

Enquiries and Complaints Determined by Sector, Stage and Outcome 2015-16

Case Type	Stage	Outcome Group	Further & Higher Education	Health	Housing Associations	Local Authority	Scottish Government & Devolved Administration	Water	Other	Total
Enquiry	Advice & Signposting	Enquiry	0	3	0	1	1	0	0	5
		Out of Jurisdiction	0	0	0	0	0	0	755	755
	Total Enquiries		0	3	0	1	1	0	755	760
Complaint	Advice	Not duly made or withdrawn	32	348	84	321	129	24	5	943
		Out of jurisdiction (discretionary)	0	13	2	6	3	1	0	25
		Out of jurisdiction (non-discretionary)	1	4	1	5	1	0	8	20
		Outcome not achievable	0	4	0	6	0	0	0	10
		Premature	24	301	138	606	114	99	1	1,283
		Resolved	0	1	0	0	0	1	0	2
		Total	57	671	225	944	247	125	14	2,283
	Early Resolution 1	Not duly made or withdrawn	10	70	10	54	24	5	1	174
		Out of jurisdiction (discretionary)	3	41	4	104	27	5	0	184
		Out of jurisdiction (non-discretionary)	49	30	40	196	69	21	3	408
		Outcome not achievable	11	107	51	185	87	11	0	452
		Premature	2	53	12	58	18	19	0	162
		Resolved	3	16	11	29	15	8	0	82
		Total	78	317	128	626	240	69	4	1,462
	Early Resolution 2	Fully upheld	0	14	5	27	24	0	0	70
		Some upheld	2	4	0	20	6	0	0	32
		Not upheld	13	35	6	37	23	0	0	114
		Not duly made or withdrawn	0	3	0	1	1	0	0	5
		Resolved	0	1	0	1	0	0	0	2
		Total	15	57	11	86	54	0	0	223
	Investigation 1	Fully upheld	2	115	6	23	5	9	0	160
		Some upheld	6	122	4	36	6	5	1	180
		Not upheld	7	178	8	40	11	13	0	257
		Not duly made or withdrawn	2	9	0	4	3	0	0	18
		Resolved	1	1	0	4	0	6	0	12
		Total	18	425	18	107	25	33	1	627
	Investigation 2	Fully upheld	0	35	0	1	1	0	0	37
		Some upheld	0	3	0	0	0	1	0	4
		Not upheld	0	0	0	0	0	0	0	0
		Total	0	38	0	1	1	1	0	41
Total Complaints		168	1,508	382	1,764	567	228	19	4,636	
<b>Total Contacts</b>			<b>168</b>	<b>1,511</b>	<b>382</b>	<b>1,765</b>	<b>568</b>	<b>228</b>	<b>774</b>	<b>5,396</b>