

Scottish Further and Higher Education Cases Determined 2013-14

| Case Type | Stage              | Outcome Group                           | Further Education                                  |            |                       |  |                     |                             |       |                   |                       |  |                    |                          |          | Higher Education                                   |               |  |                     |            |       |                   |                                      |                       |  |                    |                 |                          | Grand Total |          |     |
|-----------|--------------------|---|--|------------|-----------------------|--|---------------------|-----------------------------|-------|-------------------|-----------------------|--|--------------------|--------------------------|----------|--|---------------|--|---------------------|------------|-------|-------------------|--------------------------------------|-----------------------|--|--------------------|-----------------|--------------------------|-------------|----------|-----|
|           |                    |   | Academic appeal/exam results/degree classification | Admissions | Anti-social behaviour | Communication staff attitude dignity and confidentiality | Complaints handling | Grants/allowances/bursaries | Other | Personnel matters | Policy/administration | Special needs - assessment and provision | Student discipline | Teaching and supervision | FE Total | Academic appeal/exam results/degree classification | Accommodation | Communication staff attitude dignity and confidentiality | Complaints handling | Facilities | Other | Personnel matters | Plagiarism and intellectual property | Policy/administration | Special needs - assessment and provision | Student discipline | Subject Unknown | Teaching and supervision |             | HE Total |     |
| Complaint | Advice             | Not duly made or withdrawn              | 1  | 1          | 0                     | 2  | 0                   | 0                           | 0     | 0                 | 3                     | 0  | 1                  | 0                        | 8        | 8  | 0             | 0  | 0                   | 1          | 1     | 1                 | 0                                    | 10                    | 0  | 0                  | 1               | 1                        | 23          | 31       |     |
|           |                    | Out of jurisdiction (discretionary)     | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        | 0           | 0        |     |
|           |                    | Out of jurisdiction (non-discretionary) | 0  | 0          | 0                     | 0  | 0                   | 1                           | 1     | 1                 | 0                     | 0  | 0                  | 0                        | 3        | 6  | 0             | 0  | 0                   | 0          | 1     | 0                 | 0                                    | 0                     | 0  | 0                  | 2               | 9                        | 12          |          |     |
|           |                    | Outcome not achievable                  | 0  | 0          | 0                     | 2  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 2        | 1  | 1             | 0  | 0                   | 1          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 3                        | 5           |          |     |
|           |                    | Premature                               | 3  | 0          | 0                     | 2  | 2                   | 0                           | 0     | 0                 | 1                     | 1  | 1                  | 2                        | 12       | 6  | 0             | 0  | 1                   | 0          | 0     | 1                 | 3                                    | 0                     | 0  | 0                  | 0               | 11                       | 23          |          |     |
|           |                    | Resolved                                | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        | 0           |          |     |
|           | Early Resolution 1 | Total                                   | 4  | 1          | 0                     | 6  | 2                   | 1                           | 1     | 1                 | 4                     | 1  | 2                  | 25                       | 21       | 1  | 0             | 1  | 1                   | 2          | 2     | 1                 | 13                                   | 0                     | 0  | 1                  | 3               | 46                       | 71          |          |     |
|           |                    | Not duly made or withdrawn              | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 1  | 0                  | 1                        | 1        | 0  | 0             | 0  | 0                   | 0          | 0     | 1                 | 0                                    | 0                     | 0  | 0                  | 2               | 3                        |             |          |     |
|           |                    | Out of jurisdiction (discretionary)     | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 2        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 2               | 2                        |             |          |     |
|           |                    | Out of jurisdiction (non-discretionary) | 0  | 1          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 1                        | 0        | 0  | 0             | 2  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 2                  | 4               | 5                        |             |          |     |
|           |                    | Outcome not achievable                  | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 1                  | 1               | 1                        |             |          |     |
|           |                    | Premature                               | 0  | 0          | 1                     | 1  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 2                        | 1        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 1                                    | 0                     | 0  | 0                  | 2               | 4                        |             |          |     |
|           | Early Resolution 2 | Resolved                                | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 1                  | 1                        | 2        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 2               | 3                        |             |          |     |
|           |                    | Total                                   | 0  | 1          | 1                     | 1  | 0                   | 0                           | 0     | 0                 | 1                     | 0  | 1                  | 5                        | 6        | 0  | 0             | 2  | 0                   | 0          | 0     | 1                 | 1                                    | 0                     | 0  | 3                  | 13              | 18                       |             |          |     |
|           |                    | Fully upheld                            | 0  | 0          | 0                     | 0  | 1                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 1                        | 1        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 1                                    | 0                     | 0  | 0                  | 2               | 3                        |             |          |     |
|           |                    | Some upheld                             | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 1        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 1               | 1                        |             |          |     |
|           |                    | Not upheld                              | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 5        | 1  | 1             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 1                     | 0  | 1                  | 9               | 9                        |             |          |     |
|           |                    | Not duly made or withdrawn              | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        |             |          |     |
|           | Investigation 1    | Resolved                                | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        |             |          |     |
|           |                    | Total                                   | 0  | 0          | 0                     | 1  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 1                        | 7        | 1  | 1             | 0  | 0                   | 0          | 0     | 0                 | 1                                    | 1                     | 0  | 1                  | 12              | 13                       |             |          |     |
|           |                    | Fully upheld                            | 0  | 1          | 0                     | 0  | 0                   | 1                           | 0     | 0                 | 0                     | 0  | 0                  | 2                        | 0        | 0  | 0             | 2  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 2               | 4                        |             |          |     |
|           |                    | Some upheld                             | 0  | 0          | 0                     | 1  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 1                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 1                        |             |          |     |
|           |                    | Not upheld                              | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 4        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 4               | 4                        |             |          |     |
|           |                    | Not duly made or withdrawn              | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        |             |          |     |
|           | Total Complaints   | Resolved                                | 0  | 0          | 0                     | 0  | 0                   | 0                           | 0     | 0                 | 0                     | 0  | 0                  | 0                        | 0        | 0  | 0             | 0  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 0               | 0                        |             |          |     |
|           |                    | Total                                   | 0  | 1          | 0                     | 1  | 0                   | 0                           | 1     | 0                 | 0                     | 0  | 0                  | 3                        | 4        | 0  | 0             | 2  | 0                   | 0          | 0     | 0                 | 0                                    | 0                     | 0  | 0                  | 6               | 9                        |             |          |     |
|           |                    | Total                                   | 4  | 3          | 1                     | 8  | 3                   | 1                           | 2     | 1                 | 4                     | 2  | 2                  | 3                        | 34       | 38   | 2             | 1  | 5                   | 1          | 2     | 2                 | 1                                    | 14                    | 2  | 1                  | 1               | 7                        | 77          | 111      |     |
|           | Total Contacts     |   |  | 4          | 3                     | 1  | 8                   | 3                           | 1     | 2                 | 1                     | 4  | 2                  | 2                        | 3        | 34   | 38            | 2  | 1                   | 5          | 1     | 2                 | 2                                    | 1                     | 14                                       | 2                  | 1               | 1                        | 7           | 77       | 111 |

There were no enquiries about Further & Higher Education, and no cases determined at Investigation 2 stage

