

### 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 Cases Received 2017-18

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Academic appeal / exam results / degree classification	0	6	6
Teaching and supervision	0	6	6
Communication / staff attitude / dignity / confidentiality	0	5	5
Complaints handling	0	5	5
Policy / administration	0	5	5
Special needs - assessment and provision	0	4	4
Admissions	0	3	3
Antisocial behaviour	0	1	1
Welfare	0	1	1
Subject Unknown	0	4	4
<b>Total</b>	<b>0</b>	<b>40</b>	<b>40</b>

## University Cases Received 2017-18

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Academic appeal / exam results / degree classification	0	50	50
Policy / administration	0	20	20
Teaching and supervision	0	14	14
Student discipline	0	9	9
Complaints handling	0	9	9
Communication / staff attitude / dignity / confidentiality	0	7	7
Admissions	0	4	4
Personnel matters	0	3	3
Welfare	0	2	2
Special needs - assessment and provision	0	2	2
Property	0	1	1
Plagiarism and intellectual property	0	1	1
Grants / allowances / bursaries	0	1	1
Accommodation	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	4	4
<b>Total</b>	<b>0</b>	<b>129</b>	<b>129</b>

## Health Cases Received 2017-18

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Clinical treatment / diagnosis	1	870	871
Communication / staff attitude / dignity / confidentiality	0	112	112
Appointments / Admissions (delay / cancellation / waiting lists)	0	87	87
Complaints handling	0	63	63
Policy / administration	1	62	63
Nurses / nursing care	0	28	28
Admission / discharge / transfer procedures	0	25	25
Lists (incl difficulty registering and removal from lists)	0	21	21
Failure to send ambulance / delay in sending ambulance	0	10	10
Other	0	7	7
Record keeping	0	6	6
Continuing care	0	4	4
Hotel services - food / laundry etc	0	3	3
Hygiene / cleanliness / infection control	0	3	3
Adult Social Work Services*	0	2	2
Appliances / equipment / premises	0	2	2
Out of jurisdiction	0	4	4
Subject unknown	1	94	95
<b>Total</b>	<b>3</b>	<b>1403</b>	<b>1406</b>

\* only where not other wise covered by Health & Social Care Partnerships

## Joint Health & Social Care Cases Received 2017-18

Subject Group	Subject	Enquiry	Complaint	Total
HSCP - Health	Admission / discharge / transfer procedures	0	1	1
	Appointments / Admissions (delay / cancellation / waiting lists)	0	2	2
	Clinical treatment / Diagnosis	0	10	10
	Communication / staff attitude / dignity / confidentiality	0	4	4
	Complaints handling	0	3	3
	Nurses / Nursing Care	0	1	1
	Other	0	1	1
	Policy / administration	0	2	2
	Record Keeping	0	2	2
HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	12	12
	Complaints handling	0	1	1
	Nurses / nursing care	0	1	1
	Access to files and information	0	1	1
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	2	2
	Calls for general assistance	0	2	2
	Care in the community	0	6	6
	Child services and family support	0	16	16
	Communication / staff attitude / dignity / confidentiality	0	16	16
	Complaints handling (incl Social Work complaints procedures)	0	9	9
	Continuing care	0	4	4
	Home helps / concessions / grants / charges for services	0	11	11
	Mental health issues	0	1	1
	Other	0	1	1
	Policy / administration	0	10	10
	HSCP - Social Work	Sheltered housing issues/residential homes	0	5
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	2	2
<b>Total</b>		<b>0</b>	<b>126</b>	<b>126</b>

## Housing Association Cases Received 2017-18

Subject	Enquiry	Complaint	Total
Repairs and maintenance	0	114	114
Neighbour disputes and anti-social behaviour	0	41	41
Policy / administration	0	40	40
Complaints handling	0	30	30
Communication / staff attitude / dignity / confidentiality	0	17	17
Rent and/or service charges	0	16	16
Improvements and renovation	1	14	15
Applications / allocations / transfers / exchanges	1	12	13
Estate management / open space / environment work	0	10	10
Right to Buy	0	4	4
Aids and adaptations	0	2	2
Other	0	1	1
Pre-contractual or commercial matters	0	1	1
Sheltered housing and community care	0	1	1
Terminations of tenancy	0	1	1
Out of jurisdiction	0	2	2
Subject unknown	0	19	19
<b>Total</b>	<b>2</b>	<b>325</b>	<b>327</b>

