

Health complaints received by authority 2005-2006

Subject of complaint	Argyll and Clyde NHS Board	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 NHS Board	Orkney NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Shetland NHS Board	Tayside NHS Board	The State Hospitals Board for Scotland	Western Isles NHS Board	Scottish Ambulance Service	NHS 24	NHS National Services Scotland	General Practitioners and Practices	Dental Practitioners and Practices	Pharmacies and Pharmacists	Other Family Health Service Provider	A Body Not Known	Total
Ambulance - Admission, discharge & transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	
Ambulance - Appointments/Admissions (delay, cancellation, waiting lists)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	
Ambulance - Clinical treatment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
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	0	
Ambulance - Staff attitude, dignity, confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	
Family Health Services - Admission, discharge & transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	
Family Health Services - Appliances, equipment & premises	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	
Family Health Services - Appointments/Admissions (delay, cancellation, waiting lists)	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	1	0	2	1	0	0	9	
Family Health Services - Clinical treatment	1	0	1	0	0	1	2	3	0	1	1	5	0	1	0	1	0	0	0	45	19	0	0	81	
Family Health Services - Complaints by NHS staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Family Health Services - Complaints handling	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	1	0	5	2	1	0	0	12	
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	1	
Family Health Services - Lists	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	0	0	5	
Family Health Services - Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	3	
Family Health Services - Policy/administration	0	1	0	1	0	0	1	3	1	0	0	2	0	0	0	0	1	1	1	3	3	1	1	20	
Family Health Services - Record Keeping	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	5	
Family Health Services - Staff attitude, dignity, confidentiality	0	0	0	0	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	7	2	1	0	14	
Hospitals - Admission, discharge & transfer procedures	1	0	0	0	0	1	1	1	0	0	1	1	0	1	2	0	0	0	0	0	0	0	0	9	
Hospitals - Appliances, equipment & premises	1	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	0	0	0	0	0	5	
Hospitals - Appointments/Admissions (delay, cancellation, waiting lists)	3	1	0	0	0	0	0	3	0	0	2	1	0	5	0	0	0	0	0	0	0	0	0	15	
Hospitals - Clinical treatment	21	12	3	2	7	7	14	41	1	7	14	23	3	21	0	1	0	1	0	1	0	0	0	180	
Hospitals - Complaints by NHS staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hospitals - Complaints handling	1	2	0	0	1	2	5	7	0	1	2	1	0	3	1	2	0	0	0	0	0	0	0	29	
Hospitals - Continuing care	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	
Hospitals - Hotel services - food, cleanliness etc	2	0	0	0	0	0	0	0	0	0	1	2	0	1	0	0	0	0	0	0	0	0	0	6	
Hospitals - Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	
Hospitals - Policy/administration	0	2	0	0	2	2	2	4	0	1	3	1	0	2	2	0	0	0	0	0	0	0	0	21	
Hospitals - Record Keeping	1	0	0	1	0	1	0	0	0	1	0	2	0	3	0	0	0	0	0	0	0	0	0	9	
Hospitals - Staff attitude, dignity, confidentiality	4	0	0	0	3	1	1	6	0	0	2	4	1	4	2	0	0	0	0	0	0	0	0	28	
Health services not otherwise covered - Clinical treatment	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	
Health services not otherwise covered - Complaints handling	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	
Health services not otherwise covered - Continuing care	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
Health services not otherwise covered - Other	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Health services not otherwise covered - Policy/administration	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	3	
Health services not otherwise covered - 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	
Health services not otherwise covered - 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	1	
Grand Total	37	19	4	5	14	15	28	74	2	12	30	51	4	46	10	5	8	4	1	70	32	3	1	2	477

Housing Association complaints received by authority 2005-2006

	Housing Associations A-K																															
Subject of complaint	Abbeyfield Ballachulish Society Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Berwickshire Housing Association Ltd	Blairtummock Housing Association Ltd	Bridgewater Housing Association Ltd	Cadder Housing Associations Ltd	Cairn Housing Association Ltd	Castle Rock Edinvar Housing Association	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	Dunedin Canmore Housing Association	East Kilbride and District Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hillcrest Housing Association Ltd	Horizon Housing Association Ltd	Irvine Housing Association Ltd	Kendoon Housing Association Ltd	Kingdom Housing Association Ltd	
Acquisition, home loss, disturbance	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	0	0	0	0	0	0	0
Applications, allocations, transfers	0	1	1	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4	1	1	0	0	0	0	0	0	1	0
Calculation of rent and/or service charges	0	0	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	0	0
Community care	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
Complaints handling	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	3	0	0	1	0	0	0	0	0	0	1
Continuing care	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
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
Factoring and other services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	5	0	0	0	2	0	0	0	0	0	0
Hedges & fences	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	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
Improvements and alterations	0	0	0	0	0	0	0	0	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 problems	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1	1	0	0	0	0	0	0	1	0	0	0	0	1
Other	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	0	0	0
Policy/administration	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	5	0	0	0	2	1	1	0	0	0	0
Repairs and maintenance of housing stock	0	0	3	2	0	0	0	2	2	0	2	1	0	0	2	1	1	1	1	0	3	6	0	0	0	0	0	0	0	0	0	0
Right to buy	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	0
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
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
Grand Total	1	1	4	3	1	2	1	2	4	1	3	2	1	1	3	2	1	3	3	1	4	26	1	1	1	4	2	1	1	1	1	2

