

Enquiries and Complaints determined by Sector and Outcome 2018-19

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	5	1	1	7	1	0	0	3	18	
		Out of Jurisdiction Enquiry	0	0	0	0	0	0	0	0	813	813	
		Premature Enquiry	0	0	0	0	0	0	0	0	876	876	
	Total Enquiries		0	5	1	1	7	1	0	0	1,692	1,707	
Complaint	Advice	Not duly made or withdrawn	6	260	81	27	255	108	15	32	18	802	
		Out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	1	
		Out of jurisdiction (non-discretionary)	1	0	2	0	2	0	0	0	0	27	32
		Premature	1	174	63	11	244	69	16	49	3	630	
		Resolved	0	1	0	0	0	0	0	0	0	1	
	Total		8	435	146	38	501	178	31	81	48	1,466	
	Early Resolution	Not duly made or withdrawn	2	54	7	6	45	12	6	3	0	135	
		Out of jurisdiction (discretionary)	2	45	14	11	70	11	7	2	0	162	
		Out of jurisdiction (non-discretionary)	3	22	8	6	47	44	21	3	2	156	
		Outcome not achievable	2	35	15	6	71	60	16	5	0	210	
		Premature	2	55	8	19	55	19	7	3	0	168	
		Proportionality	11	214	96	62	358	105	32	22	0	900	
		Resolved	2	17	13	3	26	12	4	11	0	88	
	Total		24	442	161	113	672	263	93	49	2	1,819	
	Investigation	Fully upheld	1	162	6	11	34	13	6	4	0	237	
		Some upheld	0	98	3	7	23	9	0	2	0	142	
		Not upheld	0	182	9	15	40	9	12	5	0	272	
		Not duly made or withdrawn	0	11	0	2	0	1	0	0	0	14	
		Resolved	0	1	1	0	1	1	0	1	0	5	
	Total		1	454	19	35	98	33	18	12	0	670	
	Total Complaints		33	1,331	326	186	1,271	474	142	142	50	3,955	
	Total Contacts			33	1,336	327	187	1,278	475	142	142	1,742	5,662
	<i>Total Premature Complaints</i>			3	229	71	30	299	88	23	52	3	798
<i>Premature Rate</i>			9.1%	17.2%	21.8%	16.1%	23.5%	18.6%	16.2%	36.6%	6.0%	20.2%	
<i>Total Investigation Decisions</i>			1	442	18	33	97	31	18	11	0	651	
<i>Total Upholds</i>			1	260	9	18	57	22	6	6	0	379	
<i>Uphold Rate</i>			100.0%	58.8%	50.0%	54.5%	58.8%	71.0%	33.3%	54.5%	-	58.2%	