

Scottish Water Complaints Received 2015-16

Subject Group	Scottish Water	rank	as % of SW total	Sector Total	rank	as % of Water total
Water Supply	13	1	39.4%	24	2	11.1%
Waste Water	7	2	21.2%	7	4	3.2%
New Connections	5	3	15.2%	9	3	4.1%
Billing and Charging	2	4=	6.1%	167	1	77.0%
Customer Service	2	4=	6.1%	4	5	1.8%
Other	2	4=	6.1%	2	7	0.9%
Environmental Concerns	1	7=	3.0%	3	6	1.4%
Subject Unknown or Out Of Jurisdiction	1	7=	3.0%	1	8	0.5%
Total	33	-	100.0%	217	-	100.0%

Complaints as % of sector

15.21%

Scottish Water Complaints Received 2014-15

Subject Group	Scottish Water	rank	as % of SW total	Sector Total	rank	as % of water total
Water Supply	28	1	47.5%	44	2	15.3%
Waste Water	11	2	18.6%	14	3	4.9%
Billing and Charging	7	3	11.9%	207	1	71.9%
Customer Service	6	4	10.2%	9	4	3.1%
Environmental Concerns	2	5=	3.4%	2	6=	0.7%
Other	2	5=	3.4%	2	6=	0.7%
New Connections	1	7	1.7%	6	5	2.1%
Subject Unknown or Out Of Jurisdiction	2	-	3.4%	4	-	1.4%
Total	59	-	100.0%	288	-	100.0%

Complaints as % of sector

20.49%

Scottish Water Complaints Determined 2015-16

Stage	Outcome Group	Scottish Water	Water Total
Advice	Not duly made or withdrawn	1	24
	Out of jurisdiction (discretionary)	1	1
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	0	0
	Premature	16	99
	Resolved	0	1
	Total	18	125
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (discretionary)	1	5
	Out of jurisdiction (non-discretionary)	5	21
	Outcome not achievable	6	11
	Premature	1	19
	Resolved	0	8
	Total	13	69
Early Resolution 2	Fully upheld	0	0
	Some upheld	0	0
	Not upheld	0	0
	Not duly made or withdrawn	0	0
	Resolved	0	0
	Total	0	0
Investigation 1	Fully upheld	0	9
	Some upheld	0	5
	Not upheld	1	13
	Not duly made or withdrawn	0	0
	Resolved	0	6
	Total	1	33
Investigation 2	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	0	0
	Total	0	1
Total Complaints		32	228

Total Premature Complaints	17	118
Premature Rate	53.1%	51.8%

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	34
Total complaints upheld (fully or partly)	0	15
Uphold Rate (Upheld % total Fit for SPSO)	0.0%	44.1%

Scottish Water Complaints Determined 2014-15

Stage	Outcome Group	Scottish Water	Water Total
Advice	Not duly made or withdrawn	10	40
	Out of jurisdiction (discretionary)	1	3
	Out of jurisdiction (non-discretionary)	0	0
	Outcome not achievable	3	5
	Premature	28	125
	Resolved	0	0
	Total	42	173
Early Resolution 1	Not duly made or withdrawn	2	7
	Out of jurisdiction (discretionary)	2	4
	Out of jurisdiction (non-discretionary)	4	29
	Outcome not achievable	3	10
	Premature	3	9
	Resolved	1	6
	Total	15	65
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	3
	Not upheld	2	11
	Not duly made or withdrawn	0	0
	Resolved	2	2
	Total	4	17
Investigation 1	Fully upheld	0	11
	Some upheld	1	6
	Not upheld	1	8
	Not duly made or withdrawn	0	0
	Resolved	0	0
	Total	2	25
Investigation 2	Fully upheld	0	1
	Some upheld	1	1
	Not upheld	0	0
	Total	1	2
Total Complaints		64	282

Total Premature Complaints	31	134
Premature Rate	48%	48%

Fit for SPSO Total (ER2, Inv1 & Inv2)	7	44
Total complaints upheld (fully or partly)	2	23
Uphold Rate (Upheld % total Fit for SPSO)	29%	52%