

Complaints Received by Subject and Authority 2019-20

- 1 - Received By Sector
- 2 - College Complaints Received
- 3 - Health Complaints Received
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- 5 - Joint Health & Social Care Complaints Received
- 6 - Local Authority Complaints Received
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- 9 - Univerity Complaints Received
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- 11 - Other Complaints Received

1. Cases Received by Sector

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 unknown, out of jurisdiction, and premature enquiries*

2. College Complaints Received 2019-20

Subject Group	Subject	City Of Glasgow College	Dumfries and Galloway College	Dundee and Angus College	Edinburgh College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Moray College UHI	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	West Lothian College	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	1	0	0	0	0	0	0	0	0	0	0	0	1	0	2
	Progression / Articulation / Withdrawal	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
Course Related	Assessment / Exams / Certification	0	0	0	2	0	0	0	1	0	0	1	0	0	0	4
	Learning and Teaching	0	1	0	1	0	0	0	0	0	1	0	0	0	0	3
	Providing Learning Support and Guidance (by curriculum staff)	0	0	0	2	1	0	0	0	1	0	0	0	0	0	4
Customer Care	Staff Conduct	0	0	0	0	1	1	1	1	0	0	1	0	0	0	5
	Student Conduct	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	Not otherwise covered	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Services	Assessing and Providing Learning Support (by support staff)	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	Finance (course fees and refunds)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Funding / Bursaries	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	1	0	0	0	0	0	1	0	1	0	0	3
Total		1	1	1	7	3	1	1	2	1	2	3	2	3	1	29

3. Health Complaints Received 2019-20

Subject	Health Boards														Special Health Boards					Other	Family Health Services				Total	
	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Golden Jubilee National Hospital	NHS 24	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	Healthcare Improvement Scotland	Dentists & Dental Practices	GP & GP Practices	Opticians		Pharmacists & Pharmacy Services
Admission / discharge / transfer procedures	0	0	1	1	2	3	2	2	4	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	21	
Adult Social Work Services*	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Appliances / equipment / premises	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4	
Appointments / admissions (delay / cancellation / waiting lists)	0	2	0	3	4	4	5	23	6	5	11	0	0	8	0	1	0	1	0	0	1	9	0	0	83	
Clinical treatment / diagnosis	2	48	14	35	49	72	56	186	68	98	114	1	2	82	5	7	2	0	5	0	40	148	1	3	1,038	
Communication / staff attitude / dignity / confidentiality	0	2	3	2	6	7	6	16	8	10	15	1	1	8	0	0	6	0	4	0	4	31	0	1	131	
Complaints handling	0	2	1	1	2	0	2	4	2	1	4	0	0	2	0	0	0	0	0	2	0	3	0	0	26	
Continuing care	0	1	0	0	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	5	
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	0	0	0	0	0	12	
Hygiene / cleanliness / infection control	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	16	0	0	17	
Nurses / nursing care	0	0	0	0	0	2	2	8	0	2	0	0	1	0	0	0	0	0	0	0	0	1	0	0	16	
Other	0	0	0	0	1	0	0	1	2	0	3	0	0	1	0	0	0	0	1	0	0	0	0	0	9	
Policy / administration	1	1	1	1	4	2	3	2	6	1	8	0	0	3	1	0	1	2	3	2	0	3	16	0	0	61
Record keeping	0	1	0	0	1	1	0	3	0	1	3	0	0	1	0	0	0	1	0	0	0	8	0	0	20	
Out of jurisdiction	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4	
Subject unknown	1	5	3	5	6	5	6	16	12	8	14	0	0	7	0	0	0	1	0	2	0	4	16	0	0	111
Total	4	62	23	48	75	97	82	264	114	130	176	2	4	114	7	10	4	5	26	2	52	249	1	4	1,562	

* only where not otherwise covered by Health & Social Care Partnerships

4. Housing Association Complaints Received 2019-20

Housing Associations A-E

Subject	A Housing Association Unknown	Abbeyfield Society for Scotland Ltd	Aberdeenshire Housing Partnership	Abronnhill Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	ANCHO Limited	Angus Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Ayrshire Housing	Benwickshire Housing Association Ltd	Field Housing & Care	Blackwood Homes and Care	Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Casiltoun Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydesdale Housing Association	Cube Housing Association Ltd	Cunninghame Housing Association Ltd	Drumchapel Housing Co-operative Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Carmore Housing Ltd	East Kilbride and District Housing Association Ltd	East Lothian Housing Association Ltd	Easthall Park Housing Co-operative				
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Applications / allocations / transfers / exchanges	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
Communication / staff attitude / dignity / confidentiality	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
Complaints handling	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	
Estate management / open spaces / environment work	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Improvements and renovation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Neighbour disputes and anti-social behaviour	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	1	3	1	1	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy / administration	4	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0
Rent and/or service charges	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Repairs and maintenance	3	0	0	1	0	0	1	0	3	1	1	3	0	0	1	0	0	1	1	3	3	0	2	2	2	2	0	1	2	0	1	0	4	0	0	1	0	0	
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subject unknown	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
Terminations of tenancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	11	1	1	1	1	1	1	1	5	1	1	4	4	1	2	2	2	3	2	13	4	2	3	5	2	1	1	2	1	4	2	6	1	1	1	1			

