

Health complaints determined by outcome and authority 2007-08

	Outcome	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	Western Isles NHS Board	The Golden Jubilee National Hospital	The State Hospitals Board for Scotland	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners & Practices	General Practitioners & Practices	A Pharmacy or Pharmacist	A health board unknown	A Body Not Known	A Body Out of Jurisdiction	Total	
Assessment	Premature	4	4	3	7	6	10	33	5	8	23	0	0	10	0	0	2	4	0	0	3	4	13	0	3	1	0	143	18.2%
	Out of jurisdiction	5	1	2	3	1	7	12	6	4	10	0	3	4	0	0	1	1	1	1	1	6	18	1	0	0	1	89	11.3%
	Withdrawn / Failed to provide info	8	3	2	4	4	4	27	6	5	16	0	0	21	0	0	7	1	0	0	4	3	16	0	3	1	0	135	17.2%
	Discontinued or suspended	2	0	0	1	0	1	2	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	11	1.4%
Examination	Determined after detailed consideration	10	3	2	13	8	12	37	6	13	18	1	1	21	3	1	8	1	0	0	2	13	38	0	0	0	0	211	26.9%
Investigation	Report Issued - Not Upheld	1	0	2	1	2	2	10	3	4	7	0	0	5	3	0	0	1	0	1	1	6	20	0	0	0	0	69	8.8%
	Report Issued - Partly Upheld	5	1	0	2	1	2	25	1	0	7	0	0	11	1	0	0	1	0	0	1	2	5	0	0	0	0	65	8.3%
	Report Issued - Fully Upheld	3	0	0	1	3	6	7	0	3	7	0	0	3	0	0	1	0	0	0	1	4	9	0	0	0	0	48	6.1%
	Discontinued or suspended	0	0	1	0	1	1	3	0	0	1	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	11	1.4%
	Withdrawn / Failed to provide info	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0.4%
	Total	38	12	12	32	26	45	157	27	37	91	1	4	78	8	1	19	9	1	2	13	40	122	1	6	2	1	785	

4.8% 1.5% 1.5% 4.1% 3.3% 5.7% 20.0% 3.4% 4.7% 11.6% 0.1% 0.5% 9.9% 1.0% 0.1% 2.4% 1.1% 0.1% 0.3% 1.7% 5.1% 15.5% 0.1% 0.8% 0.3% 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 378 assessment complaints shown above, we estimate that approximately 38% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

Housing Association complaints determined by outcome and authority 2007-08

		Housing Associations A-K																																															
		Aberdeenshire Housing Partnership	Abronhill Housing Association Ltd	Albyn Housing Society Ltd	ANCHO Limited	Argyll Community Housing Association	Ayrshire Housing	Barony Housing Association Ltd	Bellemyre Housing Association Ltd	Berwickshire Housing Association Ltd	Cairn Housing Association Ltd	Calway Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Cernach Housing Association Ltd	Charing Cross Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydesdale Housing Association Ltd	Copperworks Housing Co-operative Ltd	Cordale Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Association	Eldon Housing Association Ltd	Fife Special Housing Association Ltd	Forth Housing Association Ltd	Fyne Homes	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Home Argyll	Home in Scotland Ltd	Horizon Housing Association Ltd	Irvine Housing Association Ltd	Kingdom Housing Association Ltd								
Outcome		1	1	0	1	4	1	1	2	1	6	1	3	1	1	2	2	1	1	0	2	3	1	3	1	3	1	1	4	4	2	1	1	1	1	2	2	2	1	1	1	1	2	2	1	3			
Assessment	Premature	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	0	0	0	0	0	0	0	0	0	0	0	0		
	Out of jurisdiction	1	0	0	0	0	0	0	0	1	0	1	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	0	0	0	0	
	Withdrawn / Failed to provide info	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	0	0	0		
	Discontinued or suspended	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	0	0	0	0	
Examination	Determined after detailed consideration	0	0	3	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Report Issued - Not Upheld	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Report Issued - 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Report Issued - 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discontinued or suspended	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	0	0	0	0	0
	Withdrawn / Failed to provide info	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	0	0	0	0	0
	Total	2	1	4	1	4	2	1	2	3	6	2	4	1	1	2	2	1	1	1	2	3	5	2	4	1	2	4	1	2	52	3	3	1	1	1	5	2	1	3	1	1	1	3					
		0.9%	0.4%	1.8%	0.4%	1.8%	0.9%	0.4%	0.9%	1.3%	2.6%	0.9%	1.8%	0.4%	0.4%	0.9%	0.9%	0.4%	0.4%	0.4%	0.9%	3.5%	0.9%	1.8%	0.9%	1.8%	0.4%	0.9%	22.9%	1.3%	1.3%	0.4%	0.4%	0.4%	2.2%	0.9%	0.4%	1.3%	0.4%	0.4%	0.4%	1.3%							

