

Complaints and Enquiries Closed by Sector, Stage and Outcome 2012-2013

Case Type	Stage	Outcome Group	Further & Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration	Water	Other	Total
Enquiry	Advice & Signposting	Enquiry	3	21	6	21	7	4	15	77
		Out of Jurisdiction	0	0	0	0	0	0	454	454
	Total Enquiries		3	21	6	21	7	4	469	531
Complaint	Advice	Premature	41	293	172	704	131	124	10	1,475
		Out of jurisdiction (non-discretionary)*	8	12	11	40	21	4	25	121
		Out of jurisdiction (discretionary)	1	18	2	19	3	5	0	48
		Outcome not achievable	2	4	1	13	3	2	1	26
		Not duly made or withdrawn**	26	298	58	237	104	73	7	803
		Resolved**	0	0	0	2	0	1	0	3
	Total		78	625	244	1,015	262	209	43	2,476
	Early Resolution 1	Premature	3	63	3	46	25	9	1	150
		Out of jurisdiction (non-discretionary)*	8	20	20	99	47	7	1	202
		Out of jurisdiction (discretionary)	5	34	3	40	10	6	0	98
		Outcome not achievable	2	34	4	26	9	6	0	81
		Not duly made or withdrawn**	7	29	1	23	20	4	0	84
		Resolved**	0	7	3	15	14	8	0	47
	Total		25	187	34	249	125	40	2	662
	Early Resolution 2	Fully upheld	2	15	3	10	15	4	0	49
		Partly upheld	4	10	3	19	14	11	0	61
		Not upheld	7	57	17	48	77	25	0	231
		Outcome not achievable	0	1	0	0	0	0	0	1
		Not duly made or withdrawn**	0	0	0	3	1	1	0	5
		Resolved**	0	1	1	1	1	4	0	8
	Total		13	84	24	81	108	45	0	355
	Investigation 1	Fully upheld	5	60	2	16	6	15	0	104
		Partly upheld	5	81	7	63	8	14	0	178
		Not upheld	10	118	4	75	12	22	0	241
		Not duly made or withdrawn**	1	8	1	2	3	2	0	17
		Total		21	267	14	156	29	53	0
	Investigation 2	Fully upheld	0	25	0	3	3	0	0	31
		Partly upheld	1	9	0	3	0	0	0	13
		Total		1	34	0	6	3	0	0
	Total Complaints		138	1,197	316	1,507	527	347	45	4,077
Total Contacts			141	1,218	322	1,528	534	351	514	4,608

* includes Organisations out of jurisdiction

** previously included in 'no decision reached' category