Housing Associations F-M

Subject	Fairfield Housing Co-operative Ltd	Fife Housing Group	Forth Housing Association Ltd	Fyne Homes	Garron Peoples Housing Co-operative Ltd	Glasgow Housing Association	Glasgow West Housing Association Ltd	Glen Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Home Scotland	Horizon Housing Association Ltd	Hunters Hall Housing Co-operative Ltd	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstone Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Linstone Housing Association Ltd	Lister Housing Co-operative Ltd	Loneburn Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Minbank Housing Association Ltd		
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Applications / allocations / transfers / exchanges	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Communication / staff attitude / dignity / confidentiality	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Complaints handling	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Estate management / open spaces / environment work	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Improvements and renovation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Neighbour disputes and anti-social behaviour	0	1	1	0	0	2	0	0	0	0	1	1	1	0	1	0	0	0	0	0	0	0	0	1	3	0	0	0	1	0	1	2	2	0	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Policy / administration	0	0	0	0	0	2	0	0	0	0	0	1	1	0	0	0	1	0	0	1	0	0	0	2	0	2	0	0	0	0	1	0	1	0	1	2
Rent and/or service charges	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
Repairs and maintenance	1	2	1	1	0	5	1	1	2	1	0	0	1	4	4	1	1	1	1	1	3	1	0	0	1	2	1	1	1	1	0	4	1	0	0	
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Subject unknown	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	
Terminations of tenancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	2	4	2	1	1	14	2	1	2	2	1	2	4	5	6	2	3	1	1	2	4	1	1	6	5	5	1	1	2	1	2	7	4	2		

Housing Associations N-Z

Subject	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Osprey Housing	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Queens Cross Housing Association Ltd	River Clyde Homes	Rural Stirling Housing Association Ltd	Rutherglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Thornhill Housing	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Wellhouse Housing Association Ltd	West Lothian Housing Partnership	West of Scotland Housing Association Ltd	Wheatley Housing Group Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	Yoker Housing Association Ltd	Total		
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Applications / allocations / transfers / exchanges	0	0	1	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	0	0	14
Communication / staff attitude / dignity / confidentiality	3	0	0	0	0	0	1	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16	
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	6	
Estate management / open spaces / environment work	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	9	
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Improvements and renovation	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
Neighbour disputes and anti-social behaviour	0	1	3	0	0	1	1	1	2	0	0	0	0	0	0	1	0	0	1	1	2	0	2	0	0	0	2	0	0	1	0	1	51	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
Out of jurisdiction	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Policy / administration	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	3	0	0	1	0	35	
Rent and/or service charges	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	12	
Repairs and maintenance	1	2	3	2	1	0	0	3	3	1	0	13	1	0	6	5	1	1	0	1	0	0	0	2	2	0	1	3	16	0	3	1	0	154
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
Subject unknown	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	0	2	0	0	25	
Terminations of tenancy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Total	4	3	10	2	2	2	2	5	6	1	3	21	1	1	7	9	1	1	1	3	2	3	3	3	3	1	2	9	24	2	4	2	1	338

