

Health Complaints Received by Authority 2010-2011

Subject	A Health Board Unknown	Ayrshire and Arran NHS Board	Ayrshire and Arran NHS Board - Patient Services	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Greater Glasgow and Clyde NHS Board - Acute Services Division	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Lothian NHS Board - Acute Division	Lothian NHS Board - Royal Edinburgh and Associated Services Division	Lothian NHS Board - University Hospitals Division	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	Scottish Ambulance Service	NHS 24	NHS National Services Scotland	Dentists & Dental Practices	GP & GP Practices	A Hospital Unknown	Opticians	Pharmacists and Pharmacy Services	Total	
Admission, discharge & transfer procedures	0	2	0	0	0	1	0	2	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	9	
Appliances, equipment & premises	0	2	0	1	0	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	5	
Appointments/Admissions (delay, cancellation, waiting lists)	0	4	0	0	0	1	0	5	3	2	1	0	3	0	0	1	0	0	3	0	0	0	0	0	0	3	9	0	0	0	35	
Clinical treatment / Diagnosis	3	22	1	12	6	20	11	21	42	32	26	17	24	1	5	9	1	1	35	8	2	0	3	3	1	24	71	1	0	0	402	
Communication, staff attitude, dignity, confidentiality	1	4	0	0	1	3	4	2	3	4	3	5	4	2	0	0	1	0	6	1	0	0	1	1	0	4	13	1	0	0	64	
Complaints handling	0	1	0	0	0	2	1	1	2	1	5	1	4	1	0	0	0	0	3	0	0	0	2	0	0	0	3	0	0	0	27	
Continuing care	0	1	0	1	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	3	
Failure to send ambulance/delay in sending ambulance	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	1	
Hotel services - food, laundry etc	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4	
Hygiene, cleanliness & infection control	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	1	
Lists	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	14	0	0	0	0	16	
Lists (incl difficulty registering and removal from lists)	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	3	0	0	0	0	4	
Nurses / Nursing Care	0	0	0	1	0	2	1	0	0	2	1	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	13	
Other	2	0	0	0	1	0	0	1	0	1	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	8
Policy/administration	5	5	1	3	3	6	6	9	6	7	9	2	14	3	1	3	1	0	11	1	0	1	1	2	0	7	28	1	2	5	143	
Record Keeping	1	1	0	0	0	0	1	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	10	
Out Of Jurisdiction	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	1	
Subject Unknown	8	10	0	2	3	6	4	6	14	7	5	11	12	7	0	0	0	0	9	1	0	0	0	1	0	8	28	0	0	0	142	
Total	20	53	2	20	13	44	28	47	72	55	55	41	67	15	6	13	3	2	70	11	2	2	8	7	1	51	169	3	2	6	888	

Scottish Further Education Complaints Received 2010-2011

Subject	A College Unknown	Aberdeen College of Further Education	Ayr College	Borders College	Central College of Commerce	City of Glasgow 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	Langside College	Lewis Castle College	Motherswell College	Stevenson College	Total
Academic appeal/exam results/degree classification	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Admissions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Facilities	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Other	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
Personnel matters	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Policy/administration	1	1	1	1	0	0	2	1	1	0	1	0	0	0	0	1	0	2	12
Student discipline	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	2
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	1	1	1	1	1	2	2	1	1	1	1	1	1	2	1	1	2	24

Scottish Higher Education Complaints Received 2010-2011

Subject	A University Unknown	Edinburgh College of Art	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	The Robert Gordon University	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
Academic appeal/exam results/degree classification	3	1	0	1	0	1	6	4	0	1	3	1	3	2	2	0	28
Admissions	0	0	1	0	0	0	0	0	0	0	1	0	0	1	0	0	3
Complaints handling	0	0	1	2	0	0	0	1	0	0	1	1	0	0	1	0	7
Grants/allowances/bursaries	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Personnel matters	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Plagiarism and intellectual property	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3
Policy/administration	1	0	1	2	0	1	2	1	2	0	2	0	4	1	5	2	24
Property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Teaching and supervision	0	0	1	2	0	1	0	1	0	0	1	0	2	0	0	0	8
Welfare	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Subject Unknown	1	0	0	0	0	0	1	1	0	0	1	0	0	2	1	0	7
Total	6	1	5	7	1	3	9	8	2	1	11	2	9	8	9	4	86

Scottish Government and Devolved Administration Complaints Received 2010-2011

Scottish Government and Scottish Administration

Subject	Crown Office and Procurator Fiscal Service	Directorate for Planning and Environmental Appeals	General Register Office for Scotland	HM Inspectorate of Education	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government Agriculture Directorate	Scottish Government Education and Training Directorate	Scottish Government Health Directorates (SGHD)	Scottish Government Planning Directorate	Scottish Government Rural and Environment Directorates	Scottish Government Transport Directorate	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Transport Scotland	Total
Agriculture, environment, fishing & rural	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	0	4
Care & health	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Courts administration	14	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	0	0	20
Education	0	0	3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	5
Financial matters	0	0	0	7	0	0	1	0	0	0	0	0	0	0	0	0	32	0	40
Justice	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Other	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Planning	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	295	0	0	0	295
Records	0	0	1	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Roads & transport	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	5	7
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Subject Unknown	3	0	1	0	0	1	3	6	0	0	1	0	0	0	0	3	5	2	25
Total	20	4	2	3	7	7	9	11	1	1	1	1	2	2	295	3	39	7	415

Scottish Public Authority

Subject	Audit Scotland	Creative Scotland	Crofters Commission	General Teaching Council for Scotland	Highlands and Islands Enterprise	Mental Welfare Commission for Scotland	National Library of Scotland	Office of the Chief Investigating Officer	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Complaints Commissioner for Scotland	Private Rented Housing Panel	Scottish Prisons Complaints Commission	Scottish Arts Council	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority	Scottish Social Services Council	Scottish Commission for the Regulation of Care	The Scottish Information Commissioner	The Standards Commission for Scotland	VisitScotland	Waterwatch Scotland	Total
Agriculture, environment, fishing & rural	0	0	2	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	6
Arts, culture, heritage, leisure, sport & Care & health	0	3	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
Education	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	7
Enterprise bodies	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Financial matters	1	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	10
Governance	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4
Justice	0	0	0	0	0	0	0	0	2	5	0	4	0	0	0	0	0	0	0	0	0	0	0	0	11
Ombudsmen	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3
Other	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Subject Unknown or Out Of Jurisdiction	0	0	1	0	0	0	0	0	0	1	1	1	0	0	3	2	1	2	1	2	1	0	1	3	17
Total	3	3	3	2	3	1	1	3	1	2	6	1	5	1	1	4	12	7	1	31	2	1	1	4	99

Cross-Border Public Authority

Subject	Consumer Focus Scotland	Criminal Injuries Compensation Authority	Total
Arts, culture, heritage, leisure, sport & Justice	1	0	1
Justice	0	3	3
Subject Unknown or Out Of Jurisdiction	0	1	1
Total	1	4	5