

Scottish Further and Higher Education Complaints Received 2013-14

Further Education

Subject	A College Unknown	Aberdeen College of Further Education	Ayrshire College	Borders College	City of Glasgow College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Inverness College	Kilmarnock College	Motherwell College	New College Lanarkshire	North Glasgow College	Perth College	Reid Kerr College	Stow College	West Lothian College	Total
Academic appeal/exam results/degree classification	0	0	0	0	0	2	1	0	0	0	0	0	1	0	0	0	1	0	5
Admissions	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3
Anti-social behaviour	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Communication staff attitude dignity and confidentiality	0	0	1	1	1	3	0	1	0	0	0	0	0	1	0	0	0	1	9
Complaints handling	1	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	4
Grants/allowances/bursaries	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Personnel matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Policy/administration	0	0	0	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0	5
Special needs - assessment and provision	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	3
Student discipline	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Teaching and supervision	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	3
Total	3	1	1	1	2	7	6	1	5	1	1	2	1	1	1	1	3	1	39

Higher Education

Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	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 Highlands and Islands	University of the West of Scotland	Total
Academic appeal/exam results/degree classification	0	1	1	0	0	3	0	5	3	1	3	8	4	3	1	7	1	2	43
Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Communication staff attitude and confidentiality	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Complaints handling	0	0	0	1	0	0	1	0	0	0	0	3	0	0	0	0	0	0	5
Facilities	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Personnel matters	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
Plagiarism and intellectual property	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	2
Policy/administration	1	0	0	0	1	0	0	0	1	1	1	2	2	2	2	1	1	1	16
Special needs - assessment and provision	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	3
Student discipline	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Teaching and supervision	0	0	0	0	0	0	1	0	0	0	1	3	0	0	1	0	1	1	8
Subject Unknown	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	3	1	1	1	1	3	2	6	5	2	5	18	12	6	4	8	3	5	86

Further and Higher Education Total

Subject	Total
Academic appeal/exam results/degree classification	48
Accommodation	1
Admissions	3
Anti-social behaviour	1
Communication staff attitude and confidentiality	1
Communication staff attitude dignity and confidentiality	9
Complaints handling	9
Facilities	1
Grants/allowances/bursaries	1
Other	4
Personnel matters	3
Plagiarism and intellectual property	2
Policy/administration	21
Special needs - assessment and provision	6
Student discipline	3
Teaching and supervision	11
Subject Unknown	1
Total	125

Health Complaints Received 2013-14

Subject	Health Board													Special Health Board				Other	Family Health Services				Total		
	A Health Board Unknown	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	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	NHS 24	NHS Health Scotland	Scottish Ambulance Service	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	NHS National Services Scotland	Dentists & Dental Practices	GP & GP Practices		Pharmacists & Pharmacy Services	Other FHS Practitioner or Practice
Admission, discharge & transfer procedures	0	1	2	0	0	0	1	3	2	2	2	0	4	0	0	4	0	0	0	0	0	5	0	0	26
Appliances, equipment & premises	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	6
Appointments/Admissions (delay, cancellation, waiting lists)	0	5	1	0	0	7	8	14	8	5	7	0	3	1	0	0	0	0	0	2	14	0	0	75	
Clinical treatment / Diagnosis	1	55	8	16	27	42	42	191	53	72	110	1	85	11	5	0	8	1	0	45	138	1	1	913	
Communication, staff attitude, dignity, confidentiality	0	7	2	1	6	3	9	15	8	8	18	0	7	2	1	0	3	0	0	5	33	0	0	128	
Complaints by NHS staff	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Complaints handling	0	1	1	0	1	1	3	10	0	4	7	0	2	0	0	1	0	0	0	12	0	0	0	43	
Continuing care	0	2	0	0	2	1	1	1	1	4	0	1	0	0	0	0	0	0	0	1	0	0	0	15	
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	9	
Hotel services - food, laundry etc	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Hygiene, cleanliness & infection control	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Lists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12	0	0	0	12	
Nurses / Nursing Care	0	2	0	0	0	1	0	5	0	2	2	0	2	1	0	0	0	0	0	0	0	0	0	15	
Other	0	0	0	1	0	0	0	2	4	0	1	0	0	2	0	0	2	0	0	1	0	0	0	13	
Policy/administration	0	3	0	2	0	3	5	7	6	3	5	0	0	0	1	1	1	0	1	2	3	14	0	57	
Pre- Contractual or Commercial Matters	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Record Keeping	0	1	1	0	0	1	2	2	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	10	
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	2	
Subject Unknown	4	0	0	0	0	4	4	8	5	3	9	0	7	0	0	0	0	1	0	0	2	0	1	48	
Total	5	79	16	20	37	63	76	262	88	101	166	1	114	17	7	1	29	1	3	2	55	233	1	2	1,379

