

### Cases Received by Sector 2017-18

<b>Authority Sector</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Colleges	0	40	40
Health	3	1,403	1,406
Housing Associations	2	325	327
Joint Health and Social Care	0	126	126
Local Authority	4	1,474	1,478
Scottish Government & Devolved Administration	0	474	474
Universities	0	129	129
Water	0	95	95
Other*	895	59	954
<b>Total</b>	<b>904</b>	<b>4,125</b>	<b>5,029</b>

\*Other includes unknown, out of jurisdiction, and premature enquiries

College Complaints Received 2017-18

Subject	A College Unknown	Ayr College	Ayrshire College	City Of Glasgow College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness 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	2	0	0	1	0	0	0	0	1	1	0	0	6
Admissions	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	3
Antisocial behaviour	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Communication / staff attitude / dignity / confidentiality	0	0	1	0	0	1	1	0	0	1	0	0	0	0	1	0	5
Complaints handling	0	0	2	0	2	0	0	0	0	0	0	0	0	0	1	0	5
Policy / administration	0	0	1	0	0	1	0	0	0	0	0	2	0	0	1	0	5
Special needs - assessment and provision	0	0	0	1	1	0	1	0	0	0	1	0	0	0	0	0	4
Teaching and supervision	0	0	1	0	1	0	0	1	1	0	0	0	0	0	1	1	6
Welfare	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Subject Unknown	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
<b>Total</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>40</b>

University Complaints Received 2017-18

Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Scotland's Rural University College	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	4	3	2	2	0	7	5	1	0	7	2	2	1	3	0	10	50
Accommodation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Admissions	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	4
Communication / staff attitude / dignity / confidentiality	0	1	1	1	0	0	0	3	0	0	0	0	0	1	0	0	0	7
Complaints handling	0	0	2	1	0	0	1	1	0	1	2	1	0	0	0	0	0	9
Grants / allowances / bursaries	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Personnel matters	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0	0	3
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Policy / administration	1	4	2	1	1	1	2	0	0	0	0	3	0	0	0	0	5	20
Property	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	2
Student discipline	0	0	0	1	0	0	3	1	0	0	0	1	0	0	0	0	3	9
Teaching and supervision	0	0	1	0	0	0	0	2	0	0	1	0	0	2	4	1	3	14
Welfare	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Subject Unknown	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	4
<b>Total</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>15</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>22</b>	<b>129</b>

Health Complaints Received 2017-18

Subject	Health Boards																Special Health Boards				Other Health Authorities	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	NHS Health Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	NHS National Services Scotland	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	
Admission / discharge / transfer procedures	0	1	0	1	3	0	3	5	1	3	3	1	0	1	0	0	0	0	2	0	0	0	1	0	0	25
Adult Social Work Services (Highland NHS Only)	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Appliances / equipment / premises	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	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3	0	2	3	2	6	23	5	11	8	0	0	5	1	1	0	0	0	0	0	4	12	0	0	87
Clinical treatment / diagnosis	8	48	8	35	38	31	52	148	44	59	112	2	8	61	3	5	4	0	7	0	0	42	153	0	2	870
Communication / staff attitude / dignity / confidentiality	1	2	0	1	4	2	6	13	9	3	17	0	0	9	1	0	1	0	2	0	1	3	35	0	2	112
Complaints handling	4	6	0	0	0	3	8	8	5	2	7	0	0	7	1	0	0	0	0	0	0	3	7	1	1	63
Continuing care	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	10
Hotel services - food / laundry etc	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Hygiene / cleanliness / infection control	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	3
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	18	0	0	21
Nurses / nursing care	0	2	2	1	2	2	1	7	2	4	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	28
Other	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	0	7
Policy / administration	1	0	1	1	2	1	4	7	3	2	11	0	1	5	2	0	0	0	3	1	0	4	12	0	1	62
Record keeping	0	0	1	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	6
Out of jurisdiction	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	4
Subject unknown	14	2	0	2	3	3	4	12	3	8	9	0	1	9	0	0	0	4	0	0	3	17	0	0	0	94
<b>Total</b>	<b>30</b>	<b>65</b>	<b>12</b>	<b>43</b>	<b>55</b>	<b>45</b>	<b>87</b>	<b>228</b>	<b>77</b>	<b>95</b>	<b>173</b>	<b>3</b>	<b>11</b>	<b>101</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>28</b>	<b>1</b>	<b>1</b>	<b>62</b>	<b>258</b>	<b>2</b>	<b>6</b>	<b>1,403</b>

