

### Cases Received by Sector 2015-16

<b>Authority Sector</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Further & Higher Education	0	176	176
Health	3	1,512	1,515
Housing Associations	0	385	385
Local Authority	1	1,722	1,723
Scottish Government & Devolved Administration	1	568	569
Water	0	217	217
Other incl out of jurisdiction and unknown	755	18	773
<b>Total</b>	<b>760</b>	<b>4,598</b>	<b>5,358</b>

## Further and Higher Education Cases Received 2015-16

### Further Education

Subject	Enquiry	Complaint	Total
Policy/administration	0	10	10
Teaching and supervision	0	8	8
Communication / staff attitude / dignity / confidentiality	0	5	5
Special needs - assessment and provision	0	5	5
Admissions	0	4	4
Academic appeal/exam results/degree classification	0	3	3
Grants/allowances/bursaries	0	3	3
Other	0	2	2
Student discipline	0	2	2
Welfare	0	2	2
Complaints handling	0	1	1
Subject Unknown	0	1	1
<b>Total</b>	<b>0</b>	<b>46</b>	<b>46</b>

### Higher Education

Subject	Enquiry	Complaint	Total
Academic appeal/exam results/degree classification	0	57	57
Policy/administration	0	22	22
Communication / staff attitude / dignity / confidentiality	0	8	8
Complaints handling	0	8	8
Admissions	0	6	6
Student discipline	0	6	6
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	5	5
Teaching and supervision	0	4	4
Accommodation	0	3	3
Plagiarism and intellectual property	0	3	3
Grants/allowances/bursaries	0	2	2
Inappropriate staff/student relationship	0	1	1
Other	0	1	1
Personnel matters	0	1	1
Property	0	1	1
Special needs - assessment and provision	0	1	1
Welfare	0	1	1
<b>Total</b>	<b>0</b>	<b>130</b>	<b>130</b>

<b>Further and Higher Education Total</b>	<b>0</b>	<b>176</b>	<b>176</b>
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## Health Cases Received 2015-16

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Clinical treatment / Diagnosis	1	1,127	1,128
Communication / staff attitude / dignity / confidentiality	0	120	120
Appointments / Admissions (delay / cancellation / waiting lists)	0	67	67
Policy/administration	0	41	41
Complaints handling	0	39	39
Nurses / nursing care	0	31	31
Record Keeping	1	19	20
Admission / discharge / transfer procedures	0	14	14
Other	0	12	12
Lists (incl difficulty registering and removal from lists)	0	11	11
Continuing care	0	7	7
Failure to send ambulance / delay in sending ambulance	0	6	6
Appliances / equipment / premises	0	3	3
Hygiene / cleanliness / infection control	0	3	3
Hotel services - food / laundry etc	0	1	1
Out Of Jurisdiction	0	3	3
Subject Unknown	1	8	9
<b>Total</b>	<b>3</b>	<b>1,512</b>	<b>1,515</b>

## Housing Association Cases Received 2015-16

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Repairs and maintenance	0	124	124
Neighbour disputes and antisocial behaviour	0	59	59
Policy/administration	0	51	51
Applications, allocations, transfers & exchanges	0	32	32
Improvements and renovation	0	30	30
Communication staff attitude dignity and confidentiality	0	21	21
Rent and/or service charges	0	21	21
Estate management, open space & environment work	0	16	16
Complaints handling	0	11	11
Other	0	3	3
Terminations of tenancy	0	3	3
Aids and adaptations	0	1	1
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Right to Buy	0	1	1
Shared ownership	0	1	1
Sheltered housing and community care	0	1	1
Out Of Jurisdiction	0	2	2
Subject Unknown	0	7	7
<b>Total</b>	<b>0</b>	<b>385</b>	<b>385</b>

**Local Authority Cases Received 2015-16**

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Housing	0	423	423
Social Work	0	231	231
Finance	1	179	180
Education	0	173	173
Planning	0	172	172
Environmental Health & Cleansing	0	126	126
Roads & Transport	0	120	120
Legal & Admin	0	61	61
Building Control	0	54	54
Recreation & Leisure	0	32	32
Welfare Fund - Community Care Grants	0	31	31
Land & Property	0	20	20
Other	0	17	17
Economic Development	0	11	11
Personnel	0	9	9
Welfare Fund - Crisis Grants	0	9	9
National Park Authorities	0	6	6
Valuation Joint Boards	0	6	6
Fire & Police Boards	0	5	5
Consumer Protection	0	4	4
Subject Unknown or Out Of Jurisdiction	0	33	33
<b>Total</b>	<b>1</b>	<b>1,722</b>	<b>1,723</b>