Health Cases Determined 2013-14

| Case Type        | Stage                | Outcome Group                           | Admission, discharge & transfer procedures | Appliances, equipment & premises | Appointments/Admissions (delay, cancellation, waiting lists) | Clinical treatment / Diagnosis | Communication, staff attitude, dignity, confidentiality | Complaints by NHS staff | Complaints handling | Continuing care | Failure to send ambulance/delay in sending ambulance | Hotel services - food, laundry etc | Hygiene, cleanliness & infection control | Lists | Nurses / nursing care | Other | Policy/administration | Pre- Contractual or Commercial Matters | Record Keeping | Out Of Jurisdiction | Subject Unknown | Total |     |
|------------------|----------------------|---|--|----------------------------------|--|--------------------------------|---|-------------------------|---------------------|-----------------|--|------------------------------------|--|-------|-----------------------|-------|-----------------------|--|----------------|---------------------|-----------------|-------|-----|
| Enquiry          | Advice & Signposting | Enquiry                                 | 1  | 0                                | 0  | 3                              | 0   | 0                       | 1                   | 1               | 0  | 0                                  | 0  | 1     | 1                     | 1     | 0                     | 0                                      | 1              | 0                   | 1               | 11    |     |
|                  |                      | Total                                   | 1  | 0                                | 0  | 3                              | 0   | 0                       | 1                   | 1               | 0  | 0                                  | 0  | 1     | 1                     | 1     | 0                     | 0                                      | 1              | 0                   | 1               | 11    |     |
|                  |                      | Total Enquiries                         | 1  | 0                                | 0  | 3                              | 0   | 0                       | 1                   | 1               | 0  | 0                                  | 0  | 1     | 1                     | 1     | 0                     | 0                                      | 1              | 0                   | 1               | 11    |     |
| Complaint        | Advice               | Not duly made or withdrawn              | 4  | 1                                | 11   | 220                            | 33  | 0                       | 5                   | 2               | 2  | 0                                  | 0  | 3     | 3                     | 4     | 12                    | 0                                      | 1              | 0                   | 30              | 331   |     |
|                  |                      | Out of jurisdiction (discretionary)     | 1  | 0                                | 0  | 17                             | 4   | 0                       | 0                   | 1               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 2                   | 0               | 0     | 25  |
|                  |                      | Out of jurisdiction (non-discretionary) | 0  | 0                                | 0  | 5                              | 4   | 3                       | 1                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 3                     | 1                                      | 0              | 1                   | 1               | 0     | 19  |
|                  |                      | Outcome not achievable                  | 3  | 2                                | 4  | 30                             | 9   | 0                       | 3                   | 1               | 1  | 1                                  | 1  | 1     | 1                     | 0     | 0                     | 8                                      | 0              | 1                   | 1               | 0     | 66  |
|                  |                      | Premature                               | 11   | 1                                | 25   | 162                            | 28  | 0                       | 15                  | 4               | 2  | 0                                  | 0  | 0     | 3                     | 3     | 2                     | 21                                     | 0              | 2                   | 0               | 18    | 297 |
|                  |                      | Resolved                                | 0  | 0                                | 0  | 0                              | 0   | 0                       | 1                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 1                     | 0                                      | 0              | 0                   | 0               | 0     | 2   |
|                  |                      | Total                                   | 19   | 4                                | 40   | 434                            | 78  | 3                       | 25                  | 8               | 5  | 1                                  | 1  | 1     | 7                     | 6     | 9                     | 43                                     | 0              | 7                   | 2               | 48    | 740 |
|                  | Early Resolution 1   | Not duly made or withdrawn              | 2  | 0                                | 3  | 23                             | 13  | 0                       | 0                   | 3               | 1  | 0                                  | 0  | 1     | 0                     | 0     | 2                     | 0                                      | 1              | 0                   | 0               | 0     | 49  |
|                  |                      | Out of jurisdiction (discretionary)     | 0  | 0                                | 1  | 17                             | 4   | 0                       | 2                   | 0               | 1  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 1                   | 0               | 0     | 26  |
|                  |                      | Out of jurisdiction (non-discretionary) | 0  | 0                                | 0  | 6                              | 3   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 1     | 0                     | 1     | 3                     | 1                                      | 0              | 0                   | 0               | 0     | 15  |
|                  |                      | Outcome not achievable                  | 0  | 0                                | 3  | 21                             | 5   | 0                       | 1                   | 1               | 1  | 0                                  | 1  | 1     | 1                     | 1     | 1                     | 1                                      | 0              | 0                   | 0               | 0     | 37  |
|                  |                      | Premature                               | 1  | 0                                | 5  | 36                             | 4   | 0                       | 3                   | 1               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 2                                      | 0              | 0                   | 0               | 0     | 53  |
|                  |                      | Resolved                                | 1  | 0                                | 0  | 10                             | 3   | 0                       | 1                   | 1               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 1                     | 0                                      | 0              | 0                   | 0               | 0     | 18  |
|                  | Total                | 4                                       | 0  | 12                               | 113  | 32                             | 0   | 7                       | 6                   | 3               | 0  | 1                                  | 3  | 2     | 3                     | 9     | 1                     | 2                                      | 0              | 0                   | 0               | 198   |     |
|                  | Early Resolution 2   | Fully upheld                            | 0  | 1                                | 2  | 5                              | 4   | 0                       | 2                   | 1               | 0  | 0                                  | 0  | 2     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 17  |
|                  |                      | Some upheld                             | 0  | 0                                | 1  | 2                              | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 4   |
|                  |                      | Not upheld                              | 1  | 0                                | 6  | 24                             | 6   | 0                       | 2                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 1                     | 1                                      | 0              | 0                   | 0               | 0     | 42  |
|                  |                      | Not duly made or withdrawn              | 0  | 0                                | 0  | 5                              | 0   | 0                       | 1                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 7   |
|                  |                      | Resolved                                | 0  | 0                                | 0  | 0                              | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 0   |
|                  |                      | Total                                   | 1  | 1                                | 9  | 36                             | 10  | 0                       | 5                   | 1               | 0  | 0                                  | 0  | 0     | 2                     | 3     | 1                     | 1                                      | 0              | 0                   | 0               | 0     | 70  |
|                  | Investigation 1      | Fully upheld                            | 3  | 0                                | 7  | 53                             | 4   | 0                       | 2                   | 0               | 1  | 0                                  | 0  | 0     | 0                     | 0     | 2                     | 0                                      | 1              | 0                   | 0               | 0     | 73  |
|                  |                      | Some upheld                             | 4  | 2                                | 0  | 63                             | 5   | 0                       | 1                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 4     | 0                     | 2                                      | 0              | 1                   | 0               | 0     | 82  |
|                  |                      | Not upheld                              | 0  | 0                                | 3  | 99                             | 8   | 0                       | 1                   | 1               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 2                                      | 0              | 0                   | 0               | 0     | 115 |
|                  |                      | Not duly made or withdrawn              | 0  | 0                                | 0  | 7                              | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 7   |
|                  |                      | Resolved                                | 0  | 0                                | 0  | 1                              | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 1   |
|                  |                      | Total                                   | 7  | 2                                | 10   | 223                            | 17  | 0                       | 4                   | 1               | 1  | 0                                  | 0  | 0     | 0                     | 5     | 0                     | 6                                      | 0              | 2                   | 0               | 0     | 278 |
|                  | Investigation 2      | Fully upheld                            | 0  | 0                                | 0  | 23                             | 0   | 0                       | 3                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 27  |
|                  |                      | Some upheld                             | 1  | 0                                | 0  | 10                             | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 11  |
|                  |                      | Not upheld                              | 0  | 0                                | 0  | 0                              | 0   | 0                       | 0                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 0     | 0                     | 0                                      | 0              | 0                   | 0               | 0     |     |
|                  |                      | Total                                   | 1  | 0                                | 0  | 33                             | 0   | 0                       | 3                   | 0               | 0  | 0                                  | 0  | 0     | 0                     | 1     | 0                     | 0                                      | 0              | 0                   | 0               | 0     | 38  |
| Total Complaints |                      |   | 32   | 7                                | 71   | 839                            | 137   | 3                       | 44                  | 16              | 9  | 1                                  | 2  | 12    | 17                    | 13    | 59                    | 1                                      | 11             | 2                   | 48              | 1,324 |     |
| Total Contacts   |                      |   | 33   | 7                                | 71   | 842                            | 137   | 3                       | 45                  | 17              | 9  | 1                                  | 2  | 13    | 18                    | 14    | 59                    | 1                                      | 12             | 2                   | 49              | 1,335 |     |

