

Cases Determined by Sector in 2018-19

Authority Sector	Enquiry	Complaint	Total
Colleges	0	33	33
Health	5	1,331	1,336
Housing Associations	1	326	327
Joint Health & Social Care	1	186	187
Local Authority	7	1,271	1,278
SG&DA	1	474	475
Universities	0	142	142
Water	0	142	142
Other incl OJ and Prem enqs	1,692	50	1,742
Total	1,707	3,955	5,662

Scottish College Complaints Determined 2018-19

Stage	Outcome Group	A College Unknown	Ayrshire College	City Of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	New College Lanarkshire	North East Scotland College	North Highland College	Perth College UHI	West College Scotland	West Highland College UHI	West Lothian College	Total
Advice	Not duly made or withdrawn	1	0	2	0	1	0	0	0	0	0	1	0	0	0	0	1	6
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Premature	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Total	1	0	2	0	1	0	0	0	1	1	1	0	0	0	0	1	8
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
	Out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	3
	Outcome not achievable	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2
	Premature	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
	Proportionality	0	2	0	0	1	1	1	1	0	1	2	1	0	1	0	0	11
	Resolved	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2
Total	0	2	0	1	4	2	3	1	1	2	4	1	1	1	1	0	24	
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Total Complaints		1	2	2	1	5	2	3	1	2	3	5	1	1	2	1	1	33

Scottish University Complaints Determined 2017-18

Stage	Outcome Group	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Royal Conservatoire of Scotland	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
Advice	Not duly made or withdrawn	1	0	0	0	1	0	0	3	1	1	0	2	1	1	2	0	2	15
	Premature	2	1	1	0	3	0	0	1	0	0	0	3	0	1	1	1	2	16
	Total	3	1	1	0	4	0	0	4	1	1	0	5	1	2	3	1	4	31
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	3	6
	Out of jurisdiction (discretionary)	0	1	0	0	1	0	0	1	0	0	1	2	0	0	1	0	0	7
	Out of jurisdiction (non-discretionary)	0	2	0	0	1	1	1	2	0	0	5	2	0	1	5	0	1	21
	Outcome not achievable	0	1	1	0	0	0	0	0	1	2	2	1	0	1	0	0	7	16
	Premature	0	0	0	1	0	0	0	0	0	1	1	0	3	0	0	0	1	7
	Proportionality	0	0	0	1	3	1	3	2	2	4	6	3	2	0	2	1	2	32
	Resolved	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	4
Total	0	4	2	2	5	2	6	5	3	7	15	8	5	4	9	1	15	93	
Investigation	Fully upheld	0	0	0	0	0	0	0	1	0	0	2	1	0	0	0	0	2	6
	Not upheld	0	2	2	0	0	0	0	0	0	0	2	0	0	0	3	0	3	12
	Total	0	2	2	0	0	0	0	1	0	0	4	1	0	0	3	0	5	18
Total Contacts	3	7	5	2	9	2	6	10	4	8	19	14	6	6	15	2	24	142	

Health Complaints Determined 2018-19

Stage	Outcome Group	Health Boards														Special Health Boards				Other	Family Health			Total		
		A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Golden Jubilee National Hospital	NHS 24	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	Healthcare Improvement Scotland	Dentists & Dental Practices		GP & GP Practices	Pharmacists & Pharmacy Services
Advice	Not duly made or withdrawn	13	13	6	4	10	17	7	35	9	22	38	3	0	15	0	0	2	1	0	6	0	7	50	2	260
	Premature	2	8	1	2	4	10	9	32	6	10	29	0	0	15	1	0	0	0	1	0	6	37	1	174	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
	Total	15	21	7	6	14	27	16	67	15	32	67	3	0	30	1	0	2	1	0	7	0	13	88	3	435
Early Resolution	Not duly made or withdrawn	0	2	2	1	3	3	1	8	6	3	5	0	0	3	0	0	0	0	0	1	4	12	0	54	
	Out of jurisdiction (discretionary)	0	1	1	1	3	2	5	9	2	5	3	0	0	4	1	1	0	0	0	0	0	7	0	45	
	Out of jurisdiction (non-discretionary)	0	0	0	0	1	1	2	2	1	0	1	0	0	1	1	0	0	0	0	1	6	5	0	22	
	Outcome not achievable	0	3	1	1	0	1	1	8	4	1	5	0	0	2	0	0	1	0	0	0	2	4	1	35	
	Premature	0	3	2	2	3	3	2	11	1	2	10	0	0	3	0	0	1	0	0	2	0	2	8	0	55
	Proportionality	0	13	3	11	7	12	13	22	13	15	25	0	1	13	2	0	1	0	1	8	0	3	48	3	214
	Resolved	0	2	0	0	0	1	2	2	1	4	0	0	1	0	0	0	0	0	0	0	1	3	0	17	
Total	0	24	9	16	17	22	25	62	29	27	53	0	1	27	4	1	3	0	1	10	2	18	87	4	442	
Investigation	Fully upheld	0	9	4	10	6	1	12	40	8	11	23	1	1	6	2	0	1	0	0	7	0	6	14	0	162
	Some upheld	0	5	0	5	9	0	10	22	6	10	9	0	0	10	1	0	0	0	2	0	1	8	0	98	
	Not upheld	0	6	2	8	7	6	6	31	16	16	19	1	0	10	0	2	4	0	0	2	0	8	38	0	182
	Not duly made or withdrawn	0	0	1	0	0	2	0	0	1	2	1	0	0	0	0	0	0	0	0	2	0	0	2	0	11
	Resolved	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	0	20	7	23	22	9	28	93	31	40	52	2	1	26	3	2	5	0	0	13	0	15	62	0	454	
Total Complaints	15	65	23	45	53	58	69	222	75	99	172	5	2	83	8	3	10	1	1	30	2	46	237	7	1,331	

