

Health cases received by subject in 2008-09

Subject	Enquiry	Complaint	Total
Ambulance	2	6	8
Audiology	0	1	1
Community & District Nurses & Midwives	0	4	4
Community Psychiatric Nurses (CPNs)	0	7	7
Dental & Orthodontic Services	3	55	58
GP & GP Practice	17	152	169
Opticians & Ophthalmic Services	2	5	7
Other Family Health Services	0	5	5
Pharmacy	0	4	4
Podiatry	0	4	4
Hospitals - Accident & Emergency	1	16	17
Hospitals - Cardiology	2	16	18
Hospitals - Care of the Elderly	6	53	59
Hospitals - Dermatology	0	2	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	2	18	20
Hospitals - General Medical	11	52	63
Hospitals - General Surgical	4	32	36
Hospitals - Gynaecology & Obstetrics (Maternity)	3	18	21
Hospitals - Haematology	0	2	2
Hospitals - Maxillofacial / Ear Nose & Throat	0	9	9
Hospitals - Neurology	0	12	12
Hospitals - Oncology	3	19	22
Hospitals - Orthopaedics	1	23	24
Hospitals - Other	0	5	5
Hospitals - Paediatrics	2	11	13
Hospitals - Physiotherapy	0	2	2
Hospitals - Psychiatry	5	59	64
Hospitals - Psychology	0	5	5
NHS Boards (including Special Health Boards and NHS 24)	8	44	52
NHS National Services	2	19	21
Not Otherwise Covered	0	1	1
Out of Jurisdiction	1	6	7
Subject Unknown	7	17	24
Total	82	684	766

Housing Association cases received by subject in 2008-09

Subject	Enquiry	Complaint	Total
Applications, allocations, transfers	3	32	35
Calculation of rent and/or service charges	2	16	18
Complaints handling	3	22	25
Estate management	0	4	4
Factoring and other services	7	20	27
Hedges & fences	0	2	2
Homeless person issues	1	3	4
Improvements and alterations	2	15	17
Neighbour problems	5	39	44
Other	3	1	4
Policy/administration	11	61	72
Repairs and maintenance of housing stock	12	78	90
Right to buy	0	1	1
Shared ownership	0	2	2
Terminations	1	5	6
Subject Unknown	1	2	3
Total	51	303	354

Local Authority cases received by subject in 2008-09

Subject	Enquiry	Complaint	Total
Building Control	7	27	34
Consumer protection	0	5	5
Economic development	0	4	4
Education	14	89	103
Environmental Health & Cleansing	12	69	81
Finance	30	148	178
Fire & Police Boards	0	1	1
Housing	44	459	503
Land & Property	2	32	34
Legal & admin	13	79	92
National Park Authorities	0	5	5
Other	7	9	16
Personnel	7	22	29
Planning	38	269	307
Recreation & Leisure	7	44	51
Roads & Transport	12	87	99
Social Work	33	188	221
Valuation Joint Boards	5	24	29
Out of Jurisdiction	3	1	4
Subject Unknown	17	42	59
Total	251	1,604	1,855

Scottish Government and devolved administration cases received by subject in 2008-09

Sector	Subject	Enquiry	Complaint	Total
Scottish Government and Scottish Administration	Agriculture, environment, fishing & rural affairs	1	9	10
	Arts, culture, heritage, leisure, sport & tourism	0	2	2
	Care & health	0	2	2
	Courts administration	4	27	31
	Education	0	3	3
	Financial matters	5	22	27
	Housing	1	6	7
	Justice	5	13	18
	Other	2	6	8
	Planning	1	39	40
	Records	1	8	9
	Roads & Transport	0	6	6
Subject Unknown	1	2	3	
Scottish Government and Scottish Administration Total		21	145	166
Scottish Public Authority	Agriculture, environment, fishing & rural affairs	0	4	4
	Arts, culture, heritage, leisure, sport & tourism	0	3	3
	Care & health	1	21	22
	Education	2	6	8
	Enterprise bodies	1	11	12
	Financial matters	2	7	9
	Governance	0	1	1
	Ombudsmen	1	8	9
	Subject Unknown	1	0	1
Scottish Public Authority Total		8	61	69
Cross-Border Public Authority	Agriculture, environment, fishing & rural affairs	0	1	1
	Justice	2	3	5
Cross-Border Public Authority Total		2	4	6
Grand Total		31	210	241

Scottish further & higher education cases received by subject in 2008-09

Sector	Subject	Enquiry	Complaint	Total
Scottish Further Education	Academic appeal/exam results/degree classification	0	2	2
	Complaints handling	1	4	5
	Grants/allowances/bursaries	1	2	3
	Personnel matters	0	1	1
	Policy/administration	2	16	18
	Special needs - assessment and provision	0	1	1
	Student discipline	0	3	3
	Teaching and supervision	0	3	3
	Welfare	0	1	1
	Out of Jurisdiction	0	1	1
Scottish Further Education Total		4	34	38
Scottish Higher Education	Academic appeal/exam results/degree classification	2	22	24
	Complaints handling	0	2	2
	Grants/allowances/bursaries	2	0	2
	Other	0	1	1
	Personnel matters	0	1	1
	Plagiarism and intellectual property	0	2	2
	Policy/administration	6	22	28
	Special needs - assessment and provision	1	1	2
	Student discipline	0	1	1
	Teaching and supervision	0	5	5
	Welfare	1	1	2
Subject Unknown	0	1	1	
Scottish Higher Education Total		12	59	71
Grand Total		16	93	109