

Health complaints determined by outcome and authority in 2008-09

Stage	Outcome \ Authority	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 State Hospitals Board for Scotland	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners & Practices	General Practitioners & Practices	A Pharmacy or Pharmacist	A Family Health Service Provider (other than GP, Dentist or Pharmacist)	Optician or ophthalmic service	A health board unknown	A hospital	A Body Not Known	Total
Assessment	Complaint Premature	8	3	4	9	7	7	30	3	7	24	0	0	20	4	1	1	2	1	10	38	1	1	0	0	1	0	182
	Complaint Out of Jurisdiction	5	3	2	1	0	3	7	2	2	5	2	0	3	0	0	0	0	1	3	11	0	0	1	1	0	0	52
	Withdrawn / Failed to provide info before investigation	7	3	1	2	4	1	26	5	6	18	1	1	18	2	0	3	0	1	6	18	0	0	0	3	0	3	129
	Discontinued or suspended before investigation	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Investigation	Determined after detailed consideration	5	10	4	9	5	10	31	10	5	26	1	0	16	0	1	1	2	1	8	46	2	0	0	0	0	0	193
	Report issued: not upheld	2	0	0	1	2	0	2	3	1	2	0	0	4	1	0	0	0	0	1	8	0	0	0	0	0	0	27
	Report issued: partially upheld	2	1	0	4	3	0	15	3	5	4	0	0	5	2	0	0	0	2	0	0	0	0	0	0	0	0	46
	Report issued: fully upheld	0	1	0	2	2	1	3	1	2	4	0	0	4	0	0	1	0	1	0	4	0	0	0	0	0	0	26
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0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 during investigation	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	1	
Complaint total		29	21	11	28	23	22	114	27	28	84	4	1	73	9	2	6	4	7	28	125	3	1	1	4	1	3	659
Assessment Total		20	9	7	12	11	11	63	10	15	48	3	1	43	6	1	4	2	3	19	67	1	1	1	4	1	3	366
Examination Total		5	10	4	9	5	10	31	10	5	26	1	0	16	0	1	1	2	1	8	46	2	0	0	0	0	0	193
Investigation Total		4	2	0	7	7	1	20	7	8	10	0	0	14	3	0	1	0	3	1	12	0	0	0	0	0	0	100
Complaint total		29	21	11	28	23	22	114	27	28	84	4	1	73	9	2	6	4	7	28	125	3	1	1	4	1	3	659

Housing Association complaints determined by outcome and authority in 2008-09 (1 of 3)

		Housing Associations A-D																																	
Stage	Outcome \ Authority	Aberay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	ANCHO Limited	Angus Housing Association Ltd	Antonine Housing Co-operative Ltd	Ardenglen Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Arklet Housing Association Ltd	Atrium Homes	Bellsmyre Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing Association Ltd	Cadder Housing Associations Ltd	Cairn Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Castlemilk Tenants Housing Association Ltd	Cathcart and District Housing Association Ltd	Charing Cross Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Clydesdale Housing Association Ltd	Cordale Housing Association Ltd	Craigdale Housing Association Ltd	Cube Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Cunninghame Housing Association Ltd	Dalmuir Park Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunedin Canmore Housing Association	
Assessment	Complaint Premature	1	3	2	0	4	1	1	3	1	1	1	0	2	1	1	2	8	2	2	1	0	2	1	1	0	0	2	3	0	0	0	7	5	
	Complaint Out of Jurisdiction	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0		
	Withdrawn / Failed to provide info before investigation	0	0	1	0	0	0	0	2	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0		
	Discontinued or suspended before investigation	0	0	0	0	0	0	0	0	0	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	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	0	0	1	3	0		
	Report issued: not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	
Investigation	Report issued: partially 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	
	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
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	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 during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaint Total		1	4	4	1	4	1	1	6	1	1	1	1	2	1	1	5	10	2	2	1	1	2	1	2	1	2	4	2	1	1	12	5		
Assessment Total		1	3	4	0	4	1	1	5	1	1	1	1	2	1	1	3	9	2	2	1	1	2	1	1	0	0	2	4	2	1	0	9	5	
Examination Total		0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	1	3	0	
Investigation Total		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Complaint Total		1	4	4	1	4	1	1	6	1	1	1	1	2	1	1	5	10	2	2	1	1	2	1	2	1	2	4	2	1	1	12	5		

Housing Association complaints determined by outcome and authority in 2008-09 (2 of 3)