Joint Health and Social Care Complaints Determined 2018-19

Stage	Outcome Group	Aberdeen City HSCP	Aberdeenshire HSCP	Argyll and Bute HSCP	Borders HSCP	Clackmannanshire and Stirling HSCP	Dumfries and Galloway HSCP	Dundee HSCP	East Ayrshire HSCP	East Dunbartonshire HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Falkirk HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Midlothian HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Orkney HSCP	Perth and Kinross HSCP	Renfrewshire HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Dunbartonshire HSCP	West Lothian HSCP	Total
Advice	Not duly made or withdrawn	1	1	0	1	0	0	1	1	0	0	1	2	1	1	8	3	1	0	1	1	1	0	0	0	2	0	0	27
	Premature	0	0	0	0	0	0	1	0	0	0	0	1	0	0	5	0	0	0	0	0	0	0	3	0	0	1	0	11
	Total	1	1	0	1	0	0	2	1	0	0	1	3	1	1	13	3	1	0	1	1	1	0	3	0	2	1	0	38
Early Resolution	Not duly made or withdrawn	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	6
	Out of jurisdiction (discretionary)	1	0	1	0	0	0	0	0	0	0	0	0	0	0	4	0	1	0	0	1	0	0	0	1	1	1	0	11
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	2	0	0	0	0	1	0	0	0	6
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	1	2	2	0	0	0	0	0	0	0	0	0	0	1	0	6
	Premature	0	0	1	0	0	1	0	2	3	0	1	0	0	0	4	0	0	0	3	1	1	1	0	0	1	0	1	19
	Proportionality	1	3	0	0	1	1	0	0	2	1	0	11	1	1	14	2	1	1	1	1	0	0	3	4	8	5	1	62
	Resolved	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Total	2	3	5	0	1	2	0	3	5	1	0	16	2	3	26	2	2	1	6	3	1	0	3	8	9	8	1	113	
Investigation	Fully upheld	1	1	0	0	0	0	2	1	0	0	0	0	0	0	3	0	0	0	1	0	0	0	0	1	1	0	0	11
	Some upheld	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	1	0	1	0	0	2	0	0	7
	Not upheld	0	0	2	0	0	1	0	0	2	1	0	2	0	0	3	1	0	0	1	2	0	0	0	0	0	0	0	15
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	2
Total	1	1	2	0	0	1	2	1	3	3	0	2	0	0	7	1	0	0	2	3	0	1	0	2	3	0	0	35	
Total Complaints	4	5	7	1	1	3	4	5	8	4	1	21	3	4	46	6	3	1	9	7	2	1	6	10	14	9	1	186	

Housing Association Complaints Determined 2018-19

Housing Associations A-D

Stage	Outcome Group	A Housing Association Unknown	Aberay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	ANCHO Limited	Angus Housing Association Ltd	Arden Glen Housing Association Ltd	Ayrhill Community Housing Association	Aik Housing Association Ltd	Arklet Housing Association Ltd	Ayrshire Housing Association Ltd	Beilsmyre Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing & Care	Blairtumrock Housing Association Ltd	Blue Triangle (Glasgow) Housing Association Ltd	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Castle Rock Edinburgh Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Clydesdale Housing Association	Cube Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunedin Cammore Housing Ltd			
Advice	Not duly made or withdrawn	5	0	0	0	0	0	1	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0		
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0		
	Premature	3	0	1	0	1	1	0	2	0	0	0	1	0	1	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	
	Total	8	0	1	0	1	1	1	2	0	1	1	2	2	2	1	2	0	1	1	2	0	0	1	1	1	0	1	1	1	2	2	3		
Early Resolution	Not duly made or withdrawn	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0		
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-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	0	0	0	0	0	
	Outcome not achievable	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	
	Premature	0	0	0	0	0	0	0	1	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	
	Proportionality	0	1	4	1	0	0	0	0	1	0	0	0	0	0	0	2	1	1	0	2	0	3	3	0	0	2	0	0	2	0	4	0	0	
	Resolved	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0		
Total	0	2	4	1	0	1	1	2	1	0	0	0	1	2	1	1	1	0	2	4	3	4	3	0	1	3	0	0	3	0	4	0	0		
Investigation	Fully upheld	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	0	0	0	0		
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not upheld	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Complaints		8	2	5	1	1	2	2	4	1	1	2	2	3	3	3	1	1	3	6	3	8	4	1	2	3	1	1	4	2	6	3			

