

Enquiries and Complaints Received by Subject 2019-20

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1. Cases Received by Sector 2019-20

Authority Sector	Enquiry	Complaint	Total
Colleges	0	29	29
Health	2	1,562	1,564
Housing Associations	2	338	340
Joint Health and Social Care	0	214	214
Local Authority	6	1,327	1,333
Prisons	0	310	310
Scottish Government & Devolved Administration (excl Prisons)	2	220	222
Universities	0	161	161
Water	1	143	144
Other*	1,556	28	1,584
Total	1,569	4,332	5,901

**Other includes subject unknown, out of jurisdiction, and premature enquiries*

2. College Cases Received 2019-20

Subject Group	Subject	Enquiry	Complaint	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	2	2
	Progression / Articulation / Withdrawal	0	2	2
Course Related	Assessment / Exams / Certification	0	4	4
	Learning and Teaching	0	3	3
	Providing Learning Support and Guidance (by curriculum staff)	0	4	4
Customer Care	Staff Conduct	0	5	5
	Student Conduct	0	1	1
Services	Assessing and Providing Learning Support (by support staff)	0	1	1
	Finance (course fees and refunds)	0	1	1
	Funding / Bursaries	0	2	2
Other	Not otherwise covered	0	1	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	3	3
Total		0	29	29

3. Health Cases Received 2019-20

Subject	Enquiry	Complaint	Total
Admission / discharge / transfer procedures	0	21	21
Adult Social Work Services*	0	2	2
Appliances / equipment / premises	0	4	4
Appointments / admissions (delay / cancellation / waiting lists)	0	83	83
Clinical treatment / diagnosis	2	1,038	1,040
Communication / staff attitude / dignity / confidentiality	0	131	131
Complaints handling	0	26	26
Continuing care	0	5	5
Failure to send ambulance / delay in sending ambulance	0	12	12
Hygiene / cleanliness / infection control	0	2	2
Lists (incl difficulty registering and removal from lists)	0	17	17
Nurses / nursing care	0	16	16
Other	0	9	9
Policy / administration	0	61	61
Record keeping	0	20	20
Out of jurisdiction	0	4	4
Subject unknown	0	111	111
Total	2	1,562	1,564

* Only where not otherwise covered by Health and Social Care Partnerships

4. Housing Association Cases Received 2019-20

Subject	Enquiry	Complaint	Total
Aids and adaptations	0	1	1
Applications / allocations / transfers / exchanges	0	14	14
Communication / staff attitude / dignity / confidentiality	0	16	16
Complaints handling	0	6	6
Estate management / open spaces / environment work	0	9	9
Homeless person issues	0	1	1
Improvements and renovation	0	5	5
Neighbour disputes and anti-social behaviour	0	51	51
Other	0	1	1
Policy / administration	0	35	35
Rent and/or service charges	1	12	13
Repairs and maintenance	0	154	154
Sheltered housing and community care	0	2	2
Terminations of tenancy	0	3	3
Out of jurisdiction	0	3	3
Subject unknown	1	25	26
Total	2	338	340

5. Joint Health & Social Care Cases Received 2019-20

Subject Group	Subject	Enquiry	Complaint	Total
HSCP - Health	Admission / discharge / transfer procedures	0	1	1
	Appliances / equipment / premises	0	1	1
	Appointments / Admissions (delay / cancellation / waiting lists)	0	1	1
	Clinical treatment / Diagnosis	0	31	31
	Communication / staff attitude / dignity / confidentiality	0	6	6
	Complaints handling	0	2	2
	Continuing care	0	6	6
	Nurses / Nursing Care	0	2	2
	Other	0	1	1
	Policy / administration	0	4	4
	Record Keeping	0	1	1
	Total		0	56
HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	23	23
	Communication / staff attitude / dignity / confidentiality	0	1	1
	Total	0	24	24
HSCP - Social Work	Adoption procedures	0	1	1
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	2	2
	Care in the community	0	22	22
	Child services and family support	0	21	21
	Communication / staff attitude / dignity / confidentiality	0	17	17
	Complaints handling (incl Social Work complaints procedures)	0	6	6
	Continuing care	0	15	15
	Home helps / concessions / grants / charges for services	0	17	17
	Mental health issues	0	1	1
	Other	0	4	4
	Policy / administration	0	21	21
	Sheltered housing issues/residential homes	0	1	1
	Total		0	128
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	6	6
	Total	0	6	6
Grand Total		0	214	214

