	89%	65%	0%	0%	0%	100%	0%	72%	