

SPSO Annual Statistics - Cases determined in 2009-10 by sector, stage and outcome

Report Case Type	Stage	Closure Reason Group	FE & HE	Health	Housing Assocs	Local Authority	SG&D	Other	OOJ	Total	
Enquiry	1 - Receipt	Enquiry	13	45	14	127	22	38	11	270	
		OOJ							636	636	
		Total Enquiries	13	45	14	127	22	38	647	906	
Complaint	1 - Receipt	Discontinued	10	129	21	175	29	16		380	
		OOJ		2	2	10	4	4	19	41	
		Other			2	2		2		6	
		Premature	23	222	194	724	63	12		1,238	
		Total	33	353	219	911	96	34	19	1,665	
	2 - Initial Assessment	Discontinued	2	25	6	13	5			51	
		OOJ	6	27	6	56	22		4	121	
		Other		7	2	15	2			26	
		Premature	14	75	59	289	44	1		482	
		Total	22	134	73	373	73	1	4	680	
	3 - Consideration	Body out of jurisdiction (not decided previously)						1	1		2
		Discontinued	3	6		6					15
		Discretionary decision not to pursue		1							1
		Matter out of jurisdiction (discretionary)	1	21	1	31	5				59
		Matter out of jurisdiction (non-discretionary)	4	10	5	21	8				48
		Premature - Local process formally tried but not exhausted	1	18		21	1				41
		Premature - Local process not formally tried		4	2	9	5				20
		Total	9	60	8	88	20	1	0	0	186
	4 - Examination	Discontinued	1	16	4	11	4				36
		Discretionary decision not to pursue	24	314	25	398	53				814
		Total	25	330	29	409	57	0	0	0	850
	5 - Investigation	Discontinued	2			6	1				9
		Report issued: complaint fully upheld		33		12	1				46
		Report issued: complaint not upheld (with recommendations)		3		6					9
		Report issued: complaint not upheld (without recommendations)		6		7	1				14
		Report issued: complaint partly upheld	5	32	2	25	1				65
		Total	7	74	2	56	4	0	0	0	143
Total Complaints		96	951	331	1,837	250	36	23	3,524		
	<i>Grand Total</i>		<i>109</i>	<i>996</i>	<i>345</i>	<i>1,964</i>	<i>272</i>	<i>74</i>	<i>670</i>	<i>4,430</i>	