**Scottish Government and Devolved Administration Cases Received 2015-16**

**Cross-Border Public Authority**

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Agriculture, environment, fishing & rural affairs	0	3	3
Financial matters	0	2	2
<b>Total</b>	<b>0</b>	<b>5</b>	<b>5</b>

**Scottish Government & Scottish Administration**

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Prisons	1	331	332
Justice	0	40	40
Financial matters	0	35	35
Courts administration	0	24	24
Agriculture, environment, fishing & rural affairs	0	7	7
Records	0	7	7
Roads & transport	0	7	7
Other	0	3	3
Planning	0	3	3
Care & health	0	2	2
Governance	0	2	2
Arts, culture, heritage, leisure, sport & tourism	0	1	1
Education	0	1	1
Subject Unknown or Out Of Jurisdiction	0	7	7
<b>Total</b>	<b>1</b>	<b>470</b>	<b>471</b>

**Scottish Public Authority**

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Care & health	0	26	26
Commissioners & Ombudsmen	0	24	24
Agriculture, environment, fishing & rural affairs	0	12	12
Education	0	9	9
Financial matters	0	7	7
Arts, culture, heritage, leisure, sport & tourism	0	4	4
Justice	0	4	4
Governance	0	2	2
Housing	0	2	2
Other	0	2	2
Enterprise bodies	0	1	1
<b>Total</b>	<b>0</b>	<b>93</b>	<b>93</b>

<b>Scottish Government and Devolved Administration Total</b>	<b>1</b>	<b>568</b>	<b>569</b>
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### Prisons Cases Received 2015-16

Note - these are also included in Scottish Administration

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Security, Control and Progression	0	68	68
Health, Welfare and Religion	0	46	46
Privileges and Prisoners Property	0	38	38
Communication and Records	1	35	36
Leave from Prison (Including Home Detention Leave)	0	31	31
Discipline	0	27	27
Physical and Personal Environment	0	27	27
Admission, Transfers and Discharge	0	26	26
Work, Education, Earnings and Recreation	0	19	19
Subject Unknown or Out Of Jurisdiction	0	14	14
<b>Total</b>	<b>1</b>	<b>331</b>	<b>332</b>

**Water Cases Received 2015-16**

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Billing and Charging	0	167	167
Water Supply	0	24	24
New Connections	0	9	9
Waste Water	0	7	7
Customer Service	0	4	4
Environmental Concerns	0	3	3
Other	0	2	2
Subject Unknown or Out Of Jurisdiction	0	1	1
<b>Total</b>	<b>0</b>	<b>217</b>	<b>217</b>

**Other Cases Received 2015-16**

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Out Of Jurisdiction	755	10	765
Subject Unknown	0	8	8
<b>Total</b>	<b>755</b>	<b>18</b>	<b>773</b>

## Housing Association and Local Authority Housing Cases Received 2015-16

\*complaints only\*

<b>Subject</b>	<b>Housing Associations</b>	<b>Local Authority</b>	<b>Total</b>
Repairs and maintenance	124	144	268
Neighbour disputes and antisocial behaviour	59	70	129
Policy/administration	51	42	93
Applications, allocations, transfers & exchanges	32	44	76
Improvements and renovation	30	24	54
Rent and/or service charges	21	13	34
Communication staff attitude dignity and confidentiality	21	11	32
Estate management, open space & environment work	16	15	31
Other	3	13	16
Complaints handling	11	4	15
Housing statutory repair notices, HAA areas and demolition orders	0	11	11
Aids and adaptations	1	8	9
Right to Buy	1	8	9
Terminations of tenancy	3	6	9
Homeless person issues	0	8	8
Sheltered housing and community care	1	2	3
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	1	0	1
Shared ownership	1	0	1
Out Of Jurisdiction	2	0	2
Subject Unknown	7	0	7
<b>Total</b>	<b>385</b>	<b>423</b>	<b>808</b>