Housing Associations E-N

Stage	Outcome Group	East Kilbride and District Housing Association Ltd	East Lothian Housing Association Ltd	Eldon Housing Association Ltd	File Housing Group	Forth Housing Association Ltd	Glasgow Housing Association	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Home Scotland	Horizon Housing Association Ltd	Kingdom Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstone Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Lister Housing Co-operative Ltd	Lochaber Housing Association Ltd	Lochalsh & Skye Housing Association Limited	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd		
Advice	Not duly made or withdrawn	0	1	1	0	0	7	0	0	3	1	0	2	1	1	1	3	0	0	0	4	1	0	0	0	1	1	2	0	0	0	0	2	
	Out of jurisdiction (non-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	0	0	0	0	
	Premature	1	0	1	1	1	3	1	1	0	0	0	0	0	0	4	1	0	1	1	0	1	1	0	0	0	0	2	0	0	0	3	3	
	Total	1	1	2	1	1	10	1	1	3	1	0	2	1	1	5	2	3	0	1	1	4	2	1	0	0	1	3	2	0	0	3	5	
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-discretionary)	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
	Outcome not achievable	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	
	Premature	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Proportionality	0	4	1	1	0	3	0	0	1	0	1	1	1	1	1	0	1	1	1	3	1	0	0	0	0	1	1	0	0	1	1	4	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	1	1	1	0	0	0	1	0	0	0	0	0	0	0	
Total	0	4	1	2	0	4	0	0	1	4	1	2	1	2	6	0	1	1	3	6	4	0	1	1	0	3	1	0	1	1	2	5		
Investigation	Fully upheld	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	0	0	0	0	
	Some upheld	0	0	1	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	0	0
	Not upheld	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total Complaints	1	5	4	3	1	15	2	1	4	5	1	4	4	2	12	2	4	1	4	7	8	2	1	1	1	4	4	2	1	1	5	11		

Housing Associations O-Z

Stage	Outcome Group	Oak Tree Housing Association Ltd	Ochi View Housing Association Ltd	Ore Valley Housing Association Ltd	Paisley South Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Rutherford and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Scottish Veterans Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Therue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	Weslo Housing Management	West of Scotland Housing Association Ltd	Wheatley Housing Group Ltd	Whiterich and Scotstoun Housing Association Ltd	Total
Advice	Not duly made or withdrawn	0	1	1	1	0	3	1	0	0	0	0	0	0	2	2	0	2	1	1	1	0	0	0	0	0	1	0	0	3	1	81
	Out of jurisdiction (non-discretionary)	0	1	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	2
	Premature	0	0	0	0	0	1	0	0	1	0	1	0	0	4	3	0	0	1	1	0	0	0	0	1	0	0	1	2	1	0	63
	Total	0	2	1	1	0	4	1	0	1	5	1	0	0	6	5	0	2	2	2	1	0	0	0	1	0	1	1	2	4	1	146
Early Resolution	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	1	0	0	0	0	0	0	0	0	7	
	Out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	5	14	
	Out of jurisdiction (non-discretionary)	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	8	
	Outcome not achievable	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	15	
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	8
	Proportionality	1	0	0	0	0	0	1	1	2	4	0	1	0	5	2	0	1	0	0	0	0	1	1	0	1	0	0	1	13	0	96
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	13
	Total	1	0	0	0	1	1	2	1	3	4	0	1	1	9	3	1	4	0	0	0	1	1	1	1	0	1	1	3	21	0	161
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	6
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	9
	Resolved	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	0	0	0	0	0	1	1	0	0	2	0	0	0	4	0	0	0	0	1	0	0	0	1	1	0	0	0	0	2	0	19
Total Complaints		1	2	1	1	1	6	4	1	4	11	1	1	1	19	8	1	6	2	3	1	1	1	2	2	1	1	2	5	27	1	326

