

Health complaints received 2007-08 by authority

Subject	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 and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	The State Hospitals Board for Scotland	Western Isles NHS Board	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners & Practices	General Practitioners & Practices	A Pharmacy or Pharmacist	A body out of jurisdiction	A Body Not Known	Grand Total	
Ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	13	2.2%
Community & District Nurses & Midwives	0	1	0	0	0	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	6	1.0%
Community Psychiatric Nurses (CPNs)	0	0	0	1	2	0	0	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	1.3%
Dental & Orthodontic Services	0	0	0	1	1	3	2	3	0	1	0	0	1	0	0	0	0	0	0	19	0	0	0	0	31	5.2%
GP & GP Practice	3	0	1	2	2	3	5	0	2	3	1	0	4	0	0	0	0	0	0	83	0	0	0	0	109	18.2%
Opticians & Ophthalmic Services	1	0	0	0	0	0	0	1	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	1.5%
Other Family Health Services	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	0.2%
Pharmacy	0	0	0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	6	1.0%
Podiatry	0	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	0.7%
Hospitals - Accident & Emergency	0	0	0	1	1	3	5	4	3	5	0	0	3	0	1	0	0	0	0	0	0	0	0	0	26	4.3%
Hospitals - Cardiology	2	1	0	1	0	1	5	0	2	2	0	0	5	0	0	0	0	0	0	0	0	0	0	0	19	3.2%
Hospitals - Care of the Elderly	3	3	2	7	4	3	9	1	2	7	0	0	6	0	0	0	0	0	0	0	0	0	0	0	47	7.8%
Hospitals - Dermatology	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3%
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	1	0	0	0	1	0	8	3	3	5	0	0	2	0	0	0	0	0	0	0	0	0	0	0	23	3.8%
Hospitals - General Medical	3	2	0	1	2	1	12	6	4	2	0	0	3	0	2	0	0	0	0	0	0	0	0	0	38	6.3%
Hospitals - General Surgical	1	0	0	1	1	3	11	1	0	5	0	0	3	0	1	0	0	0	0	0	0	0	0	0	27	4.5%
Hospitals - Gynaecology & Obstetrics (Maternity)	4	0	0	0	1	0	8	0	0	5	0	0	4	0	1	0	0	0	0	0	0	0	0	0	23	3.8%
Hospitals - Haematology	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	0.2%
Hospitals - Maxillofacial / Ear Nose & Throat	1	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0.7%
Hospitals - Neurology	0	1	0	1	0	1	4	2	0	4	0	0	2	0	2	0	0	0	0	0	0	0	0	0	17	2.8%
Hospitals - Oncology	1	0	0	0	0	2	13	2	2	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	24	4.0%
Hospitals - Orthopaedics	3	0	1	1	0	2	9	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	20	3.3%
Hospitals - Other	1	0	0	1	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	5	0.8%
Hospitals - Paediatrics	0	0	0	0	0	0	1	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	0.7%
Hospitals - Physiotherapy	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0.5%
Hospitals - Psychiatry	3	1	1	4	2	5	7	3	2	5	0	1	7	1	1	0	0	0	0	0	0	0	0	0	43	7.2%
Hospitals - Psychology	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.3%
NHS Boards (including Special Health Boards and NHS 24)	2	1	2	2	5	3	4	3	3	7	0	2	6	8	1	6	0	0	0	0	0	0	1	1	57	9.5%
NHS National Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	4	0.7%
Not Otherwise Covered	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	1.0%
Out of Jurisdiction	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0.5%
Subject Unknown	1	0	0	0	0	2	2	0	0	1	0	0	0	1	0	0	0	0	0	2	0	0	0	5	14	2.3%
Grand Total	30	10	7	28	24	32	113	33	25	78	1	3	57	10	10	8	1	1	13	21	83	2	1	8	599	

5.0% 1.7% 1.2% 4.7% 4.0% 5.3% 18.9% 5.5% 4.2% 13.0% 0.2% 0.5% 9.5% 1.7% 1.7% 1.3% 0.2% 0.2% 2.2% 3.5% 13.9% 0.3% 0.2% 1.3%

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years.

Of the 599 complaints shown above, we estimate that approximately 24% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