## Local Authority Cases Received 2017-18

Subject Group	Enquiry	Complaint	Total
Housing	1	316	317
Social Work	1	254	255
Education	0	151	151
Planning	0	134	134
Environmental Health & Cleansing	1	116	117
Finance	0	112	112
Roads & Transport	0	104	104
Legal & Admin	0	71	71
Recreation & Leisure	0	24	24
Land & Property	0	17	17
Building Control	0	16	16
Personnel	0	12	12
Welfare Fund - Community Care Grants	0	7	7
Other	0	6	6
Consumer Protection	0	4	4
National Park Authorities	0	4	4
Fire & Police Boards	0	3	3
Economic Development	0	2	2
Welfare Fund - Crisis Grants	0	2	2
Subject Unknown or Out Of Jurisdiction	1	119	120
<b>Total</b>	<b>4</b>	<b>1,474</b>	<b>1,478</b>

## Scottish Government and Devolved Administration Cases Received 2017-18

### Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	1	1
Subject unknown or Out of Jurisdiction	0	1	1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>

### Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	0	275	275
Courts administration	0	35	35
Justice	0	34	34
Financial matters	0	20	20
Agriculture, environment, fishing & rural affairs	0	6	6
Planning	0	4	4
Records	0	4	4
Roads & transport	0	4	4
Other	0	3	3
Care & health	0	2	2
Education	0	2	2
Subject Unknown or Out Of Jurisdiction	0	14	14
<b>Total</b>	<b>0</b>	<b>403</b>	<b>403</b>

### Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Commissioners & Ombudsmen	0	17	17
Care & health	0	12	12
Education	0	9	9
Agriculture, environment, fishing & rural affairs	0	8	8
Financial matters	0	8	8
Arts, culture, heritage, leisure, sport & tourism	0	4	4
Enterprise bodies	0	2	2
Courts administration	0	1	1
Governance	0	1	1
Justice	0	1	1
Other	0	1	1
Subject Unknown or Out Of Jurisdiction	0	5	5
<b>Total</b>	<b>0</b>	<b>69</b>	<b>69</b>

<b>Scottish Government and Devolved Administration Total</b>	<b>0</b>	<b>474</b>	<b>474</b>
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### Prison Cases Received 2017-18

Note - these are also included in Scottish Administration figures

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Security, control and progression	0	34	34
Leave from Prison (Including Home Detention Leave)	0	32	32
Health, Welfare and Religion	0	31	31
Privileges and Prisoners Property	0	29	29
Discipline	0	25	25
Physical and Personal Environment	0	22	22
Communication and Records	0	20	20
Admission, Transfers and Discharge	0	19	19
Work, Education, Earnings and Recreation	0	16	16
Supervision Levels	0	6	6
Subject Unknown or Out Of Jurisdiction	0	41	41
<b>Total</b>	<b>0</b>	<b>275</b>	<b>275</b>

### Water Cases Received 2017-18

<b>Subject Group</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Billing and Charging	0	61	61
Water Supply	0	13	13
Waste Water	0	5	5
Customer Service	0	3	3
New Connections	0	2	2
Environmental Concerns	0	1	1
Other	0	1	1
Subject Unknown or Out Of Jurisdiction	0	9	9
<b>Total</b>	<b>0</b>	<b>95</b>	<b>95</b>

**Other Cases Received 2017-18**

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Total</b>
Signposting - Premature	360	0	360
Signposting - Out of Jurisdiction	534	0	534
Health - Clinical treatment / diagnosis	0	1	1
Enquiry from Member of the Public	1	0	1
Out of Jurisdiction	0	12	12
Subject Unknown	0	46	46
<b>Total</b>	<b>895</b>	<b>59</b>	<b>954</b>

## Housing Association and Local Authority Housing Cases Received 2017-18

\*complaints only\*

<b>Subject</b>	<b>Housing Associations</b>	<b>Local Authority</b>	<b>Total</b>
Repairs and maintenance	114	117	231
Neighbour disputes and anti-social behaviour	41	43	84
Policy / administration	40	25	65
Applications / allocations / transfers / exchanges	12	44	56
Complaints handling	30	13	43
Rent and/or service charges	16	15	31
Communication / staff attitude / dignity / confidentiality	17	12	29
Improvements and renovation	14	12	26
Estate management / open spaces / environment work	10	8	18
Right to Buy	4	9	13
Homeless person issues	0	9	9
Terminations of tenancy	1	4	5
Other	1	3	4
Aids and adaptations	2	0	2
Pre-contractual or commercial matters	1	1	2
Shared ownership	0	1	1
Sheltered housing and community care	1	0	1
Out of jurisdiction	2	0	2
Subject unknown	19	0	19
<b>Total</b>	<b>325</b>	<b>316</b>	<b>641</b>