6. Local Authority Cases Received 2019-20

Subject Group	Enquiry	Complaint	Total
Building Control	0	15	15
Consumer Protection	0	4	4
Education	0	171	171
Environmental Health & Cleansing	0	93	93
Finance	1	94	95
Fire & Police Boards	0	1	1
Housing	1	271	272
Land & Property	0	11	11
Legal & Admin	0	66	66
National Park Authorities	0	1	1
Other	0	10	10
Personnel	0	6	6
Planning	1	135	136
Recreation & Leisure	0	22	22
Roads & Transport	2	111	113
Social Work	1	199	200
Valuation Joint Boards	0	2	2
Welfare Fund - Community Care Grants	0	5	5
Welfare Fund - Crisis Grants	0	2	2
Subject unknown or Out of Jurisdiction	0	108	108
Total	6	1,327	1,333

7. Prison Cases Received 2019-20

Subject Group	Enquiry	Complaint	Total
Admission / transfers / discharge	0	25	25
Communication and records	0	26	26
Discipline	0	23	23
Health / Welfare / Religion	0	29	29
Leave from Prison (Including Home Detention Leave)	0	31	31
Physical and personal environment	0	27	27
Privileges and prisoners property	0	32	32
Security / control / progression	0	47	47
Supervision levels	0	2	2
Work / education / earnings / recreation	0	17	17
Subject unknown or Out of Jurisdiction	0	51	51
Total	0	310	310

8. Scottish Government & Devolved Administration Cases Received 2019-20

(excludes Prisons)

Scottish Government and Scottish Administration

Subject Group	Enquiry	Complaint	Total
Agriculture / environment / fishing / rural affairs	0	6	6
Care and health	0	4	4
Courts administration	0	22	22
Education	0	1	1
Financial matters	0	19	19
Governance	0	1	1
Housing	0	4	4
Justice	0	44	44
Other	0	10	10
Planning	0	3	3
Records	0	6	6
Roads and transport	0	2	2
Subject unknown or Out of Jurisdiction	0	14	14
Total	0	136	136

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture / environment / fishing / rural affairs	0	13	13
Arts / culture / heritage / leisure / sport / tourism	0	1	1
Care and health	0	8	8
Commissioners and Ombudsmen	0	35	35
Education	0	4	4
Enterprise bodies	0	2	2
Financial matters	0	5	5
Governance	0	1	1
Justice	1	3	4
Other	1	1	2
Subject unknown or Out of Jurisdiction	0	3	3
Total	2	76	78

Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture / environment / fishing / rural affairs	0	2	2
Financial matters	0	2	2
Other	0	2	2
Roads & Transport	0	1	1
Subject unknown or Out of Jurisdiction	0	1	1
Total	0	8	8

	Enquiry	Complaint	Total
Scottish Government & Devolved Administration Total	2	220	222

9. University Cases Received 2019-20

Subject Group	Enquiry	Complaint	Total
Academic appeal / exam results / degree classification	0	60	60
Accommodation	0	5	5
Admissions	0	5	5
Antisocial behaviour	0	1	1
Communication / staff attitude / dignity / confidentiality	0	12	12
Complaints handling	0	11	11
Other	0	3	3
Personnel matters	0	3	3
Plagiarism and intellectual property	0	1	1
Policy / administration	0	20	20
Property	0	2	2
Special needs - assessment and provision	0	12	12
Student discipline	0	5	5
Teaching and supervision	0	11	11
Subject Unknown	0	10	10
Total	0	161	161

10. Water Cases Received 2019-20

Subject Group	Enquiry	Complaint	Total
Billing and charging	1	109	110
Customer service	0	3	3
New Connections	0	1	1
Other	0	2	2
Waste Water	0	6	6
Water Supply	0	10	10
Subject unknown or Out of Jurisdiction	0	12	12
Total	1	143	144

11. Other Cases Received 2019-20

Subject Group	Enquiry	Complaint	Total
Signposting - Premature	796	0	796
Signposting - Out of Jurisdiction	759	0	759
Out of Jurisdiction	1	10	11
Subject Unknown	0	18	18
Total	1,556	28	1,584

12. Housing Association and Local Authority Housing Cases Received 2019-20

complaints only

Subject	Housing Associations	Local Authority	Total
Aids and adaptations	1	3	4
Applications / allocations / transfers / exchanges	14	30	44
Communication / staff attitude / dignity / confidentiality	16	14	30
Complaints handling	6	6	12
Estate management / open spaces / environment work	9	10	19
Homeless person issues	1	2	3
Housing statutory repair notices / HAA area / demolition orders	0	2	2
Improvements and renovation	5	6	11
Neighbour disputes and anti-social behaviour	51	55	106
Other	1	0	1
Policy / administration	35	21	56
Rent and/or service charges	12	3	15
Repairs and maintenance	154	116	270
Sheltered housing and community care	2	0	2
Terminations of tenancy	3	3	6
Out of jurisdiction	3	0	3
Subject unknown	25	0	25
Total	338	271	609