

Health complaints received by authority in 2008-09

Subject \ 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	The State Hospitals Board for Scotland	Western Isles NHS Board	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners & Practices	General Practitioners & Practices	An Optician or Ophthalmic Service	A Pharmacy or Pharmacist	Other or unknown	Total
Ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	6
Audiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Community & District Nurses & Midwives	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	4
Community Psychiatric Nurses (CPNs)	1	2	0	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	7
Dental & Orthodontic Services	1	0	0	1	0	0	4	0	2	1	1	0	4	0	2	0	0	0	39	0	0	0	0	55
GP & GP Practice	2	2	0	0	3	1	1	0	1	6	0	0	1	0	0	0	0	0	0	135	0	0	0	152
Opticians & Ophthalmic Services	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0	0	5
Other Family Health Services	0	0	0	0	1	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	5
Pharmacy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	4
Podiatry	0	0	0	0	1	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Hospitals - Accident & Emergency	1	1	0	1	0	1	9	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	16
Hospitals - Cardiology	1	1	0	2	2	1	3	0	0	2	0	0	4	0	0	0	0	0	0	0	0	0	0	16
Hospitals - Care of the Elderly	4	0	0	5	2	2	15	4	5	6	0	0	8	0	0	0	0	0	0	0	0	0	2	53
Hospitals - Dermatology	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	2	0	0	0	0	2	8	0	0	1	0	0	5	0	0	0	0	0	0	0	0	0	0	18
Hospitals - General Medical	5	3	2	4	0	2	7	4	2	6	0	0	16	0	0	0	0	0	0	0	0	0	1	52
Hospitals - General Surgical	3	1	1	0	1	2	6	3	2	7	1	0	5	0	0	0	0	0	0	0	0	0	0	32
Hospitals - Gynaecology & Obstetrics (Maternity)	0	1	1	0	3	0	3	1	1	7	0	0	1	0	0	0	0	0	0	0	0	0	0	18
Hospitals - Haematology	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
Hospitals - Maxillofacial / Ear Nose & Throat	0	1	0	1	0	1	3	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	9
Hospitals - Neurology	1	0	0	1	0	2	3	1	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	12
Hospitals - Oncology	3	0	0	0	0	1	11	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	19
Hospitals - Orthopaedics	1	2	2	4	2	2	5	0	1	3	0	0	1	0	0	0	0	0	0	0	0	0	0	23
Hospitals - Other	0	0	0	0	0	0	2	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	5
Hospitals - Paediatrics	0	0	0	0	0	4	3	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0	11
Hospitals - Physiotherapy	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Hospitals - Psychiatry	3	4	4	2	1	2	9	6	1	20	0	0	6	1	0	0	0	0	0	0	0	0	0	59
Hospitals - Psychology	0	0	0	0	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	5
NHS Boards (including Special Health Boards and NHS 24)	4	0	0	1	3	2	6	2	4	4	1	0	9	1	1	5	0	0	0	0	0	0	1	44
NHS National Services	1	0	0	0	0	1	4	2	1	0	0	0	1	0	3	0	5	0	0	0	0	0	1	19
Not Otherwise Covered	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Out of Jurisdiction	0	0	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	6
Subject Unknown	1	1	1	2	0	0	3	1	0	4	0	0	0	0	0	0	0	0	0	3	0	0	1	17
<b>Total</b>	<b>34</b>	<b>19</b>	<b>12</b>	<b>26</b>	<b>20</b>	<b>28</b>	<b>115</b>	<b>26</b>	<b>25</b>	<b>84</b>	<b>4</b>	<b>1</b>	<b>72</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>40</b>	<b>139</b>	<b>2</b>	<b>3</b>	<b>9</b>	<b>684</b>

Housing Association complaints received by authority in 2008-09 (page 1 of 3)

Subject \ Authority	Housing Associations A-D																														
	Abertay 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	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
Applications, allocations, transfers	0	0	0	0	0	1	1	1	0	1	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0
Calculation of rent and/or service charges	0	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints handling	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	2	0	0	1	0	0	1	1	1	0	1	0	0	0	0	
Estate management	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	
Factoring and other services	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	1	0	0	0	0	
Hedges & fences	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Improvements and alterations	0	2	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	1	
Neighbour problems	0	1	1	1	1	0	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	1	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Policy/administration	0	0	1	0	1	0	0	0	1	0	0	0	1	0	0	0	2	0	0	0	0	1	0	0	1	1	1	0	0	2	
Repairs and maintenance of housing stock	1	1	2	0	0	0	0	1	0	0	0	0	0	0	0	5	0	1	0	1	0	0	2	1	0	1	0	0	5	1	
Right to buy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Shared ownership	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Terminations	0	0	0	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
Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Total</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>6</b>	

Housing Association complaints received by authority in 2008-09 (page 2 of 3)

	Housing Associations E - N																																		
Subject \ 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	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Larkfield Housing Association Ltd	Link Group Ltd	Linthouse 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	North Glasgow Housing Association Ltd			
Applications, allocations, transfers	0	1	0	0	8	0	0	0	1	1	3	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		
Calculation of rent and/or service charges	0	0	0	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0		
Complaints handling	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0		
Estate management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0		
Factoring and other services	0	0	0	0	12	0	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		
Hedges & fences	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		
Homeless person issues	0	0	0	0	1	0	1	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		
Improvements and alterations	0	0	1	0	4	0	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	0	0	0	
Neighbour problems	1	0	0	0	3	1	0	0	0	0	0	1	0	1	0	1	3	0	0	1	0	0	1	0	0	2	0	0	0	0	2	0	1	0	
Other	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	
Policy/administration	0	0	0	0	2	10	0	0	1	1	0	1	2	1	0	0	0	1	0	1	2	1	0	0	0	0	1	0	1	1	0	1	1	1	
Repairs and maintenance of housing stock	0	0	1	0	15	1	0	1	0	0	2	0	1	0	1	0	0	1	0	1	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0
Right to buy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Shared ownership	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Subject Unknown	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
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>58</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>		