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

Subject Group	Subject	Aberdeen City HSCP	Aberdeenshire HSCP	Angus HSCP	Argyll and Bute HSCP	Clackmannanshire and Stirling HSCP	Curam Is Staimte	Dumfries and Galloway HSCP	Dundee HSCP	East Ayrshire HSCP	East Dunbartonshire HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Falkirk HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Midlothian HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Perth and Kinross HSCP	Renfrewshire HSCP	South Ayrshire Council HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Dunbartonshire HSCP	West Lothian HSCP	Total		
HSCP - Health	Admission / discharge / transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Appliances / equipment / premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Clinical treatment / Diagnosis	1	1	1	0	0	0	0	0	0	0	2	0	2	0	0	15	4	1	1	0	1	0	0	0	0	0	0	0	2	31	
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	6	
	Complaints handling	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Continuing care	1	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	6	
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Policy / administration	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	4	
	Record Keeping	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	2	2	2	0	1	1	0	0	1	0	3	3	5	0	0	21	6	1	1	0	2	0	0	0	0	0	0	2	3	56	
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22	0	0	0	0	0	1	0	0	0	0	0	0	23	
Communication / staff attitude / dignity / confidentiality		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Total		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	22	0	0	0	0	0	1	0	0	0	0	0	0	0	24	
HSCP - Social Work	Adoption procedures	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
	Care in the community	0	1	0	2	0	0	0	0	0	3	0	1	1	1	2	5	0	1	0	0	1	0	1	0	0	0	0	2	1	21	
	Child services and family support	0	0	0	2	0	0	0	1	2	0	0	0	1	0	0	9	1	0	0	1	0	0	0	0	0	1	1	2	0	21	
	Communication / staff attitude / dignity / confidentiality	1	0	0	0	0	0	1	2	0	1	0	1	0	0	2	2	1	0	0	0	1	0	2	0	0	2	1	0	17		
	Complaints handling (incl Social Work complaints procedures)	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	0	0	0	2	0	0	0	0	0	1	0	6		
	Continuing care	1	1	0	1	1	0	0	1	0	0	0	0	1	0	0	5	0	0	0	2	0	0	1	0	0	1	0	0	15		
	Home helps / concessions / grants / charges for services	0	0	0	0	0	0	0	0	0	0	0	1	1	1	3	3	1	0	2	1	0	0	2	1	0	1	0	0	17		
	Mental health issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Other	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	4	
	Policy / administration	2	0	1	0	0	0	0	0	1	0	0	2	1	0	2	5	0	0	1	1	1	0	1	0	0	1	2	0	21		
	Sheltered housing issues/residential homes	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Total	5	2	2	5	1	0	1	4	4	4	0	5	7	2	10	32	4	1	3	7	5	0	7	1	1	6	8	1	128		
Subject Unknown or Out Of Jurisdiction	Subject Unknown	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	6		
	Total	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	6		
Total		8	4	4	6	2	1	1	4	5	4	3	8	13	2	11	76	10	2	4	7	8	1	8	1	1	6	10	4	214		

6. Local Authority Complaints Received 2019-20

Subject Group	Councils																																	Fire / Police / Safety	National Parks	Other						VJBs		Total										
	Aberdeen City Council	Aberdeenshire Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dumfries City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	East Renfrewshire Culture and Leisure Ltd	Fife Sports and Leisure Trust	Glasgow Life	Live Active Leisure Limited	South Lanarkshire Leisure and Culture	Strathclyde Partnership for Transport	Lanarkshire Valuation Joint Board	The Highland and Western Isles Valuation Joint Board													
Building Control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15				
Consumer Protection	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Education	0	8	13	7	3	0	3	2	0	2	7	5	5	6	9	8	1	3	3	14	1	12	6	5	2	3	8	4	13	6	3	3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	171	
Environmental Health & Cleansing	0	5	3	0	0	0	0	0	1	0	0	2	1	5	2	19	1	1	1	6	1	2	12	5	0	1	1	2	13	0	1	2	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	93	
Finance	0	1	4	0	1	1	0	1	2	0	2	1	0	3	1	10	4	1	4	6	0	4	8	3	0	1	6	1	11	8	0	5	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	94	
Fire & Police Boards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
Housing	0	21	10	5	1	1	0	0	10	3	5	4	1	17	22	8	0	10	8	14	0	11	7	3	3	10	12	4	31	7	8	14	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	271		
Land & Property	0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	1	1	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11		
Legal & Admin	0	5	3	2	4	0	1	1	1	0	2	2	1	4	4	8	3	3	0	1	0	1	1	0	0	0	2	0	5	3	3	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	66	
National Park Authorities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
Other	0	1	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10		
Personnel	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6		
Planning	0	2	8	5	5	1	0	2	1	0	3	2	3	1	11	8	2	1	1	8	0	11	4	5	0	7	9	3	11	10	3	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	135	
Recreation & Leisure	0	1	1	1	0	0	0	0	1	1	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22		
Roads & Transport	0	2	4	2	3	1	0	1	2	0	4	3	2	7	5	27	1	1	1	4	0	4	5	1	0	1	3	0	14	7	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	111	
Social Work	0	8	10	7	2	1	5	11	5	5	1	1	0	8	17	9	0	3	5	15	0	7	7	11	3	1	6	6	13	8	7	3	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	199			
Valuation Joint Boards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2			
Welfare Fund - Community Care Grants	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5		
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2		
Subject unknown or Out of Jurisdiction	2	4	9	0	0	0	0	1	2	2	0	3	1	7	7	14	2	1	2	7	0	3	4	4	0	5	1	2	12	5	0	1	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	108			
Total	2	61	66	29	20	5	9	19	24	15	29	24	14	62	81	118	16	24	26	78	3	57	54	41	8	31	51	24	129	56	28	33	71	1	2	2	2	4	1	1	4	1	1	1	1	1,327								

