

Health cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Total |
|---|------------|------------|------------|
| Ambulance - Admission, discharge & transfer procedures | 0 | 2 | 2 |
| Ambulance - Appointments/Admissions (delay, cancellation, waiting lists) | 1 | 2 | 3 |
| Ambulance - Clinical treatment | 1 | 1 | 2 |
| Ambulance - Complaints handling | 1 | 0 | 1 |
| Ambulance - Staff attitude, dignity, confidentiality | 0 | 2 | 2 |
| Family Health Services - Admission, discharge & transfer procedures | 1 | 1 | 2 |
| Family Health Services - Appliances, equipment & premises | 0 | 2 | 2 |
| Family Health Services - Appointments/Admissions (delay, cancellation, waiting lists) | 8 | 9 | 17 |
| Family Health Services - Clinical treatment | 33 | 81 | 114 |
| Family Health Services - Complaints by NHS staff | 1 | 0 | 1 |
| Family Health Services - Complaints handling | 6 | 12 | 18 |
| Family Health Services - Continuing care | 1 | 1 | 2 |
| Family Health Services - Lists | 3 | 5 | 8 |
| Family Health Services - Other | 0 | 3 | 3 |
| Family Health Services - Policy/administration | 21 | 20 | 41 |
| Family Health Services - Record Keeping | 2 | 5 | 7 |
| Family Health Services - Staff attitude, dignity, confidentiality | 9 | 14 | 23 |
| Hospitals - Admission, discharge & transfer procedures | 4 | 9 | 13 |
| Hospitals - Appliances, equipment & premises | 4 | 5 | 9 |
| Hospitals - Appointments/Admissions (delay, cancellation, waiting lists) | 9 | 15 | 24 |
| Hospitals - Clinical treatment | 81 | 180 | 261 |
| Hospitals - Complaints by NHS staff | 1 | 0 | 1 |
| Hospitals - Complaints handling | 17 | 29 | 46 |
| Hospitals - Continuing care | 2 | 2 | 4 |
| Hospitals - Hotel services - food, cleanliness etc | 1 | 6 | 7 |
| Hospitals - Other | 4 | 2 | 6 |
| Hospitals - Policy/administration | 10 | 21 | 31 |
| Hospitals - Record Keeping | 4 | 9 | 13 |
| Hospitals - Staff attitude, dignity, confidentiality | 13 | 28 | 41 |
| Health services not otherwise covered - Clinical treatment | 6 | 2 | 8 |
| Health services not otherwise covered - Complaints handling | 0 | 2 | 2 |
| Health services not otherwise covered - Continuing care | 2 | 2 | 4 |
| Health services not otherwise covered - Other | 1 | 1 | 2 |
| Health services not otherwise covered - Policy/administration | 4 | 3 | 7 |
| Health services not otherwise covered - Record Keeping | 1 | 0 | 1 |
| Health services not otherwise covered - Staff attitude, dignity, confidentiality | 3 | 1 | 4 |
| Grand Total | 255 | 477 | 732 |

Housing Association cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Total |
|--|---------|-----------|-------|
| Acquisition, home loss, disturbance | 3 | 2 | 5 |
| Applications, allocations, transfers | 23 | 16 | 39 |
| Calculation of rent and/or service charges | 8 | 2 | 10 |
| Community care | 3 | 1 | 4 |
| Complaints handling | 15 | 10 | 25 |
| Continuing care | 0 | 1 | 1 |
| Estate management | 2 | 1 | 3 |
| Factoring and other services | 9 | 9 | 18 |
| Hedges & fences | 0 | 4 | 4 |
| Homeless person issues | 2 | 0 | 2 |
| Improvements and alterations | 8 | 0 | 8 |
| Neighbour problems | 18 | 20 | 38 |
| Other | 7 | 2 | 9 |
| Policy/administration | 19 | 20 | 39 |
| Repairs and maintenance of housing stock | 53 | 49 | 102 |
| Right to buy | 6 | 5 | 11 |
| Shared ownership | 2 | 3 | 5 |
| Terminations | 2 | 0 | 2 |
| Grand Total | 180 | 145 | 325 |

