

SPSO Annual Statistics - Cases received or reopened in 2009-10 by subject

Health	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	10	412	422
Policy/administration	12	157	169
Communication, staff attitude, dignity, confidentiality	3	91	94
Subject Unknown	9	70	79
Appointments/Admissions (delay, cancellation, waiting lists)	3	48	51
Complaints handling	1	20	21
Admission, discharge & transfer procedures		15	15
Nurses / Nursing Care		9	9
Hygiene, cleanliness & infection control		7	7
Lists		7	7
Record Keeping		7	7
Failure to send ambulance/delay in sending ambulance		6	6
Out Of Jurisdiction		3	3
Other	4	2	6
Complaints by NHS staff		2	2
Continuing care	2	1	3
Appliances, equipment & premises		1	1
Lists (incl difficulty registering and removal from lists)		1	1
From MSP	1		1
Total	45	859	904

Housing Associations	Enquiry	Complaint	Total
Policy/administration	2	86	88
Repairs and maintenance of housing stock (incl dampness and infestations)		75	75
Neighbour problems		53	53
Applications, allocations, transfers	1	27	28
Improvements and alterations	1	17	18
Factoring and other services	3	14	17
Complaints handling		13	13
Subject Unknown	2	10	12
Calculation of rent and/or service charges	1	10	11
Shared ownership		5	5
Homeless person issues		4	4
Estate management	1	3	4
Hedges & fences		3	3
Right to buy	2	1	3
Acquisition, home loss, disturbance		1	1
Community care		1	1
From Listed Authority	1		1
Total	14	323	337

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Local Authority	Enquiry	Complaint	Total
Policy/administration	31	355	386
Handling of application (complaints by opponents)	8	150	158
Repairs and maintenance of housing stock (incl dampness and infestations)		125	125
Subject Unknown	15	124	139
Council Tax (incl Community Charge)	9	116	125
Neighbour disputes and anti-social behaviour	2	69	71
Applications, allocations, transfers & exchanges	4	47	51
Children in care/taken into care/child abuse/custody of children		45	45
Parks, outdoor centres and facilities	2	43	45
Handling of application (complaints by applicants)	4	42	46
Complaints handling	1	42	43
Primary School		36	36
Finance - housing benefit and council tax benefit	3	33	36
Parking	2	32	34
Refuse Collection & Bins	5	31	36
Capital works, renovation, central heating, double glazing, etc		29	29
Claims for damage, injury, loss		29	29
Homeless person issues	2	25	27
Statutory Notices	1	21	22
Hall letting, indoor facilities, libraries, museums etc	1	20	21
Maintenance and repair of roads		20	20
Complaints handling (incl Social Work complaints procedures)	1	16	17
Unauthorised developments: calls for enforcement action/stop and discontinuation notices		14	14
Continuing care	3	13	16
Secondary School	1	13	14
Personnel	2	11	13
School Transport	1	11	12
Licensing - Other		11	11
Bus stops, shelters, signs, road furniture	1	10	11
Trading Standards		10	10
Other	2	9	11
Non-domestic rates		8	8
Licensing - Taxis	1	7	8
Sales and leases of property including excambions	1	7	8
Finance - rent		7	7
Right to Buy		7	7
Traffic regulation and management		7	7
Conservation areas, listed buildings, tree preservation orders	1	6	7
Housing statutory repair notices, HAA areas and demolition orders	1	6	7
Care in the community/siting of social work facilities		6	6
Private sector grants and loans, house condition surveys		6	6
Burial grounds/crematoria	1	5	6
Cleansing/public conveniences/streets and stairs	1	5	6
Finance - tenancy charges	1	5	6
Grants, allowances, vouchers and bursaries		5	5
Modification of stock for disabled		5	5
Rights of way and public footpaths		5	5
Wayleaves, rights of access, feu duties, servitudes		5	5
Home helps, concessions, grants, charges for services	2	4	6
Aids to the handicapped, Chronically Sick & Disabled Acts 1970/72	1	4	5
Sheltered housing issues/residential homes	1	4	5
Special Educational Needs - Assessment & Provision	1	4	5
Building Standards		4	4
Complaints handling (including appeals procedures)		4	4