Joint Health & Social Care Complaints Received 2017-18

Subject Group	Subject	Aberdeen City HSCP	Aberdeenshire HSCP	Angus HSCP	Argyll and Bute HSCP	Dundee HSCP	East Dunbartonshire HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Falkirk HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Orkney HSCP	Perth and Kinross HSCP	Renfrewshire HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Dunbartonshire HSCP	West Lothian HSCP	Total	
HSCP - Health	Admission / discharge / transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	
	Clinical treatment / Diagnosis	0	0	0	0	0	0	1	1	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	3	10
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	4	
	Complaints handling	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	3	
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
	Other	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Policy / administration	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	
	Record Keeping	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0	10	0	0	0	1	0	1	0	0	0	0	0	0	12
Complaints handling		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Nurses / nursing care		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
HSCP - Social Work	Access to files and information	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	
	Calls for general assistance	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	
	Care in the community	1	0	0	0	0	0	0	0	0	1	0	2	0	0	0	1	0	0	0	1	0	0	0	6	
	Child services and family support	0	1	1	1	1	0	1	0	0	1	0	1	1	0	1	1	1	0	0	1	4	0	0	16	
	Communication / staff attitude / dignity / confidentiality	2	0	0	2	0	0	1	0	1	0	0	4	1	1	1	1	1	0	0	0	0	1	0	16	
	Complaints handling (incl Social Work complaints procedures)	0	0	0	1	0	0	0	0	2	0	0	3	0	0	2	1	0	0	0	0	0	0	0	9	
	Continuing care	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0	4	
	Home helps / concessions / grants / charges for services	0	1	0	0	0	0	1	0	1	0	0	3	0	0	1	1	0	0	0	0	0	3	0	11	
	Mental health issues	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
	Policy / administration	1	0	0	1	0	0	0	0	2	0	0	1	1	0	2	0	0	0	0	0	2	0	0	10	
	Sheltered housing issues/residential homes	1	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	0	5	
Subject Unknown or Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2		
<b>Total</b>		<b>5</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>39</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>7</b>	<b>126</b>	





Scottish Government and Devolved Administration Complaints Received 2017-18

Cross-Border Public Authority

Subject Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Agriculture, environment, fishing & rural affairs	0	1	1
Subject Unknown or Out Of Jurisdiction	1	0	1
Total	1	1	2

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 Environment Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government - Rural Payments and Inspections Division	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	Student Loans Company (via SAAS)	Transport Scotland	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	1	0	0	0	0	2	2	0	0	1	0	0	0	0	0	6
Care & health	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2
Courts administration	0	19	0	0	0	0	0	0	16	0	0	0	0	0	0	0	0	0	0	35
Education	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Financial matters	0	0	0	0	3	2	0	0	1	2	0	0	0	0	7	4	1	0	0	20
Justice	0	29	0	0	0	0	0	0	4	0	0	0	1	0	0	0	0	0	0	34
Other	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Planning	0	0	0	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	4
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	0	275	0	0	0	0	0	275
Records	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	4
Roads & transport	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	4
Subject Unknown or Out Of Jurisdiction	1	8	0	0	1	0	0	0	3	1	0	0	0	0	0	0	0	0	0	14
Total	1	56	1	2	2	3	2	4	21	12	3	1	1	4	275	7	4	1	3	403

Scottish Public Authority

Subject Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Highlands & Islands Enterprise	Lands Tribunal for Scotland	Mental Welfare Commission for Scotland	Office of the Scottish Charity Regulator	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	sportscotland	Total	
Agriculture, environment, fishing & rural affairs	0	0	0	0	1	0	0	0	0	0	0	0	0	6	0	1	0	0	0	0	0	8	
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	1	4
Care & health	0	6	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	12	
Commissioners & Ombudsmen	0	3	0	5	1	0	0	2	0	6	0	0	0	0	0	0	0	0	0	0	0	17	
Courts administration	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	3	0	9	
Enterprise bodies	0	0	0	0	0	1	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	8	0	0	0	0	0	0	0	8	
Governance	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Justice	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
Other	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Subject Unknown or Out Of Jurisdiction	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	1	1	0	1	0	0	5	
Total	1	10	4	5	2	1	1	2	1	7	1	1	1	6	8	4	1	6	3	3	1	69	



## Water Complaints Received 2017-18

<b>Subject Group</b>	<b>Aimera Ltd</b>	<b>Anglian Water Business</b>	<b>Blue Business Water Ltd</b>	<b>Business Stream</b>	<b>Castle Water Ltd</b>	<b>Clear Business Water</b>	<b>Scottish Water</b>	<b>Total</b>
Billing and Charging	0	3	0	29	2	22	5	61
Customer Service	0	0	1	1	0	1	0	3
Environmental Concerns	0	0	0	0	0	0	1	1
New Connections	0	0	0	1	0	0	1	2
Other	0	0	0	0	0	0	1	1
Waste Water	0	0	0	0	0	0	5	5
Water Supply	0	0	0	4	0	4	5	13
Subject Unknown or Out Of Jurisdiction	1	0	0	4	0	1	3	9
<b>Total</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>39</b>	<b>2</b>	<b>28</b>	<b>21</b>	<b>95</b>