

Health complaints received by authority 2004-2005

Subject of complaint	Argyll and Clyde Acute Hospitals NHS Trust	Argyll and Clyde NHS Board	Ayrshire and Arran Acute Hospitals NHS Trust	Ayrshire and Arran NHS Board	Ayrshire and Arran Primary Care NHS Trust	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Forth Valley Primary Care NHS Trust	Grampian NHS Board	Grampian Primary Care NHS Trust	Grampian University Hospitals NHS Trust	Greater Glasgow NHS Board	Greater Glasgow Primary Care NHS Trust	Highland NHS Board	Lanarkshire Acute Hospitals NHS Trust	Lanarkshire NHS Board	Lothian NHS Board	Lothian Primary Care NHS Trust	Lothian University Hospitals NHS Trust	North Glasgow University Hospitals NHS Trust	Orkney NHS Board	Scottish Ambulance Service	Shetland NHS Board	Tayside NHS Board	Tayside Primary Care NHS Trust	Tayside University Hospitals NHS Trust	The State Hospitals Board for Scotland	NHS 24	NHS National Services Scotland	General Practitioners & Practices	Dental Practitioners & Practices	A Body Out of Jurisdiction	Total			
Ambulance - Clinical treatment	0	0	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	0	0	0	0	2		
Ambulance - Complaints handling	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	0	0	0	0	0	0	0	1	
Family Health Services - Appliances, equipment & premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Family Health Services - Appointments/Admissions (delay, cancellation, waiting lists)	0	0	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	0	2	0	0	3	
Family Health Services - Clinical treatment	0	0	0	0	0	1	1	1	0	0	4	2	0	5	0	1	0	0	3	0	0	0	1	0	0	0	0	0	0	1	1	25	13	0	0	59		
Family Health Services - Complaints handling	0	0	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	0	0	2		
Family Health Services - Continuing care	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	1	
Family Health Services - Lists	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	1	0	0	0	0	0	0	2	0	0	4		
Family Health Services - Other	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	0	0	0	1	
Family Health Services - Policy/administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	4		
Family Health Services - Record Keeping	0	0	0	0	0	0	0	0	0	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	1		
Family Health Services - Staff attitude, dignity, confidentiality	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	5	0	0	12		
Hospitals - Admission, discharge & transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	6	
Hospitals - Appliances, equipment & premises	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	0	0	0	0	0	0	0	2	
Hospitals - Appointments/Admissions (delay, cancellation, waiting lists)	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
Hospitals - Clinical treatment	1	1	2	6	0	2	0	5	6	0	3	0	0	13	0	2	4	8	14	0	1	1	0	1	0	1	5	2	3	1	0	0	0	0	0	81		
Hospitals - Complaints handling	1	0	0	1	0	1	0	2	0	0	1	0	3	0	0	0	0	3	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	14	
Hospitals - Continuing care	0	0	0	1	0	1	0	0	1	0	1	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	
Hospitals - Other	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Hospitals - Policy/administration	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	7	
Hospitals - Staff attitude, dignity, confidentiality	0	0	0	0	0	0	0	0	0	0	1	0	0	5	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8
Health services not otherwise covered - Clinical treatment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3	
Health services not otherwise covered - Complaints handling	0	0	0	1	0	0	0	1	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	4	
Health services not otherwise covered - Other	0	1	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	2	
Health services not otherwise covered - Staff attitude, dignity, confidentiality	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	1	
Grand Total	3	3	3	11	1	5	2	10	8	1	11	2	1	31	1	7	5	12	31	1	3	3	2	2	1	11	4	4	2	1	1	35	19	1	238			

Scottish Public Services Ombudsman, 22 February 2007.

Due to changes in recording procedures, these figures may be slightly different to those published in our 2004-2005 Annual Report.