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Estate management, open space & environment work		4	4
Noise pollution		4	4
Road authority as developer, road alterations		4	4
Tenancy rights and conditions	1	3	4
Calls for general assistance		3	3
Civic amenity/waste		3	3
Nursery and pre-school		3	3
Transport services	2	2	4
Abandonment and evictions	1	2	3
Acquisition by authorities, home loss, disturbance, compulsory purchase and repurchase	1	2	3
Mental health issues	1	2	3
Access to files and information		2	2
Building warrants: Certificates of Completion/habitation		2	2
Control of pollution		2	2
Environmental wardens and fixed penalty notices		2	2
Property and accommodation/school courses		2	2
Out Of Jurisdiction		2	2
Public hygiene/shops/dairies/food processing	1	1	2
Adoption procedures		1	1
Animals/abattoirs/kennels/dog wardens		1	1
Anti-Social behaviour		1	1
Childminding and day nursery		1	1
Civic amenity: general objection to proposals, calls for planning inquiries		1	1
Construction by developers/adoption of roads		1	1
Licensing - liquor		1	1
Matters of Private Right/Encroachment		1	1
Property enquiry certificates: charges for services, etc		1	1
Public Health & Civic Government Acts - nuisances/problems in/around buildings		1	1
Sheltered housing and Community care		1	1
From MSP	1		1
From Other Authority	1		1
Caravan sites	1		1
Common repairs to former council houses	1		1
Political matters, committees, standing orders, requests for information	1		1
Total	125	1734	1859

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Scottish Further and Higher Education	Enquiry	Complaint	Total
Policy/administration	7	31	38
Academic appeal/exam results/degree classification		20	20
Teaching and supervision		10	10
Complaints handling	2	6	8
Grants/allowances/bursaries		6	6
Personnel matters	1	4	5
Admissions		3	3
Student discipline		3	3
Subject Unknown	1	2	3
Accommodation		2	2
Welfare		2	2
Facilities		1	1
Other		1	1
From MSP	1		1
Request for Outreach Assistance	1		1
Total	13	91	104

Scottish Government & Devolved Administration		Enquiry	Complaint	Total
Cross Border Public Authority	Complaints handling		1	1
Cross Border Public Authority	Policy/administration		1	1
Cross Border Public Authority	Handling of application		2	2
Scottish Executive & Scottish Administration	Failure to provide information		1	1
Scottish Executive & Scottish Administration	Payment schemes		1	1
Scottish Executive & Scottish Administration	Other		4	4
Scottish Executive & Scottish Administration	Handling of application		5	5
Scottish Executive & Scottish Administration	Handling of application (complaints by opponent)		7	7
Scottish Executive & Scottish Administration	Complaints handling		14	14
Scottish Executive & Scottish Administration	Policy/administration	8	82	90
Scottish Public Authority	Continuing care	1		1
Scottish Public Authority	Allocation (crofting)		1	1
Scottish Public Authority	Regulation of care		1	1
Scottish Public Authority	Handling of application	1	2	3
Scottish Public Authority	Failure to provide information		2	2
Scottish Public Authority	Other	1	3	4
Scottish Public Authority	Delay		3	3
Scottish Public Authority	Complaints handling	3	25	28
Scottish Public Authority	Policy/administration	5	68	73
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction		2	2
Subject Unknown or Out Of Jurisdiction	Subject Unknown	3	16	19
Total		22	241	263

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Other	Enquiry	Complaint	Total
Subject Unknown	25	32	57
Out Of Jurisdiction	2	4	6
Policy/administration		1	1
From Listed Authority	8		8
From Other Authority	1		1
Request for Outreach Assistance	1		1
Total	37	37	74

Authority Out of Jurisdiction	Enquiry	Complaint	Total
Out Of Jurisdiction	4	19	23
Policy/administration		2	2
Handling of application		1	1
Listed Authority - called in error	164		164
Other	133		133
FOS	80		80
Consumer Direct	69		69
Utility Services (gas, electric, telephone, etc.)	54		54
PHSO	45		45
Information Commission	24		24
CAB Referral	21		21
SLCC / Law Society	15		15
Employment Matter	10		10
Police / PCCS	10		10
Standards Commission	10		10
Subject Unknown	3		3
From Other Authority	2		2
From MP	1		1
From MSP	1		1
Samaritans	1		1
Total	647	22	669