		Housing Associations E to N																																		
Stage	Outcome \ Authority	East Kilbride and District Housing Association Ltd	Fairfield Housing Co-operative Ltd	Fife Housing Association Ltd	Forth Housing Association Ltd	Glasgow Housing Association Ltd	Glen Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association Ltd	Hillhead Housing Association 2000	Home in Scotland Ltd	Homes for Life Housing Partnership	Invine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstone Housing Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Lighthouse Housing Association Ltd	Lochaber Housing Association Ltd	Lochfield Park Housing Association Ltd	Loreburn Housing Association Ltd	Manor Estates Housing Association Ltd	Margaret Blackwood Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	New Gorbals Housing Association Ltd	New Shaws Housing Association Ltd	North Glasgow Housing Association Ltd		
Assessment	Complaint Premature	1	1	1	1	47	1	1	3	2	2	4	4	2	2	1	0	3	1	1	4	1	7	0	1	0	2	1	2	1	3	3	0	4		
	Complaint Out of Jurisdiction	0	0	0	0	4	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	1	0	0	0	0			
	Withdrawn / Failed to provide info before investigation	0	0	0	0	2	0	0	0	1	0	1	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Discontinued or suspended before investigation	0	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	1	0	0	0	0		
Examination	Determined after detailed consideration	0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	2	0	0	0	0	0	1	1	0	1	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	0	0	0	0	0	0	0	0	0	0	0	1	0	
Investigation	Report issued: partially upheld	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	
	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	
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	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 during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaint Total		1	1	2	2	54	2	1	4	4	2	6	6	2	2	1	1	5	2	1	5	1	9	1	2	1	3	1	4	1	3	3	1	4		
Assessment Total		1	1	1	1	53	2	1	3	4	2	5	6	2	2	1	1	3	2	1	5	1	9	0	1	1	2	1	4	1	3	3	0	4		
Examination Total		0	0	0	1	1	0	0	1	0	0	1	0	0	0	0	0	2	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	
Investigation Total		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	1	0
Complaint Total		1	1	2	2	54	2	1	4	4	2	6	6	2	2	1	1	5	2	1	5	1	9	1	2	1	3	1	4	1	3	3	1	4		

Housing Association complaints determined by outcome and authority in 2008-09 (3 of 3)

		Housing Associations O - Z																																					
Stage	Outcome \ Authority	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Perthshire Housing Association Ltd	Port of Leith Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Ruchazie Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Servite Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	Tenant Managed Homes (Drumchapel) Limited	Tenants First Housing Co-operative Ltd	The Moray Housing Partnership Ltd	The New Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	Weslo Housing Management	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	Yoker Housing Association Ltd	A housing association unknown	Total		
Assessment	Complaint Premature	2	0	0	0	1	0	0	7	0	2	1	1	1	3	0	3	0	4	1	0	1	1	2	1	2	1	2	1	1	1	2	2	2	1	0	6	215	
	Complaint Out of Jurisdiction	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	22	
	Withdrawn / Failed to provide info before investigation	0	0	1	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	3	28
	Discontinued or suspended before investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Examination	Determined after detailed consideration	1	1	0	1	0	0	1	1	1	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	1	0	32	
	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Investigation	Report issued: partially upheld	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	2
	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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 during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaint Total		3	1	1	1	1	2	1	8	1	2	1	1	1	7	1	4	1	4	1	1	2	2	3	3	2	1	4	1	1	1	4	2	3	1	9	305		
Assessment Total		2	0	1	0	1	2	0	7	0	2	1	1	1	6	1	4	0	4	1	0	2	2	2	1	2	1	3	1	1	1	4	2	3	0	9	267		
Examination Total		1	1	0	1	0	0	1	1	1	1	0	0	0	1	0	0	0	0	0	1	0	0	1	1	1	0	0	1	0	0	0	0	0	0	1	0	32	
Investigation Total		0	0	0	0	0	0	0	0	0	0	0	0	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	
Complaint Total		3	1	1	1	1	2	1	8	1	2	1	1	1	7	1	4	1	4	1	1	2	2	3	3	2	1	4	1	1	1	4	2	3	1	9	305		