Note - includes prison health care

Housing Association Cases Determined 2013-14

| Case Type | Stage              | Outcome Group                           | Aids and adaptations | Applications, allocations, transfers & exchanges | Communication staff attitude dignity and confidentiality | Complaints handling | Estate management, open space & environment work | Homeless person issues | Improvements and renovation | Neighbour disputes and anti-social behaviour | Other | Policy/administration | Rent and/or service charges | Repairs and maintenance | Right to Buy | Shared ownership | Sheltered housing and community care | Terminations of tenancy | Out Of Jurisdiction | Subject Unknown | Total |
|-----------|--------------------|---|----------------------|--|--|---------------------|--|------------------------|-----------------------------|--|-------|-----------------------|-----------------------------|-------------------------|--------------|------------------|--------------------------------------|-------------------------|---------------------|-----------------|-------|
| Enquiry   | Advice             | Enquiry                                 | 0                    | 0  | 0  | 0                   | 0  | 0                      | 2                           | 1  | 0     | 0                     | 0                           | 1                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 4     |
|           |                    | Total                                   | 0                    | 0  | 0  | 0                   | 0  | 0                      | 2                           | 1  | 0     | 0                     | 0                           | 1                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 4     |
|           | Total Enquiries    | 0                                       | 0                    | 0  | 0  | 0                   | 0  | 2                      | 1                           | 0  | 0     | 0                     | 1                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 4               |       |
| Complaint | Advice             | Not duly made or withdrawn              | 1                    | 6  | 3  | 1                   | 4  | 0                      | 3                           | 13   | 0     | 11                    | 4                           | 25                      | 1            | 0                | 0                                    | 0                       | 0                   | 4               | 76    |
|           |                    | Out of jurisdiction (discretionary)     | 0                    | 0  | 0  | 1                   | 0  | 0                      | 2                           | 0  | 1     | 0                     | 0                           | 1                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 5     |
|           |                    | Out of jurisdiction (non-discretionary) | 0                    | 0  | 1  | 0                   | 0  | 0                      | 1                           | 0  | 0     | 3                     | 1                           | 3                       | 0            | 0                | 0                                    | 0                       | 3                   | 0               | 12    |
|           |                    | Outcome not achievable                  | 0                    | 3  | 2  | 1                   | 1  | 0                      | 2                           | 3  | 0     | 2                     | 2                           | 7                       | 0            | 0                | 0                                    | 1                       | 0                   | 0               | 24    |
|           |                    | Premature                               | 2                    | 18   | 6  | 8                   | 2  | 1                      | 7                           | 22   | 0     | 21                    | 0                           | 61                      | 2            | 1                | 3                                    | 1                       | 0                   | 6               | 161   |
|           |                    | Resolved                                | 0                    | 0  | 0  | 1                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 0                           | 2                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 3     |
|           |                    | Total                                   | 3                    | 27   | 12   | 12                  | 7  | 1                      | 15                          | 38   | 1     | 37                    | 7                           | 99                      | 3            | 1                | 3                                    | 2                       | 3                   | 10              | 281   |
|           | Early Resolution 1 | Not duly made or withdrawn              | 0                    | 0  | 0  | 2                   | 0  | 0                      | 1                           | 1  | 0     | 0                     | 0                           | 2                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 6     |
|           |                    | Out of jurisdiction (discretionary)     | 0                    | 0  | 1  | 0                   | 0  | 0                      | 0                           | 1  | 0     | 1                     | 0                           | 0                       | 1            | 0                | 0                                    | 0                       | 0                   | 0               | 4     |
|           |                    | Out of jurisdiction (non-discretionary) | 0                    | 2  | 0  | 0                   | 2  | 0                      | 1                           | 1  | 0     | 0                     | 4                           | 7                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 17    |
|           |                    | Outcome not achievable                  | 0                    | 0  | 2  | 0                   | 0  | 0                      | 0                           | 1  | 0     | 0                     | 0                           | 4                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 7     |
|           |                    | Premature                               | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 2  | 0     | 0                     | 0                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 2     |
|           |                    | Resolved                                | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 1  | 0     | 0                     | 0                           | 2                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 3     |
|           |                    | Total                                   | 0                    | 2  | 3  | 2                   | 2  | 0                      | 2                           | 7  | 0     | 1                     | 4                           | 15                      | 1            | 0                | 0                                    | 0                       | 0                   | 0               | 39    |
|           | Early Resolution 2 | Fully upheld                            | 0                    | 1  | 0  | 1                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 1                           | 0                       | 1            | 0                | 0                                    | 0                       | 0                   | 0               | 4     |
|           |                    | Some upheld                             | 0                    | 1  | 2  | 0                   | 1  | 0                      | 0                           | 1  | 0     | 0                     | 0                           | 1                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 6     |
|           |                    | Not upheld                              | 0                    | 0  | 1  | 0                   | 0  | 0                      | 0                           | 1  | 0     | 1                     | 0                           | 8                       | 0            | 0                | 0                                    | 1                       | 0                   | 0               | 12    |
|           |                    | Not duly made or withdrawn              | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 0                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 0     |
|           |                    | Resolved                                | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 0                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 0     |
|           |                    | Total                                   | 0                    | 2  | 3  | 1                   | 1  | 0                      | 0                           | 2  | 0     | 1                     | 1                           | 9                       | 1            | 0                | 0                                    | 1                       | 0                   | 0               | 22    |
|           | Investigation 1    | Fully upheld                            | 0                    | 0  | 0  | 1                   | 0  | 0                      | 0                           | 2  | 0     | 0                     | 0                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 3     |
|           |                    | Some upheld                             | 0                    | 1  | 0  | 0                   | 0  | 0                      | 1                           | 1  | 0     | 0                     | 0                           | 6                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 9     |
|           |                    | Not upheld                              | 0                    | 0  | 0  | 0                   | 0  | 0                      | 1                           | 3  | 0     | 0                     | 0                           | 1                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 5     |
|           |                    | Not duly made or withdrawn              | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 1                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 1     |
|           |                    | Resolved                                | 0                    | 0  | 0  | 0                   | 0  | 0                      | 0                           | 0  | 0     | 0                     | 0                           | 0                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 0     |
|           |                    | Total                                   | 0                    | 1  | 0  | 1                   | 0  | 0                      | 2                           | 6  | 0     | 0                     | 1                           | 7                       | 0            | 0                | 0                                    | 0                       | 0                   | 0               | 18    |
|           | Total Complaints   |   | 3                    | 32   | 18   | 16                  | 10   | 1                      | 19                          | 53   | 1     | 39                    | 13                          | 130                     | 5            | 1                | 3                                    | 3                       | 3                   | 10              | 360   |
|           | Total Contacts     |   | 3                    | 32   | 18   | 16                  | 10   | 1                      | 21                          | 54   | 1     | 39                    | 13                          | 131                     | 5            | 1                | 3                                    | 3                       | 3                   | 10              | 364   |