Local Authority Complaints Received 2013-14

Subject Group	Council																				Fire / Police / Safety	National Parks	Other Local Authority			Valuation Joint Board			Total																					
	A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council			Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council		South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	Glasgow Life	South Lanarkshire Leisure and Culture Limited	Strathclyde Partnership for Transport	Lanarkshire Valuation Joint Board	Lothian Valuation Joint Board	Renfrewshire Valuation Joint Board	The Renfrewshire Valuation Joint Board					
Building Control	0	0	2	1	2	1	0	2	1	0	0	0	1	0	1	2	4	0	0	0	0	3	2	0	0	3	0	0	30	4	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62	
Consumer Protection	0	0	1	0	0	0	2	1	1	0	0	0	0	0	1	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	0	0	0	0	0	0	8
Economic Development	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
Education	2	7	6	1	8	3	4	2	3	1	7	3	1	6	12	18	1	3	1	2	0	8	4	8	0	7	7	3	13	9	3	0	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	171		
Environmental Health & Cleansing	0	1	7	0	0	0	1	2	1	0	2	1	4	5	22	2	2	1	4	1	3	3	3	0	5	1	1	16	1	3	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	98		
Finance	1	8	4	0	1	1	0	6	2	3	2	4	2	8	11	27	3	0	1	8	0	4	10	5	1	0	7	1	35	7	2	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	173		
Fire & Police Boards	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	0	0	0	0	0	0	0	0	0	0	0	3			
Housing	2	22	20	9	4	6	0	3	8	16	9	25	4	29	44	11	2	8	7	36	0	14	16	3	1	7	26	5	58	18	6	13	14	0	0	0	0	0	0	0	0	0	0	0	0	446				
Land & Property	0	0	2	0	0	0	1	0	1	0	0	0	0	1	3	4	1	2	1	0	0	0	1	1	0	0	1	0	2	1	1	3	2	0	0	0	0	0	0	0	0	0	0	0	0	0	28			
Legal & Admin	0	3	1	1	1	0	0	4	2	4	1	2	2	2	2	7	0	1	3	3	0	3	0	2	0	1	3	2	16	1	1	3	4	0	0	0	0	0	0	0	0	0	0	0	0	0	75			
National Park Authorities	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	0	0	0	0	0	0	0	0	0	0	2				
Other	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9			
Personnel	0	0	0	0	0	0	0	1	0	0	1	1	0	1	1	0	0	1	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	7			
Planning	1	7	23	6	11	0	2	10	2	3	3	2	3	4	15	4	4	3	7	8	0	20	5	9	0	5	15	4	22	13	5	0	7	0	0	0	0	0	0	0	0	0	0	0	0	223				
Recreation & Leisure	0	0	2	2	0	0	1	0	1	0	1	2	2	1	4	0	1	0	0	0	0	2	1	0	0	1	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30			
Roads & Transport	0	9	2	1	3	0	0	5	2	3	2	3	3	2	11	29	0	0	2	5	0	3	2	1	2	3	3	2	13	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	119			
Social Work	7	8	8	7	5	1	2	4	5	2	4	6	1	7	24	22	3	2	7	16	1	6	5	9	1	6	12	6	16	12	2	0	12	0	0	0	0	0	0	0	0	0	0	0	0	229				
Valuation Joint Boards	1	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	0	5	1	1	1	1	10				
Welfare Fund - Community Care Grants	0	0	0	1	0	0	0	2	0	1	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10			
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6			
Subject Unknown or Out Of Jurisdiction	2	1	1	0	0	0	1	1	1	1	1	1	1	1	1	5	0	1	1	4	0	0	1	1	0	1	0	0	4	5	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	38				
Total	16	68	79	29	36	12	12	43	31	37	31	51	22	67	133	158	20	25	33	87	2	65	52	43	5	39	77	24	227	81	25	26	70	3	2	5	2	4	5	1	1	1	1,750							

Scottish Government and Devolved Administration Complaints Received 2013-14

Cross-Border Public Authority

Subject Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Sea Fish Industry Authority	Total
Agriculture, environment, fishing & rural affairs	0	5	1	6
Financial matters	1	0	0	1
Justice	2	0	0	2
Total	3	5	1	9

Scottish Government & Scottish Administration

Subject Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Historic Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Governance and Communities	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Transport Scotland	Total
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
Care & health	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Courts administration	0	15	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	25
Education	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Financial matters	0	0	0	0	0	4	0	0	2	1	0	0	0	0	0	0	0	0	0	15
Governance	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2
Justice	0	31	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	34
Other	0	0	0	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	5
Planning	0	0	0	0	0	0	0	0	0	0	1	0	0	3	0	0	0	0	0	4
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	311	0	0	0	0	311
Records	1	0	2	0	2	0	8	0	0	0	0	0	0	0	0	0	0	0	0	13
Roads & transport	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4	5
Subject Unknown or Out Of Jurisdiction	0	2	2	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	7
Total	1	48	6	1	1	3	4	9	11	11	1	1	2	1	3	311	3	5	4	426

Scottish Public Authority

Subject Group	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland	Highlands & Islands Enterprise	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Private Rented Housing Panel	Royal Botanic Garden	Scottish Agricultural Wages Board	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Human Rights Commission	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Authority	Scottish Social Services Council	sportsScotland	The Scottish Information Commissioner	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	0	0	0	0	0	1	0	0	0	0	5	0	0	0	0	0	0	0	7
Arts, culture, heritage, leisure, sport & tourism	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	7
Care & health	35	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	41
Commissioners & Ombudsmen	2	0	3	0	0	1	0	5	0	0	0	0	0	0	0	1	0	0	0	0	0	2	14
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Enterprise bodies	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Financial matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Governance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Housing	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Justice	0	0	1	0	0	2	3	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	13
Roads & transport	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Subject Unknown or Out Of Jurisdiction	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	
Total	38	1	4	2	1	1	2	8	2	1	1	1	2	2	5	1	7	3	8	5	1	4	100

Water Complaints Received 2013-14

Subject Group	Business Stream	Scottish Water	Other Water Suppliers	Total
Billing and Charging	182	13	2	197
Customer Service	5	3	1	9
Environmental Concerns	0	2	0	2
New Connections	0	2	0	2
Other	1	3	0	4
Waste Water	2	24	0	26
Water Supply	11	34	0	45
Subject Unknown or Out Of Jurisdiction	4	3	0	7
Total	205	84	3	292