Local Authority complaints determined by outcome and authority in 2008-09

		Councils																												VBJs			Other																					
Stage	Outcome \ Authority	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	A council unknown	Ayrshire Valuation Joint Board	Dunbartonshire and Argyll and Bute Valuation Joint Board	Grampian Valuation Joint Board	Lanarkshire Valuation Joint Board	Lothian Valuation Joint Board	Renfrewshire Valuation Joint Board	Cairngorms National Park Authority	Loch Lomond and The Trossachs National Park Authority	Culture and Sport Glasgow	Lothian & Borders Fire Board	A Body Not Known	A Body Out of Jurisdiction	Total							
Assessment	Complaint Premature	37	29	9	28	4	6	18	12	21	23	28	5	30	59	79	13	15	18	60	10	27	37	11	1	15	61	12	118	32	8	23	41	16	2	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	923			
	Complaint Out of Jurisdiction	5	4	1	2	0	0	4	5	1	4	5	0	4	4	5	5	2	1	2	0	4	3	2	3	0	5	3	11	3	2	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	102	
	Withdrawn / Failed to provide info before investigation	7	4	5	3	0	1	3	3	2	3	3	1	7	12	9	2	4	5	8	1	6	6	3	0	4	4	5	19	4	4	4	8	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	158
	Discontinued or suspended before investigation	0	0	0	1	1	0	0	0	0	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	3	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	12
Examination	Determined after detailed consideration	8	6	7	5	0	3	10	5	1	3	10	1	8	24	12	5	2	5	24	1	15	12	2	1	4	14	8	40	11	7	6	10	0	0	0	0	1	2	1	0	2	2	1	0	0	0	0	0	0	0	0	279	
	Report issued: not upheld	1	0	0	1	0	1	1	1	0	0	0	0	0	4	1	0	0	0	2	0	0	1	2	0	0	1	0	0	7	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25
Investigation	Report issued: partially upheld	0	0	0	0	1	0	0	0	0	0	1	0	0	5	0	0	0	1	1	0	2	0	1	0	2	1	3	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22
	Report issued: fully upheld	0	1	1	0	0	0	1	0	0	0	0	1	0	0	1	1	0	1	0	1	0	0	2	1	0	0	2	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15
	Withdrawn or failed to provide info during investigation	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	0	0	0	0	0	0	0	0	0	1		
	Discontinued or suspended during investigation	1	2	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	2	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	
Complaint Total		59	46	23	40	6	11	37	26	25	34	49	7	49	110	107	26	25	30	100	12	54	61	22	5	24	89	30	197	61	26	36	64	20	2	1	1	11	2	2	3	2	1	4	4	1,546								
Assessment Total		49	37	15	34	5	7	25	20	24	31	37	6	41	76	93	20	22	24	71	11	37	46	16	4	19	70	20	151	41	14	30	53	20	2	1	1	10	0	1	2	1	0	0	4	4	1,195							
Examination Total		8	6	7	5	0	3	10	5	1	3	10	1	8	24	12	5	2	5	24	1	15	12	2	1	4	14	8	40	11	7	6	10	0	0	0	0	1	2	1	0	2	2	1	0	0	0	0	279					
Investigation Total		2	3	1	1	1	1	2	1	0	0	2	0	0	10	2	1	1	1	5	0	2	3	4	0	1	5	2	6	9	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	72				
Complaint Total		59	46	23	40	6	11	37	26	25	34	49	7	49	110	107	26	25	30	100	12	54	61	22	5	24	89	30	197	61	26	36	64	20	2	1	1	11	2	2	3	2	1	4	4	1,546								

Scottish Government & Devolved Administration complaints determined by outcome and authority in 2008-09

Stage	Outcome \ Authority	Scottish Government & Scottish Administration																				Scottish Public Authority										CBPA		Scottish Government & Scottish Administration Total	Scottish Public Authority Total	Cross Border Public Authority total	Grand Total															
		Communities Scotland	Crown Office and Procurator Fiscal Service	Directorate for Planning and Environmental Appeals	General Register Office for Scotland	Historic Scotland	HM Inspectorate of Education	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court Service	Scottish Criminal Record Office	Scottish Government	Scottish Government Agriculture Directorate	Scottish Government Environment Directorate	Scottish Government Health Directorates	Scottish Government Housing and Regeneration Directorate	Scottish Government Justice Directorate	Scottish Government Planning Directorate	Scottish Government Rural Affairs and Environment Directorates	Scottish Government Rural Directorate	Scottish Government Transport Directorate	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	The Scottish Housing Regulator	Transport Scotland	Audit Scotland	Crofters Commission	General Teaching Council for Scotland	Highlands & Islands Enterprise	National Museums of Scotland	Office of the Chief Investigating Officer	Office of the Scottish Charity Regulator					Police Complaints Commissioner for Scotland	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Funding Councils for Further and Higher Education	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Authority	The Scottish Commission for the Regulation of Care	The Scottish Information Commissioner	Waterwatch Scotland	Criminal Injuries Compensation Authority	Forest Enterprise Scotland	Forestry Commission Scotland	Total	Scottish Government & Scottish Administration Total
Assessment	Complaint Premature	0	12	28	0	0	0	1	3	10	2	6	0	1	1	0	0	0	4	1	4	3	7	2	0	0	0	0	0	0	0	0	0	0	0	3	1	1	4	0	0	0	0	0	0	116	96	17	3	116		
	Complaint Out of Jurisdiction	1	2	1	0	0	2	2	0	0	1	1	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	0	3	0	0	0	19	16	3	0	19					
	Withdrawn / Failed to provide info before investigation	0	3	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	1	0	0	0	0	28	7	21	0	28					
Examination	Discontinued or suspended before investigation	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	2	1	1	0	2					
	Determined after detailed consideration	0	1	2	1	1	0	2	0	2	0	0	0	0	1	0	1	1	0	0	0	0	5	0	0	1	0	0	0	4	0	0	0	0	0	2	1	0	4	1	1	1	0	0	34	17	16	1	34			
Investigation	Report issued: not upheld	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	1	0	0	0	1	0	0	1	5	1	2	2	5						
	Report issued: partially upheld	0	0	1	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	7	3	3	1	7					
	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1						
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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 during investigation	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	1	1	0	0	1						
Complaint Total		1	18	33	1	4	2	5	7	13	2	7	1	2	1	2	4	5	1	5	2	5	5	13	1	3	1	3	10	1	1	2	4	2	5	1	6	2	1	19	1	1	3	1	3	213	143	63	7	213		
Assessment Total		1	17	29	0	3	2	3	7	11	2	7	1	1	1	0	4	4	0	5	2	4	5	7	1	3	0	2	3	6	1	1	2	3	2	2	1	4	1	1	13	0	0	2	0	1	165	120	42	3	165	
Examination Total		0	1	2	1	1	0	2	0	2	0	0	0	0	1	0	1	1	0	0	0	0	5	0	0	1	0	0	4	0	0	0	0	0	0	2	0	2	1	0	4	1	1	1	0	0	34	17	16	1	34	
Investigation Total		0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	2	14	6	5	3	14
Complaint Total		1	18	33	1	4	2	5	7	13	2	7	1	2	1	2	4	5	1	5	2	5	5	13	1	3	1	3	10	1	1	2	4	2	5	1	6	2	1	19	1	1	3	1	3	213	143	63	7	213		