There were no housing association cases determined at Investigation 2 stage

Local Authority Cases Determined 2013-14

| Case Type      | Stage                | Outcome Group                           | Building Control | Consumer protection | Economic development | Education | Environmental Health & Cleansing | Finance | Fire & Police Boards | Housing | Land & Property | Legal & admin | National Park Authorities | Other | Personnel | Planning | Recreation & Leisure | Roads & Transport | Social Work | Valuation Joint Boards | Welfare Fund - Community Care Grants | Welfare Fund - Crisis Grants | Subject Unknown or Out Of Jurisdiction | Total |       |
|----------------|----------------------|---|------------------|---------------------|----------------------|-----------|----------------------------------|---------|----------------------|---------|-----------------|---------------|---------------------------|-------|-----------|----------|----------------------|-------------------|-------------|------------------------|--------------------------------------|------------------------------|--|-------|-------|
| Enquiry        | Advice & Signposting | Enquiry                                 | 2                | 0                   | 0                    | 4         | 1                                | 0       | 1                    | 3       | 0               | 2             | 0                         | 0     | 1         | 3        | 0                    | 0                 | 3           | 0                      | 0                                    | 0                            | 2                                      | 22    |       |
|                |                      | Total                                   | 2                | 0                   | 0                    | 4         | 1                                | 0       | 1                    | 3       | 0               | 2             | 0                         | 0     | 1         | 3        | 0                    | 0                 | 3           | 0                      | 0                                    | 0                            | 0                                      | 2     | 22    |
|                | Total Enquiries      | 2                                       | 0                | 0                   | 4                    | 1         | 0                                | 1       | 3                    | 0       | 2               | 0             | 0                         | 1     | 3         | 0        | 0                    | 3                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 2     | 22    |
| Complaint      | Advice               | Not duly made or withdrawn              | 7                | 1                   | 0                    | 41        | 24                               | 22      | 0                    | 118     | 4               | 10            | 0                         | 2     | 0         | 26       | 7                    | 18                | 28          | 2                      | 2                                    | 2                            | 14                                     | 328   |       |
|                |                      | Out of jurisdiction (discretionary)     | 1                | 0                   | 0                    | 2         | 8                                | 5       | 0                    | 7       | 0               | 3             | 0                         | 2     | 0         | 7        | 3                    | 5                 | 10          | 2                      | 0                                    | 0                            | 1                                      | 56    |       |
|                |                      | Out of jurisdiction (non-discretionary) | 2                | 0                   | 0                    | 6         | 1                                | 3       | 0                    | 10      | 3               | 3             | 0                         | 0     | 3         | 2        | 2                    | 3                 | 1           | 0                      | 0                                    | 0                            | 0                                      | 3     | 42    |
|                |                      | Outcome not achievable                  | 3                | 1                   | 1                    | 10        | 11                               | 14      | 0                    | 29      | 2               | 16            | 1                         | 0     | 0         | 8        | 3                    | 19                | 8           | 1                      | 1                                    | 1                            | 1                                      | 0     | 129   |
|                |                      | Premature                               | 15               | 3                   | 0                    | 54        | 34                               | 81      | 2                    | 178     | 7               | 21            | 1                         | 1     | 2         | 48       | 9                    | 39                | 138         | 2                      | 3                                    | 1                            | 20                                     | 659   |       |
|                |                      | Resolved                                | 0                | 0                   | 0                    | 0         | 2                                | 0       | 0                    | 1       | 1               | 1             | 0                         | 0     | 0         | 1        | 0                    | 0                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 0     | 6     |
|                | Total                | 28                                      | 5                | 1                   | 113                  | 80        | 125                              | 2       | 343                  | 17      | 54              | 2             | 5                         | 5     | 92        | 24       | 84                   | 185               | 7           | 6                      | 4                                    | 38                           | 1220                                   |       |       |
|                | Early Resolution 1   | Not duly made or withdrawn              | 4                | 0                   | 0                    | 5         | 0                                | 3       | 0                    | 10      | 3               | 1             | 0                         | 0     | 0         | 6        | 0                    | 0                 | 4           | 0                      | 0                                    | 0                            | 0                                      | 36    |       |
|                |                      | Out of jurisdiction (discretionary)     | 4                | 0                   | 1                    | 8         | 3                                | 4       | 0                    | 7       | 2               | 3             | 0                         | 0     | 0         | 13       | 0                    | 5                 | 7           | 0                      | 0                                    | 0                            | 0                                      | 57    |       |
|                |                      | Out of jurisdiction (non-discretionary) | 5                | 2                   | 0                    | 6         | 4                                | 9       | 1                    | 18      | 4               | 5             | 0                         | 2     | 2         | 31       | 2                    | 9                 | 8           | 2                      | 0                                    | 0                            | 0                                      | 110   |       |
|                |                      | Outcome not achievable                  | 1                | 0                   | 0                    | 2         | 1                                | 2       | 0                    | 15      | 0               | 0             | 0                         | 0     | 0         | 10       | 0                    | 5                 | 3           | 1                      | 0                                    | 0                            | 0                                      | 40    |       |
|                |                      | Premature                               | 5                | 0                   | 0                    | 2         | 1                                | 3       | 0                    | 5       | 0               | 1             | 0                         | 1     | 0         | 6        | 0                    | 3                 | 6           | 0                      | 0                                    | 0                            | 0                                      | 33    |       |
|                |                      | Resolved                                | 0                | 0                   | 0                    | 2         | 2                                | 3       | 0                    | 6       | 0               | 1             | 0                         | 0     | 0         | 2        | 0                    | 2                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 0     | 18    |
|                | Total                | 19                                      | 2                | 1                   | 25                   | 11        | 24                               | 1       | 61                   | 9       | 11              | 0             | 3                         | 2     | 68        | 2        | 24                   | 28                | 3           | 0                      | 0                                    | 0                            | 294                                    |       |       |
|                | Early Resolution 2   | Fully upheld                            | 3                | 1                   | 0                    | 10        | 0                                | 1       | 0                    | 2       | 0               | 3             | 0                         | 0     | 0         | 5        | 0                    | 2                 | 1           | 0                      | 2                                    | 1                            | 0                                      | 31    |       |
|                |                      | Some upheld                             | 1                | 0                   | 0                    | 4         | 1                                | 5       | 0                    | 6       | 1               | 0             | 0                         | 0     | 0         | 5        | 1                    | 0                 | 1           | 0                      | 0                                    | 0                            | 0                                      | 25    |       |
|                |                      | Not upheld                              | 3                | 0                   | 0                    | 4         | 2                                | 7       | 0                    | 9       | 2               | 1             | 0                         | 0     | 0         | 14       | 0                    | 4                 | 4           | 0                      | 0                                    | 0                            | 0                                      | 50    |       |
|                |                      | Not duly made or withdrawn              | 0                | 0                   | 0                    | 0         | 0                                | 0       | 0                    | 0       | 0               | 0             | 0                         | 0     | 0         | 0        | 0                    | 0                 | 1           | 0                      | 0                                    | 0                            | 0                                      | 1     |       |
|                |                      | Resolved                                | 1                | 0                   | 0                    | 0         | 1                                | 0       | 0                    | 1       | 0               | 1             | 0                         | 0     | 0         | 0        | 0                    | 0                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 0     | 4     |
|                |                      | Total                                   | 8                | 1                   | 0                    | 18        | 4                                | 13      | 0                    | 18      | 3               | 5             | 0                         | 0     | 0         | 24       | 1                    | 6                 | 7           | 0                      | 2                                    | 1                            | 0                                      | 111   |       |
|                | Investigation 1      | Fully upheld                            | 1                | 0                   | 0                    | 1         | 0                                | 0       | 0                    | 10      | 0               | 1             | 0                         | 0     | 0         | 4        | 0                    | 0                 | 3           | 0                      | 0                                    | 0                            | 0                                      | 20    |       |
|                |                      | Some upheld                             | 3                | 0                   | 0                    | 6         | 1                                | 3       | 0                    | 9       | 0               | 0             | 0                         | 0     | 0         | 15       | 0                    | 1                 | 1           | 0                      | 0                                    | 0                            | 0                                      | 39    |       |
|                |                      | Not upheld                              | 3                | 0                   | 0                    | 6         | 3                                | 2       | 0                    | 15      | 0               | 1             | 0                         | 0     | 0         | 22       | 1                    | 4                 | 2           | 0                      | 1                                    | 0                            | 0                                      | 60    |       |
|                |                      | Not duly made or withdrawn              | 0                | 0                   | 0                    | 0         | 0                                | 0       | 0                    | 0       | 0               | 0             | 0                         | 0     | 0         | 2        | 0                    | 0                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 2     |       |
|                |                      | Resolved                                | 0                | 0                   | 0                    | 0         | 0                                | 0       | 0                    | 1       | 0               | 0             | 0                         | 0     | 0         | 0        | 0                    | 0                 | 0           | 0                      | 0                                    | 0                            | 0                                      | 1     |       |
|                |                      | Total                                   | 7                | 0                   | 0                    | 13        | 4                                | 5       | 0                    | 35      | 0               | 2             | 0                         | 0     | 0         | 43       | 1                    | 5                 | 6           | 0                      | 1                                    | 0                            | 0                                      | 122   |       |
|                | Total Complaints     |   |                  | 62                  | 8                    | 2         | 169                              | 99      | 167                  | 3       | 457             | 29            | 72                        | 2     | 8         | 7        | 227                  | 28                | 119         | 226                    | 10                                   | 9                            | 5                                      | 38    | 1,747 |
| Total Contacts |                      |   | 64               | 8                   | 2                    | 173       | 100                              | 167     | 4                    | 460     | 29              | 74            | 2                         | 8     | 8         | 230      | 28                   | 119               | 229         | 10                     | 9                                    | 5                            | 40                                     | 1,769 |       |