Housing association complaints received by authority 2004-2005

Subject of complaint	Housing Associations A-K																																	
	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Antonine Housing Co-operative Ltd	Ayrshire Housing	Berwickshire Housing Association Ltd	Bield Housing Association Ltd	Cairn Housing Association Ltd	Canmore Housing Association Ltd	Castle Rock Housing Association Ltd	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Clyde Valley Housing Association Ltd	Cube Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Housing Association Ltd	Easthall Park Housing Co-operative	Edinvar Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Haven Housing Association Ltd	Hawthorn Housing Co-operative Ltd	Hillcrest Housing Association Ltd	Home in Scotland Ltd	Homes for Life Housing Partnership	Irvine Housing Association Ltd		
Applications, allocations, transfers	0	1	0	0	0	0	1	0	0	0	0	0	1	0	2	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	
Calculation of rent and/or service charges	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	
Complaints handling	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	
Estate management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Factoring and other services	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	
Hedges & fences	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	
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	1	0	0	0		
Improvements and alterations	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0		
Neighbour problems	0	0	0	0	1	1	0	0	0	0	0	0	0	0	2	0	1	0	0	1	2	1	0	0	1	0	0	0	0	0	0	1	0	
Other	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Policy/administration	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	3	0	0	0	0	1	0	0	0	0	0	0	
Repairs and maintenance of housing stock	0	1	0	0	0	0	0	2	2	0	0	0	1	0	2	0	0	0	3	2	8	0	1	0	0	0	0	0	0	1	2	0	0	
Right to buy	0	0	1	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
Shared ownership	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Terminations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Grand Total	1	4	1	1	1	1	1	2	4	1	1	1	2	1	3	7	1	2	1	4	3	21	2	1	1	3	1	1	3	4	1	1		

Scottish Public Services Ombudsman, 22 February 2007.

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Housing association complaints received by authority 2004-2005 (continued)

Subject of complaint	Housing Associations L-Z																				Total															
	Langstane (SP) Housing Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Linstone Housing Association Ltd	Loreburn Housing Association Ltd	Lorne Area Housing Association Ltd	Margaret Blackwood Housing Association Ltd	Melville Housing Association Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	North View Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Orchard Grove Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Pineview Housing Co-operative Ltd		Port of Leith Housing Association Ltd	Prospect Community Housing	Queens Cross Housing Association Ltd	Scottish Veterans Garden City Association	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	St John (Glasgow) Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	West Highland Housing Association Ltd	Williamsburgh Housing Association Ltd		
Applications, allocations, transfers	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	12	
Calculation of rent and/or service charges	0	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	1	0	0	0	0	0	0	0	8	
Complaints handling	0	0	1	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	12	
Estate management	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	2	
Factoring and other services	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	12	
Hedges & fences	0	0	0	0	0	0	0	0	0	0	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	
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	1	
Improvements and alterations	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	11	
Neighbour problems	0	0	2	0	0	0	1	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	19	
Other	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	0	0	0	0	0	0	0	0	4	
Policy/administration	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	10	
Repairs and maintenance of housing stock	0	0	2	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	34
Right to buy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Shared ownership	1	0	1	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	3	
Terminations	0	0	0	0	0	0	0	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	1		
Grand Total	1	1	7	3	1	1	1	1	1	1	1	1	1	2	1	1	2	3	1	3	1	2	1	2	1	2	1	1	1	1	2	1	1	1	133	

Scottish Public Services Ombudsman, 22 February 2007.

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Local authority complaints received by authority 2004-2005

