

Cases Received by Sector 2015-16

Authority Sector	Enquiry	Complaint	Total
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
Total	760	4,598	5,358

Scottish Further and Higher Education Complaints Received 2015-16

Further Education

Subject	A College Unknown (FE)	Angus College of Further Education	Ayrshire College	City of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Moray College UHI	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	Total
Academic appeal/exam results/degree classification	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	3
Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Admissions	0	0	1	0	0	0	1	0	1	0	0	0	0	0	1	4
Communication / staff attitude / dignity / confidentiality	0	0	1	0	1	3	0	0	0	0	0	0	0	0	0	5
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	3
Inappropriate staff/student relationship	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Personnel matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy/administration	1	0	1	0	0	4	2	0	0	1	0	0	0	1	0	10
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Special needs - assessment and provision	0	0	0	0	0	1	1	0	1	0	1	1	0	0	0	5
Student discipline	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2
Teaching and supervision	0	0	0	0	5	0	2	1	0	0	0	0	0	0	0	8
Welfare	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Subject Unknown	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	1	1	3	1	2	17	4	2	6	1	2	2	1	1	2	46

Higher Education

Subject	A University Unknown (HE)	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	1	0	1	0	4	3	0	8	5	1	0	14	5	2	1	7	3	2	57
Accommodation	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	3
Admissions	0	0	0	0	0	0	0	0	1	0	1	1	0	1	0	0	0	0	6
Communication / staff attitude / dignity / confidentiality	0	0	3	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	8
Complaints handling	1	0	0	0	2	0	0	1	1	0	0	0	0	0	0	2	0	1	8
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Inappropriate staff/student relationship	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Other	0	0	0	0	0	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	0	0	1
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	3
Policy/administration	0	1	0	0	2	0	0	0	1	0	6	1	1	1	0	3	0	7	22
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	0	1	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5
Property	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Student discipline	0	1	1	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	6
Teaching and supervision	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	1	0	0	4
Welfare	0	0	0	0	0	0	0	1	0	0	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	2	3	6	3	10	3	1	12	10	3	2	27	8	5	3	13	3	16	130

Health Complaints Received 2015-16

Subject	Health Boards															Special Health Boards			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	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Golden Jubilee National Hospital	NHS 24	Scottish Ambulance Service	The State Hospital Board for Scotland	Dentists & Dental Practices	GP & GP Practices		Opticians	Pharmacists & Pharmacy Services
Admission / discharge / transfer procedures	0	2	0	0	0	0	4	2	0	1	0	0	0	2	0	0	2	1	0	0	0	0	0	14
Appliances / equipment / premises	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	0	6	1	2	1	1	6	9	7	5	8	0	0	7	1	1	0	0	0	12	0	0	67	
Clinical treatment / Diagnosis	6	70	14	23	34	67	68	207	70	74	128	3	7	81	2	7	5	16	0	49	192	1	3	1,127
Communication / staff attitude / dignity / confidentiality	0	6	2	3	0	2	7	15	2	3	9	1	2	6	0	2	0	3	0	2	50	1	4	120
Complaints handling	0	1	0	1	0	2	1	4	2	1	7	1	0	8	1	0	0	2	0	2	6	0	0	39
Continuing care	1	0	0	0	1	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	6
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	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	9	0	0	11	
Nurses / nursing care	0	1	0	0	3	2	3	6	3	2	6	0	0	4	1	0	0	0	0	0	0	0	0	31
Other	2	0	0	0	0	1	1	2	2	1	1	0	0	1	0	0	1	0	0	0	0	0	0	12
Policy/administration	0	0	0	0	1	3	2	5	5	1	4	0	1	2	2	0	1	0	2	10	0	2	41	
Record Keeping	0	1	0	1	0	0	3	2	1	1	2	0	0	0	0	0	1	0	0	7	0	0	19	
Out Of Jurisdiction	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Subject Unknown	2	0	0	0	0	0	1	0	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	8
Total	11	89	20	30	41	79	97	253	96	93	168	5	10	111	7	10	5	32	1	57	286	2	9	1,512

