

Scottish Further and Higher Education Cases Received 2012-2013

Further Education

Subject	Enquiry	Complaint	Total
Policy/administration	0	9	9
Teaching and supervision	0	4	4
Academic appeal/exam results/degree classification	0	2	2
Grants/allowances/bursaries	0	2	2
Special needs - assessment and provision	0	2	2
Complaints handling	0	1	1
Personnel matters	0	1	1
Admissions	1	0	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	14	14
Total	1	36	37

Higher Education

Subject	Enquiry	Complaint	Total
Academic appeal/exam results/degree classification	1	29	30
Policy/administration	0	14	14
Complaints handling	0	9	9
Teaching and supervision	0	8	8
Plagiarism and intellectual property	0	4	4
Accommodation	0	3	3
Grants/allowances/bursaries	1	2	3
Admissions	0	2	2
Special needs - assessment and provision	0	2	2
Anti-social behaviour	0	1	1
Facilities	0	1	1
Personnel matters	0	1	1
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Student discipline	0	1	1
Welfare	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	11	11
Total	2	91	93

Further and Higher Education Total	3	127	130
---	----------	------------	------------

Health Cases Received 2012-2013

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	5	588	593
Communication, staff attitude, dignity, confidentiality	2	105	107
Policy/administration	0	76	76
Complaints handling	0	52	52
Appointments/Admissions (delay, cancellation, waiting lists)	2	42	44
Admission, discharge & transfer procedures	0	21	21
Record Keeping	0	11	11
Appliances, equipment & premises	0	10	10
Continuing care	0	9	9
Nurses / Nursing Care	2	8	10
Failure to send ambulance/delay in sending ambulance	0	8	8
Other	2	7	9
Lists	0	6	6
Complaints by NHS staff	0	2	2
Hygiene, cleanliness & infection control	0	2	2
Hotel services - food, laundry etc	0	1	1
Out Of Jurisdiction	1	20	21
Subject Unknown	7	269	276
Total	21	1,237	1,258

Housing Association Cases Received 2012-2013

Subject	Enquiry	Complaint	Total
Repairs and maintenance	4	95	99
Neighbour disputes and anti-social behaviour	0	40	40
Complaints handling	0	26	26
Policy/administration	0	25	25
Applications, allocations, transfers & exchanges	1	15	16
Improvements and renovation	0	14	14
Estate management, open space & environment work	0	13	13
Rent and/or service charges	0	10	10
Right to Buy	1	2	3
Communication staff attitude dignity and confidentiality	0	2	2
Homeless person issues	0	2	2
Other	0	2	2
Shared ownership	0	1	1
Terminations of tenancy	0	1	1
Out Of Jurisdiction	0	9	9
Subject Unknown	0	71	71
Total	6	328	334

Local Authority Cases Received 2012-2013

Subject Group	Enquiry	Complaint	Total
Housing	7	361	368
Planning	1	197	198
Social Work	2	183	185
Finance	2	85	87
Education	2	76	78
Roads & Transport	2	73	75
Environmental Health & Cleansing	0	60	60
Legal & admin	1	48	49
Land & Property	0	28	28
Building Control	0	26	26
Recreation & Leisure	0	20	20
Other	1	10	11
Consumer protection	0	9	9
Personnel	1	7	8
Valuation Joint Boards	0	6	6
Fire & Police Boards	0	2	2
Economic development	0	1	1
General Enquiry	1	0	1
Out Of Jurisdiction	0	20	20
Subject Unknown	1	293	294
Total	21	1,505	1,526

Scottish Government and Devolved Administration Cases Received 2012-2013

Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	5	5
Justice	0	4	4
Out Of Jurisdiction	0	0	0
Subject Unknown	1	3	4
Total	1	12	13

Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	2	318	320
Courts administration	0	19	19
Financial matters	0	19	19
Justice	0	13	13
Education	1	5	6
Planning	0	5	5
Roads & transport	0	5	5
Other	0	3	3
Records	0	3	3
Agriculture, environment, fishing & rural affairs	0	2	2
Arts, culture, heritage, leisure, sport & tourism	0	2	2
Care & health	0	1	1
Out Of Jurisdiction	1	5	6
Subject Unknown	0	36	36
Total	4	436	440

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Care & health	0	21	21
Justice	0	10	10
Ombudsmen	0	4	4
Financial matters	1	3	4
Agriculture, environment, fishing & rural affairs	0	3	3
Enterprise bodies	0	3	3
Governance	0	3	3
Housing	0	3	3
Arts, culture, heritage, leisure, sport & tourism	0	2	2
Education	0	2	2
Other	0	2	2
Roads & transport	0	1	1
Out Of Jurisdiction	1	2	3
Subject Unknown	0	18	18
Total	2	77	79

Scottish Government and Devolved Administration Total	7	525	532
--	----------	------------	------------

Prisons Cases Received 2012-2013

Note - these are also included on the previous page under Scottish Administration

Subject Group	Enquiry	Complaint	Total
Security, Control and Progression	0	59	59
Privileges and Prisoners Property	0	51	51
Communication and Records	1	38	39
Work, Education, Earnings and Recreation	0	25	25
Health, Welfare and Religion	0	22	22
Leave from Prison (Including Home Detention Leave)	0	21	21
Physical and Personal Environment	0	21	21
Discipline	0	11	11
Admission, Transfers and Discharge	0	9	9
Out Of Jurisdiction	1	6	7
Subject Unknown	0	55	55
Total	2	318	320

Water Cases Received 2012-2013

Subject Group	Enquiry	Complaint	Total
Billing and Charging	2	167	169
Water Supply	1	51	52
Waste Water	0	26	26
Customer Service	0	10	10
Other	1	8	9
New Connections	0	6	6
Environmental Concerns	0	2	2
Out Of Jurisdiction	0	2	2
Subject Unknown	0	81	81
Total	4	353	357

Other Cases Received 2012-2013

Subject	Enquiry	Complaint	Total
General Enquiry From Member of the Public	5	0	5
General Enquiry From Listed Authority	1	0	1
Out Of Jurisdiction	455	28	483
Subject Unknown	8	17	25
Total	469	45	514

Housing Association and Local Authority Housing Cases Received 2012-2013

Complaints only

Subject	Housing Associations	Local Authority	Total
Repairs and maintenance	95	130	225
Neighbour disputes and anti-social behaviour	40	63	103
Applications, allocations, transfers & exchanges	15	42	57
Policy/administration	25	31	56
Complaints handling	26	11	37
Local housing allowance and council tax benefit	n/a	34	34
Improvements and renovation	14	15	29
Estate management, open space & environment work	13	7	20
Rent and/or service charges	10	9	19
Homeless person issues	2	8	10
Right to Buy	2	4	6
Other	2	3	5
Sheltered housing and community care	0	3	3
Communication staff attitude dignity and confidentiality	2	0	2
Aids and adaptations	0	1	1
Shared ownership	1	0	1
Terminations of tenancy	1	0	1
Out Of Jurisdiction	9	n/a	9
Subject Unknown	71	n/a	71
Total	328	361	702