Local Authority cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Total |
|----------------------------------|---------|-----------|-------|
| Building Control | 14 | 19 | 33 |
| Consumer protection | 3 | 1 | 4 |
| Economic development | 0 | 3 | 3 |
| Education | 54 | 58 | 112 |
| Environmental Health & Cleansing | 39 | 32 | 71 |
| Finance | 65 | 101 | 166 |
| Housing | 303 | 260 | 563 |
| Land & Property | 29 | 32 | 61 |
| Legal & admin | 35 | 34 | 69 |
| Other | 19 | 8 | 27 |
| Personnel | 19 | 12 | 31 |
| Planning | 177 | 213 | 390 |
| Recreation & Leisure | 15 | 20 | 35 |
| Roads | 62 | 61 | 123 |
| Social Work | 115 | 77 | 192 |
| Grand Total | 949 | 931 | 1880 |

Scottish Executive & Devolved administration cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Total |
|--|---------|-----------|-------|
| Agriculture | 4 | 2 | 6 |
| Care | 6 | 13 | 19 |
| Courts administration | 15 | 12 | 27 |
| Crofting | 4 | 4 | 8 |
| Enterprise bodies | 0 | 2 | 2 |
| Environment | 4 | 8 | 12 |
| Fisheries | 1 | 0 | 1 |
| Health | 0 | 3 | 3 |
| Legal Aid | 4 | 11 | 15 |
| Other devolved administration, not otherwise covered | 19 | 15 | 34 |
| Planning | 7 | 8 | 15 |
| Prisoners | 3 | 11 | 14 |
| Qualifications | 5 | 3 | 8 |
| Roads | 4 | 3 | 7 |
| Scottish Executive, not otherwise covered | 22 | 28 | 50 |
| Student Awards | 4 | 4 | 8 |
| Grand Total | 102 | 127 | 229 |

Scottish further education cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Total |
|--|---------|-----------|-------|
| Academic appeal/exam results/degree classification | 1 | 0 | 1 |
| Accommodation | 0 | 0 | 0 |
| Admissions | 0 | 1 | 1 |
| Anti-social behaviour | 0 | 0 | 0 |
| Complaints handling | 0 | 2 | 2 |
| Facilities | 0 | 0 | 0 |
| Grants / allowances / bursaries | 0 | 0 | 0 |
| Inappropriate staff/student relationship | 0 | 0 | 0 |
| Other | 1 | 0 | 1 |
| Personnel matters | 1 | 1 | 2 |
| Plagiarism and intellectual property | 0 | 0 | 0 |
| Policy/administration | 4 | 1 | 5 |
| Property | 0 | 0 | 0 |
| Special needs - assessment and provision | 0 | 1 | 1 |
| Student discipline | 0 | 0 | 0 |
| Teaching and supervision | 0 | 0 | 0 |
| Welfare | 0 | 0 | 0 |
| Grand Total | 7 | 6 | 13 |

Scottish higher education cases received 2005-2006

| Subject of complaint | Enquiry | Complaint | Grand Total |
|--|---------|-----------|-------------|
| Academic appeal/exam results/degree classification | 3 | 6 | 9 |
| Accommodation | 0 | 0 | 0 |
| Admissions | 0 | 1 | 1 |
| Anti-social behaviour | 1 | 1 | 2 |
| Complaints handling | 3 | 3 | 6 |
| Facilities | 0 | 0 | 0 |
| Grants / allowances / bursaries | 0 | 0 | 0 |
| Inappropriate staff/student relationship | 0 | 1 | 1 |
| Other | 0 | 0 | 0 |
| Personnel matters | 0 | 0 | 0 |
| Plagiarism and intellectual property | 0 | 0 | 0 |
| Policy/administration | 7 | 4 | 11 |
| Property | 0 | 0 | 0 |
| Special needs - assessment and provision | 1 | 1 | 2 |
| Student discipline | 0 | 0 | 0 |
| Teaching and supervision | 0 | 3 | 3 |
| Welfare | 0 | 0 | 0 |
| Grand Total | 15 | 20 | 35 |

Please note that institutions of further and higher education in Scotland have only been within the remit of the SPSO since October 2005.