Housing Association complaints received by authority 2005-2006 (continued)

Subject of Complaint	Housing Associations L-Z																														Total							
	Lanarkshire Housing Association Ltd	Langstone (SP) Housing Association Ltd	Langstone Housing Association Ltd	Link Group Ltd	Link Housing Association	Loreburn Housing Association Ltd	Margaret Blackwood Housing Association Ltd	Molendinar Park Housing Association Ltd	Moodiesburn Housing Association	Muirhouse Housing Association Ltd	New Shaws Housing Association Ltd	Oak Tree Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Partick Housing Association Ltd	Pentland Housing Association Ltd	Port of Leith Housing Association Ltd	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	St John (Glasgow) Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	West Highland Housing Association Ltd		West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wishaw and District Housing Association Ltd	Yorkhill Housing Association (1988) Ltd	A Body Out of Jurisdiction		
Acquisition, home loss, disturbance	0	0	0	0	0	0	0	0	0	0	0	0	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	
Applications, allocations, transfers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	16	
Calculation of rent and/or service charges	0	0	0	0	0	0	0	0	0	0	0	0	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	
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	0	1	
Complaints handling	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	0	0	0	0	0	10	
Continuing 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	0	1	
Estate management	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	
Factoring and other services	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	0	0	0	9	
Hedges & fences	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	0	0	0	0	0	0	0	0	0	0	0	4
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	
Improvements and alterations	0	0	0	0	0	0	0	0	0	0	0	0	0	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 problems	0	0	1	2	0	0	1	0	0	0	0	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	1	0	20
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	2	
Policy/administration	0	0	1	1	0	0	0	0	0	0	1	0	1	1	0	1	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	20
Repairs and maintenance of housing stock	2	0	0	0	0	0	1	1	1	1	1	0	0	1	1	0	2	1	2	0	0	2	0	0	1	0	3	1	2	0	0	1	0	0	0	0	49	
Right to buy	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	1	5	
Shared ownership	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	1	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	0	0	0	0	0	0	
Grand Total	2	1	2	4	1	2	2	1	1	1	1	1	2	4	1	4	2	3	1	3	2	2	1	1	2	4	1	2	1	1	1	1	1	1	1	1	145	

Local Authority complaints received by authority 2005-2006

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	1	0	0	1	0	0	0	0	0	0	2	0	0	2	1	0	0	0	1	0	0	0	0	1	0	0	2	3	2	2	0	0	1	19
Consumer protection	0	0	0	0	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	1
Economic development	0	0	0	0	0	0	0	0	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	3
Education	1	1	0	3	1	2	2	1	1	0	1	0	2	1	3	10	1	1	3	0	1	3	2	0	4	4	1	2	2	1	1	3	0	58
Environmental Health & Cleansing	0	2	0	1	0	0	1	1	2	0	0	1	0	0	2	2	0	2	2	0	0	1	0	0	2	2	0	3	3	1	1	3	0	32
Finance	5	1	3	1	0	0	7	2	4	2	3	3	3	4	14	4	0	1	8	0	4	3	0	0	0	3	0	13	7	1	1	2	2	101
Housing	5	2	5	8	2	0	3	3	8	9	6	1	7	22	10	11	7	3	32	0	9	12	1	2	3	11	6	40	10	3	12	6	1	260
Land & Property	2	1	0	1	1	1	0	2	0	2	0	0	1	1	1	5	0	0	2	0	0	5	0	0	0	1	1	5	0	0	0	0	0	32
Legal & admin	0	0	0	0	1	1	1	0	0	0	1	1	2	3	5	1	0	1	1	0	2	3	1	0	0	1	0	2	0	4	0	1	2	34
Other	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	1	0	0	0	0	5	8
Personnel	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	1	0	0	0	3	0	1	1	0	1	0	1	0	0	0	12
Planning	4	11	5	9	1	2	9	1	2	9	5	4	12	18	6	3	2	7	2	1	11	3	9	4	3	17	5	18	15	3	5	2	5	213
Recreation & Leisure	2	1	1	0	0	0	0	0	1	1	1	0	1	2	2	0	0	0	4	0	0	0	0	0	1	1	0	1	0	0	0	0	1	20
Roads	1	0	2	2	0	0	1	1	1	0	3	1	1	3	16	1	0	0	0	0	1	2	1	0	1	4	0	12	1	3	0	1	2	61
Social Work	1	3	0	4	0	1	4	4	0	2	1	3	1	6	8	1	1	1	5	1	1	5	3	0	1	4	2	8	3	1	0	2	0	77
Grand Total	23	22	16	30	6	7	28	15	19	27	23	14	30	64	70	39	11	16	61	2	29	37	20	6	17	49	18	109	44	20	20	20	19	931