		Housing Associations L-Z																																																		
		Langstone Housing Association Ltd	Link Group Ltd	Linstone Housing Association Ltd	Lochfield Park Housing Association Ltd	Loreburn Housing Association Ltd	Loreto Housing Association Ltd	Melville Housing Association Ltd	Minbank Housing Association Ltd	Muirhouse Housing Association Ltd	North Glasgow Housing Association Ltd	North View Housing Association Ltd	Oak Tree Housing Association Ltd	Ochill View Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Pentland Housing Association Ltd	Perthshire Housing Association Ltd	Pineview Housing Association Limited	Port Glasgow Housing Association Ltd	Port of Leith Housing Association Ltd	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	Rosehill Housing Co-operative Ltd	Scottish Borders Housing Association Ltd	Servite Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	South West Housing Association Ltd	Southside Housing Association Ltd	Tenants First Housing Co-operative Ltd	Therew Housing Association Ltd	Thistle Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	West Highland Housing Association Ltd	West Lothian Housing Partnership Ltd	West of Scotland Housing Association Ltd	Whiteinch and Scotstoun Housing Association Ltd	Wishaw and District Housing Association Ltd	Yoker Housing Association Ltd	A housing association unknown	Total						
Outcome		2	1	1	1	0	1	2	1	1	1	1	1	0	0	0	2	1	1	1	1	1	0	1	1	1	1	0	1	1	1	1	1	1	1	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
Assessment	Premature	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	0	0	0	0	0	0	0	0
	Out of jurisdiction	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	0	0	0	0	0	0	0	0
	Withdrawn / Failed to provide info	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	0	0	0	0	0	0	0	0
	Discontinued or suspended	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	0	0	0	0	0	0	0	0
Examination	Determined after detailed consideration	0	0	0	0	2	0	0	0	1	1	0	0	1	2	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Report Issued - Not Upheld	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	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
	Report Issued - Partly Upheld	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Report Issued - 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discontinued or suspended	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	0	0	0	0	0	0	0	0
	Withdrawn / Failed to provide info	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	0	0	0	0	0	0	0	0
	Total	2	2	1	1	2	1	3	1	2	3	1	1	1	2	1	2	1	1	1	1	1	1	1	1	1	2	1	3	1	4	1	1	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
		0.9%	0.9%	0.4%	0.4%	0.9%	0.4%	1.3%	0.4%	0.9%	1.3%	0.4%	0.4%	0.4%	0.9%	0.4%	0.9%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	0.4%	1.8%	0.4%	0.4%	0.4%	0.9%	0.4%	0.9%	0.9%	1.8%	0.4%	1.3%	0.4%	0.4%	0.4%	0.9%	0.9%	0.4%	3.5%						

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 191 assessment complaints shown above, we estimate that approximately 50% could previously have been classed as enquiries.
 There has been no change to cases determined at examination or investigation stages.
 For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

Local Authority complaints determined by outcome and authority 2007-08

Outcome	Councils																																VJBs			Other			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	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	Grampian Joint Police Board					
Premature	22	20	12	9	6	6	12	15	17	21	27	15	35	42	53	18	11	12	64	2	18	25	10	0	10	46	13	101	30	11	25	34	7	1	0	0	0	0	0	0	0	0	0	0	0	760	48.8%		
Out of jurisdiction	5	2	4	4	0	1	2	7	4	4	2	1	4	7	14	2	0	2	10	1	9	9	10	1	8	7	3	12	13	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	154	9.9%
Withdrawn / Failed to provide info	3	5	5	4	1	1	2	4	8	3	2	4	5	16	16	1	2	6	14	0	4	6	1	2	5	6	2	28	6	2	1	7	4	0	0	1	0	0	0	0	0	0	0	1	0	178	11.4%		
Discontinued or suspended	3	1	0	1	0	1	4	0	0	1	7	1	0	2	0	0	1	1	1	0	3	1	0	1	1	1	0	4	4	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42	2.7%	
Examination	10	3	6	7	2	1	9	4	8	4	6	9	2	29	6	3	3	8	12	2	13	6	8	0	8	12	6	21	17	4	2	6	0	0	1	0	1	0	0	1	0	0	1	0	0	240	15.4%		
Report Issued - Not Upheld	1	0	2	2	1	0	4	5	4	4	4	2	3	11	2	1	0	3	3	1	2	1	0	0	1	3	2	11	4	1	3	0	0	0	0	0	0	0	0	0	1	0	0	0	0	82	5.3%		
Report Issued - Partly Upheld	1	2	1	0	0	1	1	2	0	4	4	1	3	0	1	1	2	1	5	0	4	1	2	0	1	3	3	10	2	1	2	0	0	0	0	0	0	0	0	0	3	0	0	0	0	62	4.0%		
Report Issued - Fully Upheld	1	1	1	1	0	1	0	0	0	1	1	0	0	0	0	0	1	0	1	1	0	0	1	1	1	2	0	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	1.5%		
Discontinued or suspended	1	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	2	0	0	1	0	0	0	1	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0.8%	
Withdrawn / Failed to provide info	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	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0.3%		
Total	47	35	31	28	11	12	34	38	41	42	53	34	52	108	93	26	20	33	112	7	53	50	32	10	35	81	30	196	77	24	36	49	11	2	1	3	1	1	6	1	1	1	1,558						
	3.0%	2.2%	2.0%	1.8%	0.7%	0.8%	2.2%	2.4%	2.6%	2.7%	3.4%	2.2%	3.3%	6.9%	6.0%	1.7%	1.3%	2.1%	7.2%	0.4%	3.4%	3.2%	2.1%	0.6%	2.2%	5.2%	1.9%	12.6%	4.9%	1.5%	2.3%	3.1%	0.7%	0.1%	0.1%	0.2%	0.1%	0.1%	0.4%	0.1%	0.1%	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 1,134 assessment complaints shown above, we estimate that approximately 39% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

