

Authority	Case ID	Workflow Stage	Report Case Received Date	Case Closed Date	Case Primary Subject Sector
Midlothian Council	201701680	Advice	14/06/2017	14/06/2017	Local Authority
Midlothian Council	201702740	Advice	24/07/2017	24/07/2017	Local Authority
Midlothian Council	201702822	Advice	27/07/2017	27/07/2017	Local Authority
Midlothian Council	201700321	Advice	18/04/2017	18/04/2017	Local Authority
Midlothian Council	201706601	Advice	15/12/2017	15/12/2017	Local Authority
Midlothian Council	201709146	Advice	23/03/2018	23/03/2018	Local Authority
Midlothian Council	201703293	Advice	14/08/2017	15/08/2017	Local Authority
Midlothian Council	201704538	Advice	04/10/2017	05/10/2017	Local Authority
Midlothian Council	201703052	Advice	07/08/2017	09/08/2017	Local Authority
Midlothian Council	201704116	Advice	15/09/2017	15/09/2017	Local Authority
Midlothian Council	201708206	Advice	21/02/2018	22/02/2018	Local Authority

Midlothian Council	201703302	Advice	16/08/2017	16/08/2017	Local Authority
Midlothian Council	201708271	Advice	26/02/2018	26/02/2018	Local Authority
Midlothian Council	201701935	Early Resolution	22/06/2017	26/06/2017	Local Authority
Midlothian Council	201704745	Early Resolution	16/11/2017	14/12/2017	Local Authority
Midlothian Council	201609090	Early Resolution	13/03/2017	22/05/2017	Local Authority
Midlothian Council	201606630	Early Resolution	18/04/2017	28/06/2017	Local Authority
Midlothian Council	201700082	Early Resolution	25/09/2017	04/10/2017	Local Authority
Midlothian Council	201701049	Early Resolution	22/05/2017	21/07/2017	Local Authority
Midlothian Council	201705038	Early Resolution	28/11/2017	04/01/2018	Local Authority
Midlothian Council	201706900	Early Resolution	22/01/2018	23/03/2018	Local Authority
Midlothian Council	201604078	Investigation	21/09/2016	09/06/2017	Local Authority
Midlothian Council	201701238	Investigation	30/05/2017	06/03/2018	Local Authority

Subject Group	Subject	Case Outcome Group	Case Outcome	Recommendation Count
Social Work	Other	Complaint - Not duly made or withdrawn	Further info required from complainant	0
Environmental Health & Cleansing	Other	Complaint - Not duly made or withdrawn	Further info required from complainant	0
Roads & Transport	Policy / administration	Complaint - Not duly made or withdrawn	Further info required from complainant	0
Subject Unknown or Out Of Jurisdiction	Subject unknown	Complaint - Premature	Complaints procedure not attempted - complainant not aware of complaints procedure	0
Housing	Repairs and maintenance	Complaint - Premature	Complaints procedure not attempted - complainant not aware of complaints procedure	0
Social Work	Complaints handling (incl Social Work complaints procedures)	Complaint - Premature	Complaints procedure not attempted - complainant not aware of complaints procedure	0
Housing	Improvements and renovation	Complaint - Premature	Complaints procedure not attempted - complainant wants to fast track to SPSO	0
Social Work	Child services and family support	Complaint - Premature	Complaints procedure not attempted - complainant wants to fast track to SPSO	0
Legal & Admin	Claims for damage/ injury / loss	Complaint - Premature	Complaints procedure started but not completed - complainant wants to fast track complaint to SPSO	0
Planning	Handling of application (complaints by opponents)	Complaint - Premature	Complaints procedure started but not completed - complainant wants to fast track complaint to SPSO	0
Housing	Applications / allocations / transfers / exchanges	Complaint - Premature	Complaints procedure started but not completed - complainant wants to fast track complaint to SPSO	0

Social Work	Complaints handling (inc Social Work complaints procedures)	Complaint - Premature	Complaints procedure started but not completed - delays/poor complaint handling by body	0
Housing	Repairs and maintenance	Complaint - Premature	Complaints procedure started but not completed - delays/poor complaint handling by body	0
Education	Policy / administration	Out of jurisdiction (discretionary)	No injustice or hardship	0
Social Work	Complaints handling (inc Social Work complaints procedures)	Outcome not achievable	Seeking discretionary decision to be overturned	0
Social Work	Care in the community	Premature	Complaints procedure started but not completed - referred by body too early	0
Recreation & Leisure	Hall letting / indoor facilities / libraries / museums etc	Proportionality	Action taken by authority and SPSO cannot achieve anything more	0
Housing	Improvements and renovation	Proportionality	Action taken by authority and SPSO cannot achieve anything more	0
Social Work	Policy / administration	Proportionality	Action taken by authority and SPSO cannot achieve anything more	0
Housing	Terminations of tenancy	Proportionality	Action taken by authority and SPSO cannot achieve anything more	0
Housing	Repairs and maintenance	Proportionality	Action taken by authority and SPSO cannot achieve anything more	0
Housing	Neighbour disputes and antisocial behaviour	Fully upheld	Fully upheld	3
Education	Primary School	Not upheld	No evidence of maladministration or service failure	0