There were no local authority cases determined at Investigation 2 stage

Scottish Government & Devolved Administration Cases 2013-14  
(note - includes prisons)

| Case Type | Stage                                   | Outcome Group                           | Cross-Border Public Authority                     |                   |         |       | Scottish Government & Scottish Administration     |               |                       |           |                   |            |         |       |          |         |                   |         |  | Scottish Public Authority |   |   |               |                           |           |                   |                   |            |         |         |                   |  | Grand Total |       |   |   |   |
|-----------|---|---|---|-------------------|---------|-------|---|---------------|-----------------------|-----------|-------------------|------------|---------|-------|----------|---------|-------------------|---------|--|---------------------------|---|---|---------------|---------------------------|-----------|-------------------|-------------------|------------|---------|---------|-------------------|--|-------------|-------|---|---|---|
|           |   |   | Agriculture, environment, fishing & rural affairs | Financial matters | Justice | Total | Arts, culture, heritage, leisure, sport & tourism | Care & health | Courts administration | Education | Financial matters | Governance | Justice | Other | Planning | Records | Roads & transport | Prisons | Subject Unknown or Out Of Jurisdiction | Total                     | Agriculture, environment, fishing & rural affairs | Arts, culture, heritage, leisure, sport & tourism | Care & health | Commissioners & Ombudsmen | Education | Enterprise bodies | Financial matters | Governance | Housing | Justice | Roads & transport | Subject Unknown or Out Of Jurisdiction |             | Total |   |   |   |
| Enquiry   | Advice & Signposting                    | Enquiry                                 | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 0                 | 0       | 1                                      | 0                         | 1   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 0           | 0     | 0 | 0 | 1 |
|           |   | Total                                   | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 0                 | 0       | 1                                      | 0                         | 1   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 0           | 0     | 0 | 0 | 1 |
|           |   | Total Enquiries                         | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 0                 | 0       | 1                                      | 0                         | 1   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 0           | 0     | 0 | 0 | 1 |
| Complaint | Advice                                  | Not duly made or withdrawn              | 0   | 1                 | 1       | 2     | 0   | 0             | 4                     | 0         | 2                 | 0          | 6       | 1     | 0        | 0       | 0                 | 55      | 3                                      | 71                        | 1   | 1   | 6             | 4                         | 2         | 0                 | 0                 | 0          | 2       | 2       | 0                 | 2                                      | 20          | 93    |   |   |   |
|           |   | Out of jurisdiction (discretionary)     | 0   | 0                 | 1       | 1     | 0   | 0             | 3                     | 0         | 1                 | 0          | 3       | 0     | 0        | 1       | 0                 | 8       | 1                                      | 17                        | 0   | 0   | 1             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 1           | 19    |   |   |   |
|           |   | Out of jurisdiction (non-discretionary) | 2   | 0                 | 0       | 2     | 0   | 0             | 4                     | 0         | 2                 | 0          | 7       | 2     | 0        | 0       | 1                 | 8       | 0                                      | 24                        | 0   | 0   | 0             | 0                         | 1         | 1                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 2           | 28    |   |   |   |
|           |   | Outcome not achievable                  | 1   | 0                 | 0       | 1     | 0   | 0             | 2                     | 0         | 2                 | 1          | 2       | 0     | 0        | 1       | 1                 | 18      | 0                                      | 27                        | 0   | 0   | 1             | 5                         | 0         | 1                 | 0                 | 0          | 0       | 1       | 1                 | 0                                      | 9           | 37    |   |   |   |
|           |   | Premature                               | 1   | 0                 | 0       | 1     | 2   | 2             | 9                     | 1         | 5                 | 1          | 9       | 1     | 0        | 7       | 1                 | 59      | 3                                      | 100                       | 3   | 3   | 10            | 5                         | 3         | 0                 | 1                 | 1          | 0       | 3       | 0                 | 0                                      | 29          | 130   |   |   |   |
|           |   | Resolved                                | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 0                 | 4       | 0                                      | 4                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 0           | 4     |   |   |   |
|           |   | Total                                   | 4   | 1                 | 2       | 7     | 2   | 2             | 22                    | 1         | 12                | 2          | 27      | 4     | 0        | 9       | 3                 | 152     | 7                                      | 243                       | 4   | 5   | 22            | 9                         | 7         | 1                 | 1                 | 2          | 6       | 1       | 2                 | 61                                     | 311         |       |   |   |   |
|           |   | Early Resolution 1                      | Not duly made or withdrawn                        | 0                 | 0       | 0     | 0   | 0             | 0                     | 2         | 0                 | 0          | 0       | 0     | 0        | 2       | 0                 | 10      | 0                                      | 14                        | 1   | 0   | 1             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 2           | 16    |   |   |   |
|           |   |   | Out of jurisdiction (discretionary)               | 1                 | 0       | 0     | 1   | 0             | 0                     | 1         | 0                 | 0          | 0       | 1     | 1        | 0       | 0                 | 3       | 0                                      | 6                         | 0   | 0   | 0             | 1                         | 0         | 0                 | 1                 | 0          | 0       | 0       | 0                 | 0                                      | 2           | 9     |   |   |   |
|           | Out of jurisdiction (non-discretionary) |   | 0   | 0                 | 0       | 0     | 0   | 0             | 1                     | 0         | 1                 | 0          | 5       | 0     | 0        | 1       | 1                 | 16      | 0                                      | 25                        | 1   | 1   | 6             | 1                         | 0         | 2                 | 1                 | 1          | 0       | 3       | 0                 | 0                                      | 16          | 41    |   |   |   |