Further Education complaints determined by outcome and authority in 2008-09

Stage	Outcome \ Authority	Adam Smith College	Cardonald College	Cumbernauld College	Dundee College	Edinburgh's Telford College	Elmwood College	Forth Valley College of Further and Higher Education	Glasgow College of Nautical Studies	James Watt College of Further and Higher Education	Jewel & Esk Valley College	Kilmarnock College	Langside College	Moray College	North Glasgow College	Reid Kerr College	Stevenson College	A Body Out of Jurisdiction	A college unknown	Total
Assessment	Complaint Premature	0	0	2	0	1	0	2	1	0	2	1	2	0	2	1	0	0	4	18
	Complaint Out of Jurisdiction	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	0	4
	Withdrawn / Failed to provide info before investigation	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	3
	Discontinued or suspended before investigation	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	1	0	0	2	0	1	0	1	1	0	1	3	1	0	0	0	0	11
Investigation	Report issued: not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Report issued: partially upheld	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Report issued: fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discontinued or suspended during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Further Education Total		1	1	2	1	4	1	3	1	1	3	1	3	5	3	1	1	1	4	37
Assessment Total		1	0	2	1	1	1	2	1	0	2	1	2	2	2	1	1	1	4	25
Examination Total		0	1	0	0	2	0	1	0	1	1	0	1	3	1	0	0	0	0	11
Investigation Total		0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaint Total		1	1	2	1	4	1	3	1	1	3	1	3	5	3	1	1	1	4	37

Higher Education complaints determined by outcome and authority in 2008-09

Stage	Outcome \ Authority	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Scottish Agricultural College	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 St Andrews	University of Stirling	University of Strathclyde	University of the West of Scotland	Total
Assessment	Complaint Premature	1	0	1	1	1	2	1	0	1	3	1	1	2	0	2	2	19
	Complaint Out of Jurisdiction	0	0	0	1	0	1	0	0	0	1	0	0	0	1	0	0	4
	Withdrawn / Failed to provide info before investigation	0	1	0	0	0	3	0	0	0	1	1	0	0	1	0	1	8
	Discontinued or suspended before investigation	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Examination	Determined after detailed consideration	1	1	0	2	0	3	0	1	1	1	5	0	0	0	0	0	15
Investigation	Report issued: not upheld	0	0	0	0	0	1	0	0	1	0	0	2	0	0	0	0	4
	Report issued: partially upheld	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	4
	Report issued: fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Withdrawn or failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Discontinued or suspended during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Higher Education total		3	2	1	5	1	10	1	1	3	6	8	6	2	2	2	3	56
Assessment Total		2	1	1	3	1	6	1	0	1	5	2	1	2	2	2	3	33
Examination Total		1	1	0	2	0	3	0	1	1	1	5	0	0	0	0	0	15
Investigation Total		0	0	0	0	0	1	0	0	1	0	1	5	0	0	0	0	8
Complaint Total		3	2	1	5	1	10	1	1	3	6	8	6	2	2	2	3	56