Subject of complaint	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee 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	Other †	Total	
Building Control	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	1	1	0	1	8	1	1	1	0	0	0	19
Consumer protection	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	1	0	0	0	0	0	0	0	0	2
Economic development	0	0	0	1	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	2
Education	1	1	0	2	0	3	4	2	1	2	2	0	0	1	1	1	1	0	1	0	2	0	2	0	1	1	0	5	2	0	1	3	0	40	
Environmental Health & Cleansing	0	2	1	3	0	0	0	1	2	2	1	1	0	0	2	1	0	2	3	0	0	0	0	1	1	0	2	8	0	0	1	0	0	34	
Finance	3	4	3	3	0	2	1	1	2	0	1	3	4	7	11	3	0	1	9	0	4	10	2	1	1	6	1	15	8	2	2	1	2	113	
Housing	12	2	7	3	4	0	4	8	6	7	4	5	12	18	2	4	6	4	24	1	7	17	2	3	6	17	3	59	12	1	14	8	0	282	
Land & Property	2	1	1	1	0	0	0	1	0	2	1	0	2	2	1	0	3	2	1	0	0	0	0	0	0	3	0	2	0	0	0	1	0	26	
Legal & admin	4	0	0	2	0	1	4	0	0	3	3	1	2	3	6	1	2	0	1	0	1	2	2	1	1	5	2	13	2	2	1	1	0	66	
Personnel	1	0	0	0	0	1	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	4	
Planning	6	11	5	6	0	0	9	4	2	11	5	2	9	21	5	0	8	10	8	1	6	4	5	0	6	10	4	16	20	5	6	5	1	211	
Recreation & Leisure	2	2	1	3	0	1	0	1	2	4	2	3	4	0	4	0	1	0	2	0	3	3	2	0	0	4	0	12	3	3	1	1	1	65	
Social Work	4	1	1	1	0	0	5	0	1	1	2	2	0	4	5	3	1	2	6	0	2	4	0	0	0	1	1	5	2	1	0	2	1	58	
Grand Total	35	25	19	25	4	8	29	18	16	32	21	17	35	56	37	13	22	22	55	2	25	41	16	7	17	48	14	143	50	15	27	22	6	922	

Other †

This includes unknown or unnamed local authorities, Loch Lomond and The Trossachs National Park Authority, Strathclyde Passenger Transport Authority, The Renfrewshire Valuation Joint Board and Dunbartonshire and Argyll and Bute Valuation Joint Board.

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Scottish Executive & devolved administration complaints received by authority 2004-2005

Subject of complaint	Argyll and the Islands Enterprise	Audit Scotland	Communities Scotland	Criminal Injuries Compensation Appeals Panel	Crofters Commission	Crown Office	Forest Enterprise Scotland	HM Inspectorate of Education	Inverness and Nairn Enterprise	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Children's Reporter Administration	Scottish Court Service	Scottish Criminal Record Office	Scottish Enterprise Tayside	Scottish Environment Protection Agency	Scottish Executive	Scottish Executive Development Department	Scottish Executive Education Department	Scottish Executive Enterprise, Transport and Lifelong Learning Department	Scottish Executive Environment and Rural Affairs Department	Scottish Executive Health Department	Scottish Executive Inquiry Reporters Unit	Scottish Executive Justice Department	Scottish Fisheries Protection Agency	Scottish Legal Aid Board	Scottish Prison Service	Scottish Prisons Complaints Commissioner	Scottish Qualifications Authority	Skye and Lochalsh Enterprise	Sport Scotland	Student Awards Agency for Scotland	The Scottish Commission for the Regulation of Care	The Water Industry Commissioner for Scotland	Body out of jurisdiction	Grand Total		
Agriculture	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	
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	0	9	0	0	0	10
Courts administration	0	0	0	0	0	2	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Crofting	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Enterprise bodies	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	0	0	1	0	0	0	0	0	0	3	
Environment	0	0	0	0	0	0	1	0	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	3	
Fisheries	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	0	0	0	0	0	0	1	
Legal Aid	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	0	0	0	0	0	0	0	0	0	0	0	5	
Other	0	1	1	1	0	0	0	3	0	2	4	1	0	2	1	0	7	1	2	0	0	2	0	0	0	1	0	0	0	0	2	0	0	3	0	34		
Planning	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Prisoners	0	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	2		
Qualifications	0	0	0	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	0	0	1		
Roads	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	1	2		
Student Awards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	9			
Grand Total	1	1	1	1	3	2	1	3	1	2	4	1	4	2	1	1	8	2	2	2	5	3	3	1	1	5	2	1	1	1	2	9	9	3	1	90		

Scottish Public Services Ombudsman, 22 February 2007.

Due to changes in recording procedures, these figures may be slightly different to those published in our 2004-2005 Annual Report.