Housing Associations O-Z

Subject	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Pentland Housing Association Ltd	Port of Leith Housing Association Ltd	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	River Clyde Homes	Ruchazie Housing Association Ltd	Rutherglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association Ltd	Spire View Housing Association Ltd	Tenants First Housing Co-operative Ltd	Thenue Housing	Thistle Housing Association Ltd	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Unity Homes Housing Association	Viewpoint Housing Association Ltd	Wellhouse Housing Association Ltd	Weslo Housing Management	West Granton Housing Co-operative Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Whiteinch and Scotstoun Housing Association Ltd	Yoker Housing Association Ltd	Yorkhill Housing Association (1988) Ltd	Total		
Aids and adaptations	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	0	0	0	0	0	1
Applications, allocations, transfers & exchanges	1	0	0	0	0	0	0	0	0	0	0	1	3	1	0	0	0	1	1	0	1	0	0	1	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	32
Communication staff attitude dignity and confidentiality	0	0	1	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	21	
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	
Estate management, open space & environment work	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	16	
Improvements and renovation	1	0	0	0	0	0	0	0	1	1	1	1	4	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	30	
Neighbour disputes and antisocial behaviour	0	2	0	0	1	0	1	0	0	0	1	2	0	0	0	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	59	
Other	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	3	
Policy/administration	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	0	2	1	0	0	1	1	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	51	
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	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	0	0	0	0	1	
Rent and/or service charges	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	21	
Repairs and maintenance	1	0	0	1	0	1	1	1	4	0	4	3	0	2	2	2	3	3	1	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	124	
Right to Buy	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	0	0	0	0	1	
Shared ownership	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	0	0	0	0	1	
Sheltered housing and community care	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	0	0	0	0	1	
Terminations of tenancy	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	1	0	0	0	0	0	0	0	0	0	0	0	3	
Out Of Jurisdiction	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	0	0	0	0	2	
Subject Unknown	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Total	3	2	1	1	1	1	1	4	1	5	3	10	20	2	2	3	2	12	9	2	1	1	5	3	1	1	5	1	2	1	1	1	2	1	1	1	1	385		

Scottish Government and Devolved Administration Complaints Received 2015-16

Cross-Border Public Authority

Subject Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Agriculture, environment, fishing & rural affairs	0	3	3
Financial matters	2	0	2
Total	2	3	5

Scottish Government & Scottish Administration

Subject Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Health & Social Care	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Student Loans Company (via Student Awards Agency for Scotland)	Transport Scotland	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	7
Arts, culture, heritage, leisure, sport & tourism	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Care & health	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Commissioners & Ombudsmen	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Courts administration	13	0	0	0	0	0	0	11	0	0	0	0	0	0	0	0	0	24
Education	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Enterprise bodies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Financial matters	0	0	0	0	8	0	0	0	2	0	0	0	0	9	15	1	0	35
Governance	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2
Housing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Justice	39	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	40
Other	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	0	3
Planning	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	331	0	0	0	0	331
Records	0	5	0	0	0	0	2	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	0	0	0	7	7
Subject Unknown or Out Of Jurisdiction	1	0	0	1	0	1	0	3	1	0	0	0	0	0	0	0	0	7
Total	53	5	1	1	8	1	4	14	14	2	1	3	331	9	15	1	7	470

Scottish Public Authority

Subject Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Creative Scotland	Crofting Commission	Homeowner Housing Panel	Local Government Boundary Commission for Scotland	Mental Health Tribunal Scotland	Mental Welfare Commission for Scotland	National Library of Scotland	National Museums of Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Agricultural Wages Board	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Funding Council	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Authority	Scottish Social Services Council	sportscotland	Standards Commission for Scotland	The Independent Living Fund Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	Total
Agriculture, environment, fishing & rural affairs	0	0	0	1	3	0	0	0	0	0	0	0	0	0	2	2	0	0	4	0	0	0	0	0	0	0	0	0	0	12
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	4
Care & health	0	17	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	26
Commissioners & Ombudsmen	0	3	1	0	0	0	0	0	1	0	0	2	0	11	0	0	1	0	0	0	0	0	2	0	1	0	0	2	24	
Courts administration	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
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	8	0	0	0	0	0	0	9
Enterprise bodies	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	1
Financial matters	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4	0	0	0	0	0	1	0	0	7	
Governance	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	1	2
Housing	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	1	0	2	
Justice	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	4
Other	0	0	1	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	2
Planning	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
Records	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
Roads & transport	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
Subject Unknown or Out Of Jurisdiction	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
Total	1	20	4	1	3	1	1	1	2	1	1	3	2	11	2	2	1	2	4	1	6	1	8	7	1	1	1	1	3	93

Water Complaints Received 2015-16

Subject Group	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Total
Billing and Charging	156	3	6	2	167
Customer Service	1	0	1	2	4
Environmental Concerns	2	0	0	1	3
New Connections	3	0	1	5	9
Other	0	0	0	2	2
Waste Water	0	0	0	7	7
Water Supply	11	0	0	13	24
Subject Unknown or Out Of Jurisdiction	0	0	0	1	1
Total	173	3	8	33	217