7. Prison Complaints Received 2019-20

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

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

excludes Prisons

Scottish Government and Scottish Administration

Subject Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	6
Care and health	0	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	4
Courts administration	10	0	0	0	0	0	12	0	0	0	0	0	0	0	0	0	22
Education	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Financial matters	0	0	0	6	1	0	1	0	3	0	0	1	1	5	1	0	19
Governance	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Housing	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Justice	35	0	0	0	0	0	6	0	2	1	0	0	0	0	0	0	44
Other	0	0	0	0	0	2	1	0	7	0	0	0	0	0	0	0	10
Planning	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	3
Records	0	1	2	0	0	3	0	0	0	0	0	0	0	0	0	0	6
Roads and transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Subject unknown or Out of Jurisdiction	6	0	0	1	0	0	2	0	5	0	0	0	0	0	0	0	14
Total	51	2	2	7	3	5	22	3	28	1	2	1	1	5	1	2	136

Scottish Public Authority

Subject Group	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Pensions Appeal Tribunal for Scotland	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Funding Council	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	sportscotland	The Scottish Information Commissioner	Total	
Agriculture / environment / fishing / rural affairs	0	0	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	13
Arts / culture / heritage / leisure / sport / tourism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Care and health	1	2	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	2	0	0	0	8
Commissioners and Ombudsmen	11	0	3	0	0	1	2	0	0	10	0	0	0	0	1	0	1	0	2	5	0	1	0	35
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	4
Enterprise bodies	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Financial matters	0	0	0	0	0	0	0	0	1	0	0	0	0	0	4	0	0	0	0	0	0	0	0	5
Governance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Justice	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3
Other	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3
Total	12	3	3	1	1	1	2	2	1	12	6	4	1	4	1	5	2	2	3	8	1	1	1	76

Cross-Border Public Authority

Subject Group	The Electoral Commission	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Total
Agriculture / environment / fishing / rural affairs	0	0	2	2
Financial matters	0	2	0	2
Other	2	0	0	2
Roads & Transport	0	0	1	1
Subject unknown or Out of Jurisdiction	0	1	0	1
Total	2	3	3	8

9. University Complaints Received 2019-20

Subject	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
Academic appeal / exam results / degree classification	4	6	0	5	2	0	1	4	5	0	5	10	3	3	1	3	3	5	60
Accommodation	0	0	0	1	0	0	0	0	1	0	0	2	0	0	1	0	0	0	5
Admissions	0	0	0	0	0	0	1	0	0	0	2	2	0	0	0	0	0	0	5
Antisocial behaviour	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Communication / staff attitude / dignity / confidentiality	0	0	1	0	1	1	0	0	2	0	0	1	0	1	1	2	1	1	12
Complaints handling	0	0	0	1	1	1	0	0	1	0	1	2	2	1	0	1	0	0	11
Other	0	0	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	3
Personnel matters	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	3
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Policy / administration	0	0	0	3	1	1	0	1	2	2	2	4	1	0	0	1	0	2	20
Property	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
Special needs - assessment and provision	0	0	0	1	0	0	0	0	2	0	2	0	6	0	0	1	0	0	12
Student discipline	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	1	0	0	5
Teaching and supervision	0	0	0	1	1	0	0	0	0	0	0	1	5	0	0	2	0	1	11
Subject Unknown	1	0	0	2	1	0	0	0	1	0	0	2	2	1	0	0	0	0	10
Total	5	6	1	14	7	3	2	5	17	2	13	25	23	7	6	11	4	10	161

10. Water Complaints Received 2019-20

Subject Group	Blue Business Water Ltd	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Water Plus Select Ltd	Wave	Total
Billing and charging	1	1	39	10	32	5	10	11	109
Customer service	0	0	0	1	0	2	0	0	3
New Connections	0	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	2	0	0	2
Waste Water	0	0	0	0	0	6	0	0	6
Water Supply	0	0	1	0	0	9	0	0	10
Subject unknown or Out of Jurisdiction	0	0	7	0	3	1	1	0	12
Total	1	1	47	11	35	26	11	11	143

11. Other Complaints Received 2019-20

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
Subject Unknown or Out of Jurisdiction	12	16	28
Total	12	16	28