|           | Outcome not achievable                  |   | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 1                 | 0          | 0       | 0     | 0        | 0       | 0                 | 8       | 0                                      | 9                         | 0   | 0   | 1             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 1           | 10    |   |   |   |
|           | Total                                   |   | 1   | 0                 | 0       | 1     | 0   | 0             | 4                     | 0         | 2                 | 0          | 6       | 1     | 2        | 4       | 1                 | 51      | 0                                      | 71                        | 2   | 1   | 10            | 2                         | 0         | 2                 | 1                 | 2          | 0       | 3       | 0                 | 0                                      | 23          | 95    |   |   |   |
|           | Early Resolution 2                      | Fully upheld                            | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 21                | 0       | 21                                     | 0                         | 0   | 1   | 0             | 1                         | 0         | 0                 | 0                 | 0          | 2       | 0       | 0                 | 4                                      | 25          |       |   |   |   |
|           |   | Some upheld                             | 0   | 0                 | 0       | 0     | 0   | 0             | 1                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 4                 | 0       | 5                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 1          | 0       | 0       | 1                 | 6                                      |             |       |   |   |   |
|           |   | Not upheld                              | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 1        | 1       | 60                | 0       | 62                                     | 0                         | 0   | 2   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 2                                      | 64          |       |   |   |   |
|           |   | Not duly made or withdrawn              | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 2                 | 0       | 2                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 2           |       |   |   |   |
|           |   | Total                                   | 0   | 0                 | 0       | 0     | 0   | 0             | 1                     | 0         | 0                 | 0          | 0       | 0     | 1        | 1       | 87                | 0       | 90                                     | 0                         | 0   | 3   | 0             | 1                         | 0         | 0                 | 0                 | 3          | 0       | 0       | 7                 | 97                                     |             |       |   |   |   |
|           | Investigation 1                         | Fully upheld                            | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 1     | 0        | 0       | 4                 | 0       | 5                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 5           |       |   |   |   |
|           |   | Some upheld                             | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 2                 | 0       | 2                                      | 0                         | 0   | 2   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 2                                      | 4           |       |   |   |   |
|           |   | Not upheld                              | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 1     | 0        | 0       | 6                 | 0       | 7                                      | 0                         | 0   | 2   | 0             | 0                         | 0         | 0                 | 0                 | 1          | 0       | 0       | 3                 | 10                                     |             |       |   |   |   |
|           |   | Not duly made or withdrawn              | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 1                 | 0       | 1                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 1           |       |   |   |   |
|           |   | Total                                   | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 2     | 0        | 0       | 14                | 0       | 16                                     | 0                         | 0   | 4   | 0             | 0                         | 0         | 0                 | 0                 | 1          | 0       | 0       | 5                 | 21                                     |             |       |   |   |   |
|           | Investigation 2                         | Fully upheld                            | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 1                 | 0       | 1                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 1           |       |   |   |   |
|           |   | Some upheld                             | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 0        | 0       | 1                 | 0       | 1                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 1                 | 0                 | 0          | 0       | 0       | 0                 | 1                                      | 2           |       |   |   |   |
|           |   | Not upheld                              | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 1        | 0       | 0                 | 0       | 1                                      | 0                         | 0   | 0   | 0             | 0                         | 0         | 0                 | 0                 | 0          | 0       | 0       | 0                 | 0                                      | 1           |       |   |   |   |
|           |   | Total                                   | 0   | 0                 | 0       | 0     | 0   | 0             | 0                     | 0         | 0                 | 0          | 0       | 0     | 1        | 2       | 0                 | 3       | 0                                      | 0                         | 0   | 0   | 0             | 0                         | 1         | 0                 | 0                 | 0          | 0       | 0       | 1                 | 4                                      |             |       |   |   |   |
|           |   | Total Complaints                        | 5   | 1                 | 2       | 8     | 2   | 2             | 27                    | 1         | 14                | 2          | 33      | 5     | 4        | 14      | 6                 | 306     | 7                                      | 423                       | 6   | 6   | 39            | 11                        | 8         | 3                 | 2                 | 4          | 2       | 13      | 1                 | 2                                      | 97          | 528   |   |   |   |
|           | Total Contacts                          |   | 5   | 1                 | 2       | 8     | 2   | 2             | 27                    | 1         | 14                | 2          | 33      | 5     | 4        | 14      | 6                 | 307     | 7                                      | 424                       | 6   | 6   | 39            | 11                        | 8         | 3                 | 2                 | 4          | 2       | 13      | 1                 | 2                                      | 97          | 529   |   |   |   |

