

Health complaints closed by reason and by authority 2005-2006

Closure reason	Argyll and Clyde NHS Board	Ayrshire and Arran NHS Board	Ayrshire and Arran Acute Hospitals NHS Trust	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Grampian Primary Care NHS Trust	Grampian University Hospitals NHS Trust	Greater Glasgow NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lanarkshire Acute Hospitals NHS Trust	Lothian NHS Board	Lothian Primary Care NHS Trust	Lothian University Hospitals NHS Trust	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Tayside Primary Care NHS Trust	The State Hospitals Board for Scotland	Western Isles NHS Board	Common Services Agency (NHS)	Mental Welfare Commission for Scotland	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	General Practitioners and Practices	Dental Practitioners and Practices	Pharmacists and Pharmacists	Unnamed Hospital	Other Family Health Service Provider	Body unknown or out of jurisdiction	Total
Withdrawn / Failed to provide info	4	1	0	0	1	1	1	2	0	0	5	0	0	0	3	0	0	0	0	3	0	2	0	0	0	0	0	1	2	1	0	0	0	29	
Out of jurisdiction	3	1	0	0	0	1	0	1	0	0	3	1	3	0	5	0	0	0	0	3	0	0	1	0	0	0	1	4	3	0	0	0	0	0	30
Premature	5	4	0	0	2	1	0	3	0	0	10	4	6	0	6	0	0	1	2	6	0	2	0	0	0	1	0	10	5	0	0	0	0	2	71
NHS - Referred back for further local resolution	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	6
Discontinued or disposed without settlement*	1	1	0	1	0	2	1	4	0	0	2	0	4	0	8	1	0	0	0	4	1	0	0	0	0	0	0	22	1	0	0	1	0	0	54
Settled without investigation	1	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	2	0	0	0	0	0	4
Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3
Partly upheld	2	2	0	0	0	0	1	0	1	1	2	0	0	1	8	0	0	0	0	2	0	1	1	0	0	0	0	2	1	0	0	0	0	0	25
Not upheld	2	0	1	0	0	1	0	0	0	0	2	0	2	0	4	0	0	0	0	2	0	3	0	0	0	0	0	2	1	0	0	0	0	0	20
Grand Total	18	9	1	1	3	6	3	11	2	1	26	5	15	1	34	1	1	1	2	21	1	9	2	0	0	1	0	3	43	15	3	0	1	2	242

Discontinued or disposed without settlement* This can include no evidence of hardship / injustice, no evidence of maladministration / service failure, no value added by SPSO involvement, and where the remedy sought was not within SPSO remit.

Settled without Investigation In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Housing Association complaints closed by reason and by authority 2005-2006

Closure Reason	Housing Associations A-K																															
	Albyn Housing Society Ltd	Almond Housing Association Ltd	Berwickshire Housing Association Ltd	Blairtummock Housing Association Ltd	Cadder Housing Associations Ltd	Cairn Housing Association Ltd	Canmore Housing Association Ltd	Castle Rock Edinvar Housing Association	Castle Rock Edinvar Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Cordale Housing Association Ltd	Cube Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Cunninghame Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Association	East Kilbride and District Housing Association Ltd	Edinvar Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Hillcrest Housing Association Ltd	Home in Scotland Ltd	Horizon Housing Association Ltd	Irvine Housing Association Ltd	Kendoon Housing Association Ltd	Kingdom Housing Association Ltd	
Withdrawn / Failed to provide info	1	0	1	0	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0
Out of Jurisdiction	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	2	0	0	0	0	1	0	0	0
Premature	1	2	2	0	1	1	1	0	1	1	1	2	0	1	0	0	1	0	0	2	0	1	1	0	1	18	1	2	0	0	0	0
Discontinued or disposed without settlement*	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0	0	0	1	1	0	0	0	0	0	0	0	
Settled without investigation	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	
Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Partly upheld	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	
Not upheld	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	
Grand Total	3	2	3	1	1	2	2	1	1	1	2	2	1	1	3	1	1	1	2	2	1	1	2	24	1	2	1	1	1	1	1	2

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Settled without Investigation In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Housing Association complaints closed by reason and by authority 2005-2006 (continued)

Closure Reason	Housing Associations L-Z																										Total							
	Lanarkshire Housing Association Ltd	Langstane (SP) Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Link Housing Association	Margaret Blackwood Housing Association Ltd	Molendinar Park Housing Association Ltd	Moodiesburn Housing Association	New Shaws Housing Association Ltd	Ochil View Housing Association Ltd	Paisley South Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Pentland Housing Association Ltd	Pineview Housing Co-operative Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd		Viewpoint Housing Association Ltd	Waverley Housing	West Highland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wishaw and District Housing Association Ltd	A Body Out of Jurisdiction	
Withdrawn / Failed to provide info	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	8	
Out of Jurisdiction	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	1	0	0	0	0	0	0	1	13
Premature	0	1	1	2	1	1	0	1	1	0	0	0	1	1	1	0	0	1	2	1	1	1	1	0	0	2	2	2	1	0	0	1	0	68
Discontinued or disposed without settlement*	1	0	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	10	
Settled without investigation	0	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	10	
Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Partly upheld	0	0	0	0	0	0	0	0	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	
Not upheld	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	0	4	
Grand Total	2	1	1	4	1	2	1	1	1	1	1	2	1	1	2	1	1	3	1	1	1	1	1	1	1	2	2	2	1	1	1	1	114	

