

The top five reasons for complaints closed at assessment stage of the complaints process / not accepted for investigation in the business years 2014/15 and 2015/16*

* Please note that the information for 2015/16 is only provisional as we have yet to fully clean the data.

Closure Type	2014/15
General discretion	832
No evidence of unremedied injustice	100
No indications of maladministration	227
Other dispute resolution forum appropriate	91
Other reason to decline	176
Resolution	222
What more can we reasonably achieve?	16
Premature	744
Further work required by body	10
Local resolution not started	101
Local resolution ongoing	514
Local resolution response not fit for purpose	9
Pre second tier	14
Resolution	96
Specific discretion	492
Not suitable complainant	33
Out of time	327
Reasonable to pursue legal remedy	132

Closure Type	2015/16
General discretion	1854
No evidence of unremedied injustice	302
No indications of maladministration	1077
Other dispute resolution forum appropriate	82
Other reason to decline	209
Resolution	142
What more can we reasonably achieve?	42
Premature	1291
Further work required by body	1
Local resolution not started	158
Local resolution ongoing	1065
Local resolution response not fit for purpose	7
Pre second tier	31
Resolution	29
Specific discretion	517
Not suitable complainant	40
Out of time	281
Reasonable to pursue legal remedy	196

Information disclosure under the Freedom of Information Act 2000
 FDN-251997 Parliamentary and Health Service Ombudsman

Withdrawn	355
Complainant failed to respond	239
Withdrawn by complainant	116
Out of remit	96
Administrative action taken on judicial authority	5
Body out of jurisdiction	17
Commercial/contractual matters	4
Exercise of judicial/legislative functions	18
Ineligible complainant	8
Other	9
Pre-1996 clinical matters	7
Private health care (not NHS funded)	16
Public service personnel matters	11
Three year rule	1

Withdrawn	290
Complainant failed to respond	155
Withdrawn by complainant	135
Out of remit	137
Administrative action taken on judicial authority	3
Alternative legal remedy achieved	2
Body out of jurisdiction	19
Commercial/contractual matters	9
Criminal investigation or national security	1
Exercise of judicial/legislative functions	37
Ineligible complainant	8
Other	18
Pre-1996 clinical matters	9
Private health care (not NHS funded)	18
Public service personnel matters	12
Three year rule	1