Prison Cases Determined 2013-14

| Case Type        | Stage                      | Outcome Group                           | Admission, Transfers and Discharge | Communication and Records | Discipline | Health, Welfare and Religion | Leave from Prison (Including Home Detention Leave) | Physical and Personal Environment | Privileges and Prisoners Property | Security, Control and Progression | Supervision Levels | Work, Education, Earnings and Recreation | Subject Unknown or Out Of Jurisdiction | Total |
|------------------|----------------------------|---|------------------------------------|---------------------------|------------|------------------------------|--|-----------------------------------|-----------------------------------|-----------------------------------|--------------------|--|--|-------|
| Enquiry          | Advice & Signposting       | Enquiry                                 | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 1                                 | 0                  | 0  | 0                                      | 1     |
|                  |                            | Total                                   | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 1                                 | 0                  | 0  | 0                                      | 1     |
|                  | Total Enquiries            | 0                                       | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 1                                 | 0                  | 0  | 0                                      | 1     |
| Complaint        | Advice                     | Not duly made or withdrawn              | 2                                  | 11                        | 5          | 5                            | 5  | 5                                 | 4                                 | 11                                | 0                  | 0  | 7                                      | 55    |
|                  |                            | Out of jurisdiction (discretionary)     | 1                                  | 1                         | 1          | 1                            | 0  | 0                                 | 1                                 | 3                                 | 0                  | 0  | 0                                      | 8     |
|                  |                            | Out of jurisdiction (non-discretionary) | 0                                  | 1                         | 6          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 1  | 0                                      | 8     |
|                  |                            | Outcome not achievable                  | 1                                  | 3                         | 0          | 1                            | 2  | 4                                 | 5                                 | 1                                 | 0                  | 1  | 0                                      | 18    |
|                  |                            | Premature                               | 3                                  | 19                        | 6          | 6                            | 2  | 6                                 | 7                                 | 6                                 | 0                  | 2  | 2                                      | 59    |
|                  |                            | Resolved                                | 0                                  | 0                         | 0          | 0                            | 0  | 1                                 | 1                                 | 1                                 | 0                  | 1  | 0                                      | 4     |
|                  |                            | Total                                   | 7                                  | 35                        | 18         | 13                           | 9  | 16                                | 18                                | 22                                | 0                  | 5  | 9                                      | 152   |
|                  | Early Resolution 1         | Not duly made or withdrawn              | 2                                  | 0                         | 0          | 2                            | 1  | 1                                 | 1                                 | 2                                 | 0                  | 1  | 0                                      | 10    |
|                  |                            | Out of jurisdiction (discretionary)     | 0                                  | 2                         | 0          | 0                            | 0  | 0                                 | 1                                 | 0                                 | 0                  | 0  | 0                                      | 3     |
|                  |                            | Out of jurisdiction (non-discretionary) | 2                                  | 2                         | 1          | 2                            | 0  | 0                                 | 5                                 | 2                                 | 0                  | 2  | 0                                      | 16    |
|                  |                            | Outcome not achievable                  | 1                                  | 1                         | 0          | 0                            | 1  | 1                                 | 1                                 | 2                                 | 0                  | 1  | 0                                      | 8     |
|                  |                            | Premature                               | 1                                  | 0                         | 1          | 1                            | 0  | 0                                 | 1                                 | 1                                 | 0                  | 1  | 0                                      | 6     |
|                  |                            | Resolved                                | 1                                  | 1                         | 0          | 0                            | 0  | 1                                 | 5                                 | 0                                 | 0                  | 0  | 0                                      | 8     |
|                  |                            | Total                                   | 7                                  | 6                         | 2          | 5                            | 2  | 3                                 | 14                                | 7                                 | 0                  | 5  | 0                                      | 51    |
|                  | Early Resolution 2         | Fully upheld                            | 0                                  | 8                         | 1          | 2                            | 0  | 0                                 | 2                                 | 4                                 | 2                  | 2  | 0                                      | 21    |
|                  |                            | Some upheld                             | 0                                  | 1                         | 0          | 0                            | 0  | 0                                 | 0                                 | 2                                 | 0                  | 1  | 0                                      | 4     |
|                  |                            | Not upheld                              | 0                                  | 10                        | 4          | 6                            | 1  | 4                                 | 9                                 | 14                                | 2                  | 10                                       | 0                                      | 60    |
|                  |                            | Not duly made or withdrawn              | 0                                  | 1                         | 0          | 1                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 0  | 0                                      | 2     |
|                  |                            | Resolved                                | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 0  | 0                                      | 0     |
|                  |                            | Total                                   | 0                                  | 20                        | 5          | 9                            | 1  | 4                                 | 11                                | 20                                | 4                  | 13                                       | 0                                      | 87    |
|                  |                            | Investigation 1                         | Fully upheld                       | 1                         | 0          | 0                            | 0  | 0                                 | 0                                 | 1                                 | 1                  | 0  | 1                                      | 0     |
|                  | Some upheld                |   | 0                                  | 0                         | 0          | 1                            | 0  | 0                                 | 1                                 | 0                                 | 0                  | 0  | 0                                      | 2     |
|                  | Not upheld                 |   | 0                                  | 2                         | 0          | 0                            | 0  | 1                                 | 2                                 | 0                                 | 0                  | 1  | 0                                      | 6     |
|                  | Not duly made or withdrawn |   | 1                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 0  | 0                                      | 1     |
|                  | Resolved                   |   | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 1                                 | 0                                 | 0                  | 0  | 0                                      | 1     |
|                  | Total                      |   | 2                                  | 2                         | 0          | 1                            | 0  | 1                                 | 5                                 | 1                                 | 0                  | 2  | 0                                      | 14    |
|                  | Investigation 2            |   | Fully upheld                       | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 1                  | 0  | 0                                      | 0     |
|                  |                            | Some upheld                             | 0                                  | 1                         | 0          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 0  | 0                                      | 1     |
|                  |                            | Not upheld                              | 0                                  | 0                         | 0          | 0                            | 0  | 0                                 | 0                                 | 0                                 | 0                  | 0  | 0                                      | 0     |
|                  |                            | Total                                   | 0                                  | 1                         | 0          | 0                            | 0  | 0                                 | 0                                 | 1                                 | 0                  | 0  | 0                                      | 2     |
| Total Complaints |                            | 16                                      | 64                                 | 25                        | 28         | 12                           | 24   | 48                                | 51                                | 4                                 | 25                 | 9  | 306                                    |       |
| Total Contacts   |                            | 16                                      | 64                                 | 25                        | 28         | 12                           | 24   | 48                                | 52                                | 4                                 | 25                 | 9  | 307                                    |       |

Notes  
 These cases are also counted in the totals for Scottish Government and Devolved Administration  
 Does not include prison health