Other †

This includes unknown or unnamed local authorities, the Cairngorms National Park Authority, the Childrens Panel Advisory Committee, Grampian Joint Police Board, Lanarkshire Valuation Joint Board, the Loch Lomond and Trossachs National Park Authority, Lothian & Borders Fire Board, Lothian & Borders Police Board, Strathclyde Passenger Transport Authority and the Renfrewshire Valuation Joint Board.

Scottish Executive and devolved administration complaints received by authority 2005-2006

Subject of complaint	Audit Scotland	Communities Scotland	Criminal Injuries Compensation Authority / Appeals Panel	Crofters Commission	Crown Office	Forest Enterprise Scotland	Forestry Commissioners	General Teaching Council for Scotland	Historic Scotland	HM Inspectorate of Education	Office of the Accountant in Bankruptcy	Office of the Scottish Charity Regulator	Parole Board for Scotland	Registers of Scotland	Scottish Court Service	Scottish Criminal Records Office	Scottish Enterprise	Scottish Environment Protection Agency	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	sportscotland	Student Awards Agency for Scotland	The Accounts Commission for Scotland	The Scottish Commission for the Regulation of Care	The Scottish Information Commissioner	The Water Industry Commissioner for Scotland	A Body Not Known	Total		
Agriculture	0	0	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	0	0	0	0	0	0	0	0	0	0	2	
Care	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	12	0	0	0	0	13
Courts administration	0	0	0	0	2	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	5	1	0	0	0	0	0	0	0	0	0	0	0	0	12
Crofting	0	0	0	3	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	4	
Enterprise bodies	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	0	0	0	0	0	0	2	
Environment	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Health	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
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	0	11	0	0	0	0	0	0	0	0	0	0	0	11	
Other devolved administration, not otherwise covered	1	0	4	0	0	0	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2	1	0	2	1	15	
Planning	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
Prisoners	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	9	0	0	0	0	0	0	0	0	0	11		
Qualifications	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	2	0	0	0	0	0	0	0	3		
Roads	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3		
Scottish Executive, not otherwise covered	0	1	0	0	4	0	0	0	1	1	1	0	0	3	1	0	0	0	7	1	0	0	1	0	2	0	1	2	0	0	0	0	0	0	0	2	28		
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	4	0	0	0	0	0	0	0	4		
Grand Total	1	1	5	3	6	1	2	2	3	1	1	1	1	3	5	1	1	1	11	1	3	6	4	6	7	12	10	2	2	1	4	1	12	2	1	3	127		

Scottish further education complaints received 2005-2006

Subject of complaint	Aberdeen College of Further Education	Adam Smith College	Annisland College	Dundee College	James Watt College of Further and Higher Education	Total
Academic appeal/exam results/degree classification	0	0	0	0	0	0
Admissions	0	0	0	1	0	1
Complaints handling	0	1	1	0	0	2
Other	0	0	0	0	0	0
Personnel matters	1	0	0	0	0	1
Policy/administration	1	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	1	1
Grand Total	2	1	1	1	1	6

Scottish higher education complaints received 2005-2006

Subject of complaint	Napier University	Queen Margaret University College	Scottish Agricultural College (Associate Member)	The Robert Gordon University	UHI Millenium Institute	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of Paisley	University of St Andrews	University of Strathclyde	Total
Academic appeal/exam results/degree classification	0	2	0	1	0	1	0	0	0	0	1	1	0	6
Admissions	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Anti-social behaviour	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Complaints handling	0	0	1	1	0	0	0	0	0	1	0	0	0	3
Inappropriate staff/student relationship	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Policy/administration	0	1	0	0	1	0	0	1	0	0	0	0	1	4
Special needs - assessment and provision	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Teaching and supervision	1	0	0	0	0	0	0	0	0	2	0	0	0	3
Grand Total	1	3	1	2	1	1	2	1	1	4	1	1	1	20