Local Authority complaints closed by reason and by authority 2005-2006

Closure Reason	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
Withdrawn / Failed to provide info	0	2	0	3	1	0	1	1	1	2	1	2	4	4	3	3	1	1	6	0	3	4	1	0	1	1	2	11	0	0	1	4	2	66
Out of jurisdiction	1	2	0	2	0	0	3	2	1	3	0	2	4	6	10	3	1	1	7	0	3	4	3	0	2	6	1	10	1	3	1	2	1	85
Premature	9	4	5	13	3	1	14	4	13	10	6	6	9	13	32	17	3	4	27	1	13	11	5	4	3	17	7	36	21	6	8	9	4	338
Discontinued or disposed without settlement*	4	3	0	6	1	0	2	4	1	2	1	2	7	8	12	2	3	1	3	0	7	4	1	0	3	6	0	11	6	5	4	3	1	113
Settled without investigation	0	1	3	1	0	1	2	0	0	2	0	0	0	2	3	0	1	1	0	0	1	4	0	0	0	2	1	6	1	0	0	0	0	32
Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	3	0	0	0	1	0	0	0	0	1	0	0	0	0	0	8
Partly upheld	1	1	1	0	0	0	0	0	0	2	0	0	1	0	1	1	0	0	1	0	1	0	0	0	0	1	0	1	1	0	0	0	0	13
Not upheld	0	0	0	1	0	0	0	0	0	0	0	1	0	2	0	0	0	0	1	0	1	3	1	0	1	1	1	2	0	1	1	0	0	17
Grand Total	15	13	9	26	5	2	22	11	16	22	8	13	25	36	61	26	9	9	48	1	29	30	12	4	10	34	12	78	30	15	15	18	8	672

Other †

This includes unknown or unnamed local authorities, the Cairngorms National Park Authority, Grampian Joint Police Board, Lanarkshire Valuation Joint Board, the Loch Lomond and Trossachs National Park Authority, Strathclyde Passenger Transport Authority and the Renfrewshire Valuation Joint Board.

Discontinued or disposed without settlement*

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Settled without Investigation

In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Scottish Executive & devolved administration complaints closed by reason and by authority 2005-2006

Closure reason	Communities Scotland	Criminal Injuries Compensation Authority / Appeals Panel	Crofters Commission	Crown Office	General Teaching Council for Scotland	Historic Scotland	HM Inspectorate of Education	Office of the Scottish Charity Regulator	Registers of Scotland	Scottish Court Service	Scottish Criminal Record Office	Scottish Executive	Scottish Executive Development 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 Legal Aid Board	Scottish Prison Service	Scottish Public Pensions Agency	Scottish Qualifications Authority	Skye and Lochalsh Enterprise	sportscotland	Student Awards Agency for Scotland	The Accounts Commission for Scotland	The Scottish Commission for the Regulation of Care	The Water Industry Commissioner for Scotland	Body not known	Total
Withdrawn / Failed to provide info	0	1	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	3
Out of jurisdiction	0	1	0	2	0	1	0	0	0	0	0	4	0	3	1	0	1	1	2	1	0	2	0	0	0	0	0	0	1	20
Premature	1	1	1	1	0	0	1	0	2	3	1	1	0	0	0	1	0	2	2	6	0	0	1	1	3	0	4	0	0	32
Discontinued or disposed without settlement*	0	0	0	0	1	0	0	1	0	0	0	2	1	1	1	0	1	1	4	0	0	1	0	0	2	1	5	0	0	22
Settled without investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	3
Fully upheld	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	0	0	0	0	2
Partly upheld	0	0	0	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	0	2
Not upheld	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	0	0	0	2
Grand Total	1	3	1	4	1	1	1	1	3	4	1	7	2	4	3	1	3	4	8	7	1	3	1	1	6	1	10	2	1	86

Discontinued or disposed without settlement*

This can include no evidence of hardship / injustice, no evidence of maladministration / service failure, no value added by SPSO involvement, and where the remedy sought was not within SPSO remit.

Settled without Investigation

In these cases, the complaint was resolved by the body concerned before it reached the investigation stage. We encourage informal resolution wherever possible - early and direct remedy by the body concerned is in line with the ethos of our founding legislation. This outcome has not been used since March 2006.

Further education complaints closed by reason and by authority 2005-2006

Closure reason	Aberdeen College of Further Education	Adam Smith College	Annielesland College	James Watt College of Further and Higher Education	Total
Withdrawn / Failed to provide info	0	1	1	0	2
Out of jurisdiction	1	0	0	1	2
Grand Total	1	1	1	1	4

Higher education complaints closed by reason and by authority 2005-2006

Closure reason	Scottish Agricultural College (Associate Member)	University of Abertay Dundee	University of Edinburgh	University of Glasgow	Total
Withdrawn / Failed to provide info	0	0	1	0	1
Out of jurisdiction	1	0	0	0	1
Premature	0	1	0	1	2
Grand Total	1	1	1	1	4