

Health cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Ambulance	9	6	15
Community & District Nurses & Midwives	4	3	7
Community Psychiatric Nurses (CPNs)	4	5	9
Dental & Orthodontic Services	34	46	80
GP & GP Practice	78	107	185
Opticians & Ophthalmic Services	2	1	3
Other family health services	6	3	9
Pharmacy	3	0	3
Podiatry	0	4	4
Hospitals - Accident & Emergency	6	19	25
Hospitals - Cardiology	1	6	7
Hospitals - Care of the Elderly	13	45	58
Hospitals - Dermatology	0	2	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	4	9	13
Hospitals - General Medical	26	60	86
Hospitals - General Surgical	11	25	36
Hospitals - Gynaecology & Obstetrics (Maternity)	7	12	19
Hospitals - Maxillofacial / Ear Nose & Throat	1	6	7
Hospitals - Neurology	3	8	11
Hospitals - Oncology	4	17	21
Hospitals - Orthopaedics	8	14	22
Hospitals - Other	27	21	48
Hospitals - Paediatrics	5	4	9
Hospitals - Physiotherapy	0	4	4
Hospitals - Psychiatry	16	26	42
Hospitals - Psychology	2	4	6
NHS Boards (including Special Health Boards and NHS 24)	18	35	53
NHS National Services	2	1	3
Not Otherwise Covered	5	3	8
Subject unknown, out of jurisdiction or Section 2.2 request	37	1	38
Grand Total	336	497	833

Housing Association cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Acquisition, home loss, disturbance	0	1	1
Applications, allocations, transfers	15	13	28
Calculation of rent and/or service charges	6	5	11
Community care	1	1	2
Complaints handling	22	10	32
Estate management	4	1	5
Factoring and other services	9	10	19
Hedges & fences	2	2	4
Homeless person issues	2	1	3
Improvements and alterations	8	8	16
Neighbour problems	13	14	27
Other	8	3	11
Policy/administration	36	21	57
Repairs and maintenance of housing stock	65	35	100
Right to buy	6	3	9
Shared ownership	2	0	2
Terminations	1	1	2
Subject unknown or out of jurisdiction	7	0	7
Grand Total	207	129	336

Local Authority cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Building control	8	13	21
Consumer protection	3	0	3
Economic development	2	2	4
Education	45	43	88
Environmental health & cleansing	53	42	95
Finance	101	87	188
Fire & police boards	2	4	6
Housing	357	286	643
Land & property	38	32	70
Legal & admin	35	56	91
National Park Authorities	3	1	4
Other	30	9	39
Personnel	15	22	37
Planning	188	234	422
Recreation & leisure	13	16	29
Roads & transport	50	55	105
Social work	104	109	213
Valuation Joint Boards	1	2	3
Subject unknown or out of jurisdiction	76	4	80
Grand Total	1124	1017	2141

Scottish Executive & Devolved Administration cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Agriculture & fishing	4	4	8
Care	7	16	23
Commissioners & Ombudsmen	5	11	16
Courts administration	14	8	22
Crofting	2	5	7
Education	2	1	3
Enterprise bodies	2	3	5
Environment	5	4	9
Finance	7	5	12
Health	3	7	10
Legal Aid	7	9	16
Other devolved administration, not otherwise covered	10	16	26
Planning	3	7	10
Prisons	6	9	15
Qualifications	2	2	4
Records	0	4	4
Roads & transport	2	3	5
Scottish Executive, not otherwise covered	14	17	31
Student awards	7	4	11
Subject unknown, out of jurisdiction or Section 2.2 request	11	4	15
Grand Total	113	139	252

Scottish Further Education cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Academic appeal/exam results/degree classification	1	1	2
Accommodation	0	0	0
Admissions	0	0	0
Anti-social behaviour	0	1	1
Complaints handling	2	1	3
Facilities	0	0	0
Grants/allowances/bursaries	0	2	2
Inappropriate staff/student relationship	0	0	0
Other	0	0	0
Personnel matters	0	0	0
Plagiarism and intellectual property	0	0	0
Policy/administration	11	7	18
Property	0	0	0
Special needs - assessment and provision	1	1	2
Student discipline	0	0	0
Teaching and supervision	1	0	1
Welfare	2	0	2
Further Education Total	18	13	31

Scottish Higher Education cases received by subject 2006-2007

Subject	Enquiry	Complaint	Grand Total
Academic appeal/exam results/degree classification	10	11	21
Accommodation	0	0	0
Admissions	1	1	2
Anti-social behaviour	0	1	1
Complaints handling	5	4	9
Facilities	0	0	0
Grants / allowances / bursaries	0	0	0
Inappropriate staff/student relationship	0	0	0
Other	2	2	4
Personnel matters	0	2	2
Plagiarism and intellectual property	0	0	0
Policy/administration	7	13	20
Property	0	0	0
Special needs - assessment and provision	1	0	1
Student discipline	0	0	0
Teaching and supervision	2	3	5
Welfare	0	0	0
Subject unknown or out of jurisdiction	1	0	1
Higher Education Total	29	37	66

Scottish Further and Higher Education Total	47	50	97
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