

All Cases Determined 2010-2011

Case Type	Stage	Closure Category	Further & Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration (incl Prisons)	Other & Out of Jurisdiction	Total	Prisons Detail
Enquiries	Advice and Signposting	General Enquiry	2	4	4	26	3	18	57	3
		Premature	1	14	8	57	8	1	89	0
		Out of Jurisdiction	1	2	4	21	4	523	555	0
		Outcome Not Achievable	0	2	1	4	1	1	9	1
		No Decision Reached	3	8	3	16	5	6	41	1
		Other	0	2	0	1	1	0	4	0
	Total Enquiries		7	32	20	125	22	549	755	5
Complaints	Advice	Premature	34	218	170	768	109	20	1319	25
		Body Out of Jurisdiction	0	0	0	0	0	18	18	0
		Out of Jurisdiction (Discretionary)	0	5	3	8	0	0	16	0
		Out of Jurisdiction (Non-Discretionary)	5	8	2	28	37	5	85	26
		Outcome Not Achievable	0	3	3	13	1	0	20	1
		No Decision Reached	24	216	51	249	113	25	678	61
		Other	0	0	0	0	0	1	1	0
		Total	63	450	229	1066	260	69	2137	113
	Early Resolution 1	Premature	2	37	18	78	25	0	160	7
		Body Out of Jurisdiction	0	0	0	0	0	3	3	0
		Out of Jurisdiction (Discretionary)	1	28	5	41	15	0	90	7
		Out of Jurisdiction (Non-Discretionary)	6	9	8	44	12	0	79	2
		Outcome Not Achievable	8	18	6	24	18	0	74	14
		No Decision Reached	4	28	1	41	16	1	91	12
		Total	21	120	38	228	86	4	497	42
	Early Resolution 2	Premature	0	5	0	13	3	0	21	0
		Out of Jurisdiction (Discretionary)	1	8	0	9	1	0	19	0
		Out of Jurisdiction (Non-Discretionary)	1	1	1	1	0	0	4	0
		Outcome Not Achievable	0	2	0	1	0	0	3	0
		No Decision Reached	1	12	3	11	4	0	31	2
		Fully Upheld	0	10	2	10	10	0	32	8
		Partly Upheld	2	14	0	8	4	0	28	3
		Not Upheld	6	46	8	60	66	0	186	57
	Total	11	98	14	113	88	0	324	70	
	Investigation 1	Outcome Not Achievable	1	2	0	0	0	0	3	0
		No Decision Reached	1	10	1	7	2	1	22	1
		Fully Upheld	2	34	6	27	3	0	72	2
		Partly Upheld	8	21	1	16	2	0	48	1
		Not Upheld	7	64	7	89	20	0	187	11
		Total	19	131	15	139	27	1	332	15
	Investigation 2	No Decision Reached	0	2	0	0	0	0	2	0
		Fully Upheld	0	21	0	6	3	0	30	1
		Partly Upheld	1	15	0	5	0	0	21	0
		Not Upheld	0	3	0	5	0	0	8	0
		Total	1	41	0	16	3	0	61	1
	Total Complaints		115	840	296	1562	464	74	3351	241
	Total Contacts		122	872	316	1687	486	623	4106	246

*NB prisons figures are also included in the SG&D column of the main table