

Cases Received by Sector 2013-14

Authority Sector	Enquiry	Complaint	Total
Further & Higher Education	0	125	125
Health	11	1,379	1,390
Housing Associations	4	351	355
Local Authority	22	1,750	1,772
Scottish Government & Devolved Administration	1	535	536
Water	2	292	294
Other	323	24	347
Total	363	4,456	4,819

Further and Higher Education Cases Received 2013-14

Further Education

Subject	Enquiry	Complaint	Total
Communication, staff attitude, dignity and confidentiality	0	9	9
Academic appeal/exam results/degree classification	0	5	5
Policy/administration	0	5	5
Complaints handling	0	4	4
Admissions	0	3	3
Special needs - assessment and provision	0	3	3
Teaching and supervision	0	3	3
Other	0	2	2
Student discipline	0	2	2
Anti-social behaviour	0	1	1
Grants/allowances/bursaries	0	1	1
Personnel matters	0	1	1
Total	0	39	39

Higher Education

Subject	Enquiry	Complaint	Total
Academic appeal/exam results/degree classification	0	43	43
Policy/administration	0	16	16
Teaching and supervision	0	8	8
Complaints handling	0	5	5
Special needs - assessment and provision	0	3	3
Other	0	2	2
Personnel matters	0	2	2
Plagiarism and intellectual property	0	2	2
Accommodation	0	1	1
Communication, staff attitude, dignity and confidentiality	0	1	1
Facilities	0	1	1
Student discipline	0	1	1
Subject Unknown	0	1	1
Total	0	86	86

Further and Higher Education Total	0	125	125
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Health Cases Received 2013-14

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	3	913	916
Communication, staff attitude, dignity, confidentiality	0	128	128
Appointments/Admissions (delay, cancellation, waiting lists)	0	75	75
Policy/administration	0	57	57
Complaints handling	1	43	44
Admission, discharge & transfer procedures	1	26	27
Continuing care	1	15	16
Nurses / Nursing Care	1	15	16
Other	1	13	14
Lists	1	12	13
Record Keeping	1	10	11
Failure to send ambulance/delay in sending ambulance	0	9	9
Appliances, equipment & premises	0	6	6
Complaints by NHS staff	0	3	3
Hygiene, cleanliness & infection control	0	2	2
Hotel services - food, laundry etc	0	1	1
Pre- Contractual or Commercial Matters	0	1	1
Out Of Jurisdiction	0	2	2
Subject Unknown	1	48	49
Total	11	1,379	1,390

Housing Associations Cases Received 2013-14

Subject	Enquiry	Complaint	Total
Repairs and maintenance	1	129	130
Neighbour disputes and anti-social behaviour	1	50	51
Policy/administration	0	38	38
Applications, allocations, transfers & exchanges	0	31	31
Improvements and renovation	2	19	21
Communication staff attitude dignity and confidentiality	0	18	18
Complaints handling	0	13	13
Rent and/or service charges	0	11	11
Estate management, open space & environment work	0	9	9
Right to Buy	0	6	6
Terminations of tenancy	0	5	5
Aids and adaptations	0	3	3
Sheltered housing and community care	0	3	3
Homeless person issues	0	1	1
Other	0	1	1
Shared ownership	0	1	1
Out Of Jurisdiction	0	3	3
Subject Unknown	0	10	10
Total	4	351	355

Local Authority Cases Received 2013-14

Subject Group	Enquiry	Complaint	Total
Housing	3	446	449
Social Work	3	229	232
Planning	3	223	226
Finance	0	173	173
Education	4	171	175
Roads & Transport	0	119	119
Environmental Health & Cleansing	1	98	99
Legal & Admin	2	75	77
Building Control	2	62	64
Recreation & Leisure	0	30	30
Land & Property	0	28	28
Valuation Joint Boards	0	10	10
Welfare Fund - Community Care Grants	0	10	10
Other	0	9	9
Consumer protection	0	8	8
Personnel	1	7	8
Welfare Fund - Crisis Grants	0	6	6
Fire & Police Boards	1	3	4
Economic development	0	3	3
National Park Authorities	0	2	2
Subject Unknown or Out Of Jurisdiction	2	38	40
Total	22	1,750	1,772

Scottish Government and Devolved Administration Cases Received 2013-14

Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	6	6
Justice	0	2	2
Financial matters	0	1	1
Total	0	9	9

Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	1	311	312
Justice	0	34	34
Courts administration	0	25	25
Financial matters	0	15	15
Records	0	13	13
Other	0	5	5
Roads & transport	0	5	5
Planning	0	4	4
Arts, culture, heritage, leisure, sport & tourism	0	2	2
Care & health	0	2	2
Governance	0	2	2
Education	0	1	1
Subject Unknown or Out Of Jurisdiction	0	7	7
Total	1	426	427

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Care & health	0	41	41
Commissioners & Ombudsmen	0	14	14
Justice	0	13	13
Education	0	8	8
Agriculture, environment, fishing & rural affairs	0	7	7
Arts, culture, heritage, leisure, sport & tourism	0	7	7
Enterprise bodies	0	2	2
Financial matters	0	2	2
Housing	0	2	2
Governance	0	1	1
Roads & transport	0	1	1
Subject Unknown or Out Of Jurisdiction	0	2	2
Total	0	100	100

Scottish Government and Devolved	1	535	536
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Prisons Cases Received 2013-14

Note - these are also included under Scottish Administration

Subject Group	Enquiry	Complaint	Total
Communication and Records	0	57	57
Security, Control and Progression	1	55	56
Privileges and Prisoners Property	0	51	51
Health, Welfare and Religion	0	33	33
Physical and Personal Environment	0	26	26
Discipline	0	25	25
Work, Education, Earnings and Recreation	0	25	25
Admission, Transfers and Discharge	0	15	15
Leave from Prison (Including Home Detention Leave)	0	11	11
Supervision Levels	0	4	4
Subject Unknown or Out Of Jurisdiction	0	9	9
Total	1	311	312

Water Cases Received 2013-14

Subject Group	Enquiry	Complaint	Total
Billing and Charging	2	197	199
Water Supply	0	45	45
Waste Water	0	26	26
Customer Service	0	9	9
Other	0	4	4
Environmental Concerns	0	2	2
New Connections	0	2	2
Subject Unknown or Out Of Jurisdiction	0	7	7
Total	2	292	294

Other Cases Received 2013-14

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	0	1	1
Enquiry From Member of the Public	0	1	1
Out Of Jurisdiction	320	9	329
Subject Unknown	3	13	16
Total	323	24	347

Housing Association and Local Authority Housing Cases Received 2013-14

complaints only

Subject	Housing Associations	Local Authority	Total
Repairs and maintenance	129	184	313
Neighbour disputes and anti-social behaviour	50	62	112
Applications, allocations, transfers & exchanges	31	45	76
Policy/administration	38	38	76
Improvements and renovation	19	15	34
Estate management, open space & environment work	9	19	28
Communication staff attitude dignity and confidentiality	18	9	27
Complaints handling	13	10	23
Rent and/or service charges	11	11	22
Homeless person issues	1	20	21
Terminations of tenancy	5	8	13
Right to Buy	6	5	11
Aids and adaptations	3	7	10
Housing statutory repair notices, HAA areas and demolition orders	0	8	8
Sheltered housing and community care	3	4	7
Other	1	1	2
Shared ownership	1	0	1
Out Of Jurisdiction	3	n/a	3
Subject Unknown	10	n/a	10
Total	351	446	797