**Water Cases Determined 2013-14**

| Case Type | Stage                | Outcome Group                           | Billing and Charging | Customer Service | Environmental Concerns | New Connections | Other | Waste Water | Water Supply | Subject Unknown or Out Of Jurisdiction | Total |
|-----------|----------------------|---|----------------------|------------------|------------------------|-----------------|-------|-------------|--------------|--|-------|
| Enquiry   | Advice & Signposting | Enquiry                                 | 2                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 2     |
|           |                      | Total                                   | 2                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 2     |
|           | Total Enquiries      |   | 2                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 2     |
| Complaint | Advice               | Not duly made or withdrawn              | 32                   | 2                | 0                      | 0               | 1     | 3           | 8            | 1                                      | 47    |
|           |                      | Out of jurisdiction (discretionary)     | 1                    | 0                | 0                      | 0               | 0     | 1           | 1            | 0                                      | 3     |
|           |                      | Out of jurisdiction (non-discretionary) | 0                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 0     |
|           |                      | Outcome not achievable                  | 13                   | 1                | 0                      | 0               | 2     | 4           | 5            | 0                                      | 25    |
|           |                      | Premature                               | 69                   | 3                | 2                      | 1               | 1     | 6           | 20           | 6                                      | 108   |
|           |                      | Resolved                                | 0                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 0     |
|           | Total                |   | 115                  | 6                | 2                      | 1               | 4     | 14          | 34           | 7                                      | 183   |
|           | Early Resolution 1   | Not duly made or withdrawn              | 1                    | 0                | 0                      | 0               | 0     | 1           | 1            | 0                                      | 3     |
|           |                      | Out of jurisdiction (discretionary)     | 4                    | 0                | 0                      | 0               | 1     | 1           | 1            | 0                                      | 7     |
|           |                      | Out of jurisdiction (non-discretionary) | 3                    | 0                | 0                      | 0               | 0     | 1           | 1            | 0                                      | 5     |
|           |                      | Outcome not achievable                  | 2                    | 2                | 0                      | 0               | 0     | 0           | 1            | 0                                      | 5     |
|           |                      | Premature                               | 5                    | 0                | 0                      | 0               | 0     | 1           | 3            | 0                                      | 9     |
|           |                      | Resolved                                | 10                   | 1                | 0                      | 0               | 0     | 0           | 1            | 0                                      | 12    |
|           | Total                |   | 25                   | 3                | 0                      | 0               | 1     | 4           | 8            | 0                                      | 41    |
|           | Early Resolution 2   | Fully upheld                            | 7                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 7     |
|           |                      | Some upheld                             | 6                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 6     |
|           |                      | Not upheld                              | 7                    | 0                | 0                      | 1               | 0     | 2           | 1            | 0                                      | 11    |
|           |                      | Not duly made or withdrawn              | 0                    | 0                | 0                      | 0               | 0     | 0           | 1            | 0                                      | 1     |
|           |                      | Resolved                                | 8                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 8     |
|           | Total                |   | 28                   | 0                | 0                      | 1               | 0     | 2           | 2            | 0                                      | 33    |
|           | Investigation 1      | Fully upheld                            | 15                   | 2                | 0                      | 0               | 0     | 0           | 2            | 0                                      | 19    |
|           |                      | Some upheld                             | 9                    | 0                | 0                      | 0               | 0     | 2           | 2            | 0                                      | 13    |
|           |                      | Not upheld                              | 19                   | 0                | 0                      | 0               | 0     | 0           | 2            | 0                                      | 21    |
|           |                      | Not duly made or withdrawn              | 1                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 1     |
|           |                      | Resolved                                | 0                    | 0                | 0                      | 1               | 0     | 0           | 0            | 0                                      | 1     |
|           | Total                |   | 44                   | 2                | 0                      | 1               | 0     | 2           | 6            | 0                                      | 55    |
|           | Investigation 2      | Fully upheld                            | 2                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 2     |
|           |                      | Some upheld                             | 0                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 0     |
|           |                      | Not upheld                              | 0                    | 0                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 0     |
|           |                      | Total                                   |                      | 2                | 0                      | 0               | 0     | 0           | 0            | 0                                      | 0     |
|           | Total Complaints     |   | 214                  | 11               | 2                      | 3               | 5     | 22          | 50           | 7                                      | 314   |
|           | Total Contacts       |   | 216                  | 11               | 2                      | 3               | 5     | 22          | 50           | 7                                      | 316   |

## Other Cases Determined 2013-14

| Case Type        | Stage                | Outcome Group                           | General Enquiry From Member of the Public | Hospitals / Clinical treatment & Diagnosis | Out Of Jurisdiction | Subject Unknown | Total |
|------------------|----------------------|---|---|--|---------------------|-----------------|-------|
| Enquiry          | Advice & Signposting | Enquiry                                 | 0   | 0  | 0                   | 3               | 3     |
|                  |                      | Out of Jurisdiction Enquiry             | 0   | 0  | 320                 | 0               | 320   |
|                  |                      | Total                                   | 0   | 0  | 0                   | 3               | 3     |
|                  | Total Enquiries      |   | 0   | 0  | 0                   | 3               | 3     |
| Complaint        | Advice               | Not duly made or withdrawn              | 0   | 0  | 0                   | 7               | 7     |
|                  |                      | Out of jurisdiction (non-discretionary) | 1   | 1  | 8                   | 0               | 10    |
|                  |                      | Premature                               | 0   | 0  | 0                   | 6               | 6     |
|                  |                      | Total                                   | 1   | 1  | 8                   | 13              | 23    |
|                  | Investigation 1      | Not duly made or withdrawn              | 0   | 0  | 1                   | 0               | 1     |
|                  |                      | Total                                   | 0   | 0  | 1                   | 0               | 1     |
| Total Complaints |                      | 1                                       | 1   | 9  | 13                  | 24              |       |
| Total Contacts   |                      |   | 1   | 1  | 9                   | 16              | 347   |



## Housing Cases Determined 2013-14

| Case Type | Workflow Stage       | Case Outcome Group                      | Housing Associations | Local Authority | Total |     |
|-----------|----------------------|---|----------------------|-----------------|-------|-----|
| Enquiry   | Advice & Signposting | Enquiry                                 | 4                    | 3               | 7     |     |
|           |                      | Total                                   | 4                    | 3               | 7     |     |
|           |                      | Total Enquiries                         | 4                    | 3               | 7     |     |
| Complaint | Advice               | Not duly made or withdrawn              | 76                   | 118             | 194   |     |
|           |                      | Out of jurisdiction (discretionary)     | 5                    | 7               | 12    |     |
|           |                      | Out of jurisdiction (non-discretionary) | 12                   | 10              | 22    |     |
|           |                      | Outcome not achievable                  | 24                   | 29              | 53    |     |
|           |                      | Premature                               | 161                  | 178             | 339   |     |
|           |                      | Resolved                                | 3                    | 1               | 4     |     |
|           |                      | Total                                   | 281                  | 343             | 624   |     |
|           | Early Resolution 1   | Not duly made or withdrawn              | 6                    | 10              | 16    |     |
|           |                      | Out of jurisdiction (discretionary)     | 4                    | 7               | 11    |     |
|           |                      | Out of jurisdiction (non-discretionary) | 17                   | 18              | 35    |     |
|           |                      | Outcome not achievable                  | 7                    | 15              | 22    |     |
|           |                      | Premature                               | 2                    | 5               | 7     |     |
|           |                      | Resolved                                | 3                    | 6               | 9     |     |
|           |                      | Total                                   | 39                   | 61              | 100   |     |
|           | Early Resolution 2   | Fully upheld                            | 4                    | 2               | 6     |     |
|           |                      | Some upheld                             | 6                    | 6               | 12    |     |
|           |                      | Not upheld                              | 12                   | 9               | 21    |     |
|           |                      | Not duly made or withdrawn              | 0                    | 0               | 0     |     |
|           |                      | Resolved                                | 0                    | 1               | 1     |     |
|           |                      | Total                                   | 22                   | 18              | 40    |     |
|           | Investigation 1      | Fully upheld                            | 3                    | 10              | 13    |     |
|           |                      | Some upheld                             | 9                    | 9               | 18    |     |
|           |                      | Not upheld                              | 5                    | 15              | 20    |     |
|           |                      | Not duly made or withdrawn              | 1                    | 0               | 1     |     |
|           |                      | Resolved                                | 0                    | 1               | 1     |     |
|           |                      | Total                                   | 18                   | 35              | 53    |     |
|           | Total Complaints     |   |                      | 360             | 457   | 817 |
|           | Total Contacts       |   |                      | 364             | 460   | 824 |

There were no housing cases determined at Investigation 2 stage