Local Authority complaints received 2007-08 by authority

Subject	Councils																											VJBs				Other			Grand Total												
	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dumfries 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	A council unknown	Ayrshire Valuation Joint Board		Grampian Valuation Joint Board	Lanarkshire Valuation Joint Board	Lothian Valuation Joint Board	Renfrewshire Valuation Joint Board	Children's Panel Advisory Committee	Loch Lomond and The Trossachs NPA	Tayside Fire Board - Perth and Kinross Council	Lothian and Borders Safety Camera Partnership				
Building Control	0	1	0	1	0	1	0	1	0	0	1	0	1	0	0	0	1	0	1	1	0	0	1	0	1	0	6	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20
Consumer protection	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Economic development	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	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
Education	2	4	0	0	0	3	2	4	4	3	0	1	2	3	5	0	0	1	4	0	3	2	1	1	0	8	2	5	0	1	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	67	
Environmental Health & Cleansing	1	2	0	1	0	0	0	1	1	1	2	2	3	6	8	2	1	1	4	0	3	4	2	0	0	2	2	11	1	4	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	69	
Finance	8	3	3	2	0	0	7	1	1	2	3	1	2	2	16	3	1	1	4	0	3	2	4	0	3	7	3	25	5	0	3	6	1	0	1	0	0	0	0	0	0	0	0	0	123		
Fire & Police Boards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	
Housing	14	6	8	1	5	1	3	4	12	8	15	5	23	28	8	7	6	6	54	2	7	20	3	1	5	22	7	54	10	2	19	25	3	0	0	0	0	0	0	0	0	0	0	0	394		
Land & Property	0	1	1	1	0	0	1	2	2	1	0	0	1	5	0	0	0	1	6	0	0	1	0	0	0	1	0	5	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	31	
Legal & admin	2	3	1	1	1	1	2	2	1	2	1	0	1	3	2	2	0	1	5	0	6	1	4	2	1	4	1	8	3	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	66	
National Park Authorities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	2		
Other	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6		
Personnel	3	1	2	0	0	1	0	1	0	0	0	0	0	2	4	1	0	0	5	0	1	3	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29		
Planning	2	11	12	6	1	0	3	4	5	8	10	6	6	22	10	3	5	6	9	1	11	9	10	1	8	10	5	17	27	9	2	3	0	0	0	0	0	0	0	1	0	0	1	0	243		
Recreation & Leisure	1	0	0	0	0	1	2	1	1	0	2	1	1	2	3	0	2	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21	
Roads & Transport	3	3	0	3	0	2	3	0	2	0	1	0	3	0	10	3	2	1	2	0	4	2	2	0	2	4	1	13	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	71		
Social Work	9	1	0	5	2	0	6	7	5	2	5	3	11	18	2	1	5	6	0	4	3	2	4	5	9	1	13	2	3	3	1	2	0	0	0	0	0	1	0	0	0	0	148				
Valuation Joint Boards	0	1	0	0	0	0	1	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	2	0	3	1	1	0	0	0	0	11				
Subject Unknown	0	2	0	0	0	0	0	2	0	0	0	0	0	2	0	0	0	2	3	0	1	1	0	0	0	2	0	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20			
	45	40	27	22	9	10	30	30	36	31	37	21	46	88	84	23	19	26	106	4	47	48	28	11	26	71	23	164	58	21	31	42	11	2	1	3	1	1	1	3	1	1	1329				
	3.4%	3.0%	2.0%	1.7%	0.7%	0.8%	2.3%	2.3%	2.7%	2.3%	2.8%	1.6%	3.5%	6.6%	6.3%	1.7%	1.4%	2.0%	8.0%	0.3%	3.5%	3.6%	2.1%	0.8%	2.0%	5.3%	1.7%	12.3%	4.4%	1.6%	2.3%	3.2%	0.8%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%					

Note about comparing to previous years:
 Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years.
 Of the 1329 complaints shown above, we estimate that approximately 33% could previously have been classed as enquiries.
 For more information please see the full explanation at <http://www.sps.org.uk/statistics>.

Scottish Further Education complaints received 2007-2008 by authority

Further Education Subject	Carnegie College	Coatbridge & Galloway College	Edinburgh's Teiford College	Glasgow Metropolitan College	James Watt College of Further & Higher Education	Jewel & Esk Valley College	Kilmarnock College	Langside College	Moray College	Newbattle Abbey College	Orkney College	Stevenson College	Grand Total	
Academic appeal/exam results/degree classification	1	0	0	1	0	0	0	0	2	0	0	0	4	21.1%
Admissions	0	0	0	0	0	0	0	0	0	0	1	0	1	5.3%
Complaints handling	0	1	1	0	0	1	0	0	0	0	0	1	4	21.1%
Facilities	0	0	0	0	0	0	1	0	0	0	0	0	1	5.3%
Policy/administration	0	0	3	2	1	0	0	0	1	0	0	0	7	36.8%
Special needs - assessment and provision	0	0	0	0	0	0	0	1	0	0	0	0	1	5.3%
Student discipline	0	0	0	0	0	0	0	0	0	1	0	0	1	5.3%
Further Education Total	1	1	4	3	1	1	1	1	3	1	1	1	19	
	5.3%	5.3%	21.1%	15.8%	5.3%	5.3%	5.3%	5.3%	15.8%	5.3%	5.3%	5.3%		

Scottish Higher Education complaints received 2007-2008 by authority

Higher Education Subject	Edinburgh College of Art	Glasgow Caledonian University	Heriot-Watt University	Napier University	Queen Margaret University	The Robert Gordon University	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 Stirling	University of Strathclyde	University of the West of Scotland	Grand Total	
Academic appeal/exam results/degree classification	0	1	1	0	1	1	1	0	1	2	1	0	1	0	2	0	12	20.0%
Accommodation	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1.7%
Admissions	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1.7%
Complaints handling	0	1	1	0	0	1	0	1	0	0	2	0	0	0	3	0	9	15.0%
Grants/allowances/bursaries	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	3.3%
Personnel matters	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1.7%
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1.7%
Policy/administration	2	1	0	3	1	1	1	2	0	0	3	2	0	2	4	1	23	38.3%
Student discipline	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2	3.3%
Teaching and supervision	0	1	1	0	1	1	0	0	0	1	1	0	0	0	0	0	6	10.0%
Welfare	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1.7%
Subject Out of Jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1.7%
Higher Education Total	2	5	4	4	4	5	2	3	1	4	9	2	1	3	10	1	60	
	3.3%	8.3%	6.7%	6.7%	6.7%	8.3%	3.3%	5.0%	1.7%	6.7%	15.0%	3.3%	1.7%	5.0%	16.7%	1.7%		

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years.

Of the 79 complaints shown above, we estimate that approximately 15% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.