

Enquiries and Complaints determined by Sector and Outcome 2017-18

Case Type	Stage	Outcome Group	Colleges	Health	Housing Associations	Joint Health and Social Care	Local Authority	Scottish Government & Devolved Administration	Universities	Water	Other / Unknown	Total	
Enquiry	Advice & Signposting	General Enquiry	0	3	2	0	4	0	0	0	1	10	
		Out of Jurisdiction Enquiry	0	0	0	0	0	0	0	0	534	534	
		Premature Enquiry	0	0	0	0	0	0	0	0	360	360	
	Total Enquiries		0	3	2	0	4	0	0	0	895	904	
Complaint	Advice	Not duly made or withdrawn	5	256	75	2	253	105	10	23	36	765	
		Out of jurisdiction (discretionary)	0	0	2	0	3	0	0	0	0	5	
		Out of jurisdiction (non-discretionary)	0	2	2	0	5	3	0	0	0	16	28
		Outcome not achievable	0	1	1	0	0	0	0	0	0	0	2
		Premature	5	242	93	3	381	85	11	37	5	862	
		Total	10	501	173	5	642	193	21	60	57	1,662	
	Early Resolution	Not duly made or withdrawn	1	62	5	5	38	14	7	3	0	135	
		Out of jurisdiction (discretionary)	0	52	9	9	99	19	5	3	0	196	
		Out of jurisdiction (non-discretionary)	6	32	16	8	113	90	42	3	2	312	
		Outcome not achievable	3	36	19	2	85	50	8	3	0	206	
		Premature	1	59	9	9	53	15	4	5	0	155	
		Proportionality	12	195	75	40	314	84	24	11	0	755	
		Resolved	0	14	6	1	29	15	1	5	0	71	
		Total	23	450	139	74	731	287	91	33	2	1,830	
	Investigation	Fully upheld	3	120	6	3	47	10	5	2	0	196	
		Some upheld	4	141	6	0	49	5	8	6	0	219	
		Not upheld	5	172	9	3	69	14	16	3	0	291	
		Not duly made or withdrawn	0	6	0	0	1	10	1	0	0	18	
		Resolved	0	1	0	2	3	0	0	4	0	10	
		Total	12	440	21	8	169	39	30	15	0	734	
	Total Complaints		45	1,391	333	87	1,542	519	142	108	59	4,226	
	Total Contacts			45	1,394	335	87	1,546	519	142	108	954	5,130

Total Premature Complaints	6	301	102	12	434	100	15	42	5	1,017
Premature Rate	13.3%	21.6%	30.6%	13.8%	28.1%	19.3%	10.6%	38.9%	8.5%	24.1%

Total Investigation Decisions	12	433	21	6	165	29	29	11	0	706
Total Upholds	7	261	12	3	96	15	13	8	0	415
Uphold Rate	58.3%	60.3%	57.1%	50.0%	58.2%	51.7%	44.8%	72.7%	-	58.8%

Old Uphold Rate Calculation											
Total Cases 'Fit for SPSO'	12	440	21	8	169	39	30	15	0	734	
Total Upholds	7	261	12	3	96	15	13	8	0	415	
Uphold Rate	58.3%	59.3%	57.1%	37.5%	56.8%	38.5%	43.3%	53.3%	-	56.5%	