Housing Association complaints received by authority in 2008-09 (page 3 of 3)

Subject \ Authority	Housing Associations O - Z																												Complaint Total										
	Oak Tree 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	Queens Cross 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	Southside Housing Association Ltd	Tenant Managed Homes (Drumchapel) Limited	The Moray Housing Partnership Ltd	Thenew Housing Association Ltd	Thistle Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	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					
Applications, allocations, transfers	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	32
Calculation of rent and/or service charges	0	0	0	0	0	0	0	0	0	0	0	0	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	16
Complaints handling	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	0	0	0	0	0	0	0	0	0	0	0	0	22
Estate management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Factoring and other services	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	20
Hedges & fences	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	2
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Improvements and alterations	0	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	0	0	0	0	1	15
Neighbour problems	0	0	0	1	0	0	3	0	1	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	39
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Policy/administration	0	0	0	0	1	1	2	0	0	0	0	1	0	2	0	1	0	0	1	0	0	1	1	2	0	0	0	0	1	0	0	1	0	0	0	1	3	61	
Repairs and maintenance of housing stock	1	1	1	0	1	0	5	1	0	2	1	0	0	3	0	0	2	0	0	0	0	0	1	0	0	2	0	0	0	0	3	0	1	0	1	0	1	78	
Right to buy	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	0	0	0	0	0	0	0	0	0	0	1
Shared ownership	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	1	0	0	0	0	0	0	0	0	0	0	0	2
Terminations	0	0	0	0	0	0	0	0	0	0	0	0	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	5	
Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	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	2	
<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>303</b>					



Scottish Government and devolved administration complaints received by authority in 2008-09

Sector	Subject \ Authority	Scottish Government and Scottish Administration																								
		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 (SGHD)	Scottish Government Housing and Regeneration Directorate	Scottish Government Justice Directorate	Scottish Government Planning Directorate	Scottish Government Rural Directorate	Scottish Government Transport Directorate	Scottish Prison Service	Scottish Prisons Complaints Commissioner	Scottish Public Pensions Agency	Student Awards Agency for Scotland	The Scottish Housing Regulator	Transport Scotland	Total
Scottish Government and Scottish Administration	Agriculture, environment, fishing & rural affairs	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	6	0	0	0	0	0	0	0	0	19
	Arts, culture, heritage, leisure, sport & tourism	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Care & health	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
	Courts administration	14	0	0	0	0	0	0	12	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	27
	Education	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Financial matters	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	13	0	0	22
	Housing	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	4	0	6
	Justice	5	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	4	2	0	0	0	0	13
	Other	0	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
	Planning	0	29	0	2	0	0	0	0	0	1	0	0	0	0	0	7	0	0	0	0	0	0	0	0	39
	Records	0	0	1	0	0	0	4	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	8
	Roads & Transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	4	6
	Subject Unknown	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
<b>Scottish Government and Scottish Administration Total</b>		<b>19</b>	<b>29</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>13</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>13</b>	<b>4</b>	<b>4</b>	<b>145</b>	

Sector	Subject \ Authority	Scottish Public Authority																	
		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	Total
Scottish Public Authority	Agriculture, environment, fishing & rural affairs	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	4
	Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	3
	Care & health	0	0	0	0	0	0	0	0	2	0	0	0	0	19	0	0	0	21
	Education	0	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0	0	6
	Enterprise bodies	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	11
	Financial matters	0	0	0	0	0	0	0	0	0	0	1	6	0	0	0	0	0	7
	Governance	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Ombudsmen	0	0	0	0	0	1	2	3	0	0	0	0	0	0	0	1	1	8
	<b>Scottish Public Authority Total</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>19</b>	<b>1</b>	<b>1</b>	<b>61</b>

Sector	Subject \ Authority	Cross-Border Public Authority		
		Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Cross-Border Public Authority	Agriculture, environment, fishing & rural affairs	0	1	1
	Justice	3	0	3
<b>Cross-Border Public Authority Total</b>		<b>3</b>	<b>1</b>	<b>4</b>

Scottish further & higher education complaints received by authority in 2008-09

		Scottish Further Education Authority																			
Sector	Subject \ Authority	Adam Smith College	Cardonald College	Cumbernauld College	Dundee College	Edinburgh's Telford College	Einwood College	Forth Valley College of Further and Higher Education	Glasgow College of Nautical Studies	Inverness College	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
Scottish Further Education	Academic appeal/exam results/degree classification	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
	Complaints handling	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0	4
	Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
	Out of Jurisdiction	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Personnel matters	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Policy/administration	0	1	1	0	2	0	2	1	0	0	1	1	1	1	2	0	0	1	2	16
	Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Student discipline	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3
	Teaching and supervision	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	3
	Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>Scottish Further Education Total</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>34</b>	

		Scottish Higher Education Authority																
Sector	Subject \ 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
Scottish Higher Education	Academic appeal/exam results/degree classification	1	0	0	3	0	4	0	1	0	2	5	0	2	1	2	1	22
	Complaints handling	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
	Other	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Personnel matters	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Plagiarism and intellectual property	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
	Policy/administration	2	0	1	2	0	5	0	0	2	3	1	1	2	1	1	1	22
	Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Student discipline	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Subject Unknown	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Teaching and supervision	0	0	0	2	0	0	1	0	0	0	1	1	0	0	0	0	5
Welfare	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
<b>Scottish Higher Education Total</b>		<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>59</b>