

Enquiries and Complaints Determined by Sector and Outcome 2019-20

Case Type	Stage	Outcome Group	Colleges	Health	Housing Associations	Joint Health and Social Care	Local Authority	Prisons	Scottish Government & Devolved Administration (excl Prisons)	Universities	Water	Other	Total	
Enquiry	Advice & Signposting	Enquiry	0	2	2	0	6	0	2	0	1	1	14	
		Premature Enquiry	0	0	0	0	0	0	0	0	0	0	796	796
		Out of Jurisdiction Enquiry	0	0	0	0	0	0	0	0	0	0	759	759
	Total Enquiries	0	2	2	0	6	0	2	0	1	1,556	1,569		
Complaint	Advice	Not duly made or withdrawn	8	310	87	18	248	83	35	12	20	12	833	
		Out of jurisdiction (discretionary)	0	1	2	0	1	0	1	0	0	0	5	
		Out of jurisdiction (non-discretionary)	0	2	3	0	8	0	3	0	1	11	28	
		Outcome not achievable	0	0	0	0	1	0	0	0	0	0	0	1
		Premature	0	209	52	17	233	55	27	12	51	4	660	
		Resolved	0	1	0	0	0	0	0	0	1	0	2	
		Total	8	523	144	35	491	138	66	24	73	27	1,529	
	Early Resolution	Not duly made or withdrawn	1	55	9	11	42	9	6	6	0	0	139	
		Out of jurisdiction (discretionary)	0	47	7	9	49	3	17	8	2	0	142	
		Out of jurisdiction (non-discretionary)	0	14	9	3	44	5	45	30	3	1	154	
		Outcome not achievable	0	20	6	0	29	15	9	8	2	0	89	
		Premature	1	52	4	9	34	6	12	2	4	0	124	
		Proportionality	13	338	117	86	462	110	61	59	33	0	1,279	
		Resolved	0	15	9	5	13	4	0	2	7	0	55	
	Total	15	541	161	123	673	152	150	115	51	1	1,982		
	Investigation	Fully upheld	0	115	0	11	29	9	4	9	5	0	182	
		Some upheld	0	98	3	10	25	2	0	7	5	0	150	
		Not upheld	1	173	2	17	30	1	2	9	4	0	239	
		Not duly made or withdrawn	1	4	0	1	0	3	0	0	2	0	11	
		Outcome not achievable	0	1	0	0	0	0	0	0	0	0	1	
		Resolved	0	0	0	0	1	1	0	1	2	0	5	
	Total	2	391	5	39	85	16	6	26	18	0	588		
	Total Complaints	25	1,455	310	197	1,249	306	222	165	142	28	4,099		
Total Contacts	25	1,457	312	197	1,255	306	224	165	143	1,584	5,668			
<i>Total Premature Complaints</i>			1	261	56	26	267	61	39	14	55	4	784	
<i>Premature Rate</i>			4.0%	17.9%	18.1%	13.2%	21.4%	19.9%	17.6%	8.5%	38.7%	14.3%	19.1%	
<i>Total Investigation Decisions (fully, some and not upheld)</i>			1	386	5	38	84	12	6	25	14	0	571	
<i>Total Upholds (fully and some upheld)</i>			0	213	3	21	54	11	4	16	10	0	332	
<i>Uphold Rate</i>			0.0%	55.2%	60.0%	55.3%	64.3%	91.7%	66.7%	64.0%	71.4%	-	58.1%	