Scottish Government & Devolved Administration Complaints Determined 2018-19

Cross-Border Public Authority

Stage	Outcome Group	Forcasty Commission Scotland	Total
Advice	Premature	1	1
	Total	1	1
Early Resolution	Outcome not achievable	1	1
	Proportionality	1	1
	Total	2	2
Investigation	Total	0	0
Total Complaints		3	3

Scottish Government & Scottish Administration

Stage	Outcome Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Services	Education Scotland	Historic Environment Scotland	HM Fire Service Inspectorate for Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Services	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SABS)	Transport Scotland	Total
Advice	Not duly made or withdrawn	0	7	0	0	0	0	3	0	2	3	0	0	0	1	0	7	0	0	0	0	0	0	95
	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	1
Early Resolution	Premature	1	4	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	61
	Total	1	11	0	0	0	0	3	0	4	4	0	1	1	0	2	127	0	0	0	0	0	0	157
Investigation	Not duly made or withdrawn	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	10
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	3	0	0	1	0	8
	Out of jurisdiction (non-discretionary)	0	21	0	0	0	1	0	1	3	0	0	0	0	0	0	0	12	0	0	0	0	0	38
	Outcome not achievable	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	52	0	0	0	0	0	55
	Premature	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	12	0	0	0	0	0	17
	Proportionality	0	4	1	1	0	1	2	0	3	4	1	0	0	0	1	0	60	2	0	1	0	3	85
	Resolved	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	7	0	1	0	0	0	11
Total	0	29	2	1	1	2	1	2	2	11	6	1	0	0	2	0	153	5	1	1	1	3	224	
Investigation	Fully upheld	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	9	0	0	0	0	0	12
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	7
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	1	0	0	7
	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	0	1
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Total	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	24	0	0	1	0	0	28	
Total Complaints		1	41	2	1	1	2	5	2	5	15	10	1	1	1	3	304	5	1	2	1	3	409	

Scottish Public Authority

Stage	Outcome Group	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Food Standards Scotland	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	National Library of Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Human Rights Commission	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	The Scottish Housing Regulator	The Scottish Information Commissioner	Total	SG & DA Grand Total	
Advice	Not duly made or withdrawn	3	0	1	0	0	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	0	0	0	1	108	
	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	1	
Early Resolution	Premature	1	0	1	1	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0	0	7	69	
	Total	4	0	2	1	0	0	1	0	0	0	1	3	1	1	2	0	1	1	0	0	0	1	1	20	178	
Investigation	Not duly made or withdrawn	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	12	
	Out of jurisdiction (discretionary)	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	3	11	
	Out of jurisdiction (non-discretionary)	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	1	0	0	0	6	44	
	Outcome not achievable	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	4	60
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	19
	Proportionality	1	2	1	0	0	0	0	1	1	0	0	0	0	3	1	0	2	1	1	1	2	0	1	19	105	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	12	
Total	4	2	1	0	1	1	0	1	1	2	0	1	1	7	1	1	2	3	1	1	5	0	1	37	263		
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	13	
	Some upheld	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	9	
	Not upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	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	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	1	
Total	0	0	1	0	0	0	1	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	5	33	
Total Complaints		8	2	4	1	1	1	2	1	1	3	1	4	2	8	5	1	3	4	1	1	5	1	2	62	474	

Water Complaints Determined 2018-19

Stage	Outcome Group	Anglian Water Business	Blue Business Water Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Water Plus Select Ltd	Total
Advice	Not duly made or withdrawn	2	0	10	0	10	10	0	32
	Premature	2	0	20	1	15	10	1	49
	Total	4	0	30	1	25	20	1	81
Early Resolution	Not duly made or withdrawn	0	0	0	0	3	0	0	3
	Out of jurisdiction (discretionary)	0	0	1	0	1	0	0	2
	Out of jurisdiction (non-discretionary)	0	0	1	1	0	1	0	3
	Outcome not achievable	1	0	1	0	1	2	0	5
	Premature	0	0	2	0	0	1	0	3
	Proportionality	4	0	5	0	9	4	0	22
	Resolved	1	0	2	1	6	1	0	11
Total	6	0	12	2	20	9	0	49	
Investigation	Fully upheld	0	0	0	0	3	1	0	4
	Some upheld	0	0	1	0	1	0	0	2
	Not upheld	0	1	1	0	1	2	0	5
	Resolved	1	0	0	0	0	0	0	1
	Total	1	1	2	0	5	3	0	12
Total Contacts		11	1	44	3	50	32	1	142

Other Complaints Determined 2018-19

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Not duly made or withdrawn	0	18	18
	Out of jurisdiction (non-discretionary)	26	1	27
	Premature	0	3	3
	Total	26	22	48
Early Resolution	Out of jurisdiction (non-discretionary)	2	0	2
	Total	2	0	2
Total Contacts		28	22	50