Further Education complaints determined by outcome and authority 2007-08

	Outcome	Aberdeen College of Further Education	Adam Smith College	Cardonald College	Carnegie College	Coatbridge & Galloway College	Dundee College	Edinburgh's Telford College	Elmwood College	Glasgow Metropolitan College	James Watt College of Further and Higher Education	Jewel & Esk Valley College	Kilmarnock College	Langside College	Moray College	Newbattle Abbey College	Orkney College	Stevenson College	Stow College	Scottish Further Education Total		
Assessment	Premature	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	0	0	0	0	6	23.1%
	Out of jurisdiction	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	3.8%
	Withdrawn / Failed to provide info	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	11.5%
	Discontinued or suspended	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3.8%
Examination	Determined after detailed consideration	0	0	0	1	0	0	2	0	1	0	0	0	0	0	1	0	1	1	1	7	26.9%
	Report Issued - Not Upheld	1	0	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	6	23.1%
Investigation	Report Issued - Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	3.8%
	Report Issued - Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
	Discontinued or suspended	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3.8%
	Withdrawn / Failed to provide info	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Total		1	2	1	1	2	1	3	1	3	1	1	1	2	1	1	1	1	2	26		
		3.8%	7.7%	3.8%	3.8%	7.7%	3.8%	11.5%	3.8%	11.5%	3.8%	3.8%	3.8%	7.7%	3.8%	3.8%	3.8%	3.8%	7.7%			

Higher Education complaints determined by outcome and authority 2007-08

	Outcome	Edinburgh College of Art	Glasgow Caledonian University	Heriot-Watt University	Napier University	Queen Margaret University	The Robert Gordon University	UHI Millennium 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 Stirling	University of Strathclyde	University of the West of Scotland	Scottish Higher Education Total	
Assessment	Premature	0	1	2	3	2	2	0	1	0	1	0	1	0	0	0	2	0	15	23.1%
	Out of jurisdiction	0	1	2	0	0	1	0	0	1	0	2	2	2	0	1	4	0	16	24.6%
	Withdrawn / Failed to provide info	0	1	0	1	1	1	0	0	0	0	0	1	0	0	1	2	1	9	13.8%
	Discontinued or suspended	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	3	4.6%
Examination	Determined after detailed consideration	1	1	1	0	2	0	0	2	1	0	2	1	1	1	1	2	0	16	24.6%
	Report Issued - Not Upheld	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	3	4.6%
Investigation	Report Issued - Partly Upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2	3.1%
	Report Issued - Fully Upheld	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1.5%
	Discontinued or suspended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
	Withdrawn / Failed to provide info	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		1	4	5	4	6	5	1	4	3	2	4	7	3	2	3	10	1	65	
		1.5%	6.2%	7.7%	6.2%	9.2%	7.7%	1.5%	6.2%	4.6%	3.1%	6.2%	10.8%	4.6%	3.1%	4.6%	15.4%	1.5%		

Scottish Further Education Total	Scottish Higher Education Total	Grand Total
6	15	21
1	16	17
3	9	12
1	3	4
7	16	23
6	3	9
1	2	3
0	1	1
1	0	1
0	0	0
26	65	91

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 54 assessment complaints shown above, we estimate that approximately 22% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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