

Enquiries and Complaints Received by Subject 2020-21

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1. Cases Received by Sector

Authority Sector	Complaint	Enquiry	Total
Colleges	21	0	21
Health	1056	2	1058
Housing Associations	224	1	225
Joint Health and Social Care	163	0	163
Local Authority	951	4	955
Other*	33	666	699
Prisons	219	0	219
Scottish Government & Devolved Administration	147	3	150
Universities	205	0	205
Water	111	0	111
Total	3130	676	3806

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

2. Scottish College Cases Received

Subject Group	Subject	Complaint	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	4	4
	Progression / Articulation / Withdrawal	1	1
Course Related	Assessment / Exams / Certification	1	1
	Learning and Teaching	9	9
Customer Care	Diversity and Equality (other than support for learning)	2	2
	Health and Safety	1	1
	Staff Conduct	2	2
Facilities	Maintenance / Lifts / Car Parking	1	1
Total		21	21

3. Health Cases Received

Subject	Complaint	Enquiry	Total
Admission / discharge / transfer procedures	10	0	10
Adult Social Work Services (Highland NHS Only)	1	0	1
Appliances / equipment / premises	3	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	43	0	43
Clinical treatment / diagnosis	735	2	737
Communication / staff attitude / dignity / confidentiality	118	0	118
Complaints handling	14	0	14
Continuing care	1	0	1
Failure to send ambulance / delay in sending ambulance	15	0	15
Hotel services - food / laundry etc	1	0	1
Hygiene / cleanliness / infection control	3	0	3
Lists (incl difficulty registering and removal from lists)	14	0	14
Nurses / nursing care	12	0	12
Other	13	0	13
Out of jurisdiction	3	0	3
Policy / administration	33	0	33
Record keeping	11	0	11
Subject unknown	26	0	26
Total	1056	2	1058

4. Joint Health & Social Care Cases Received

Subject Group	Subject	Complaint	Total
HSCP - Health	Appointments / Admissions (delay / cancellation / waiting lists)	2	2
	Clinical treatment / Diagnosis	17	17
	Communication / staff attitude / dignity / confidentiality	7	7
	Complaints handling	1	1
	Continuing care	2	2
	Nurses / Nursing Care	2	2
	Other	1	1
	Policy / administration	6	6
	Total	38	38
HSCP - Prison Health Care	Clinical treatment / Diagnosis	8	8
	Communication / staff attitude / dignity / confidentiality	1	1
	Total	9	9
HSCP - Social Work	Adoption / fostering	1	1
	Adult support and protection / adults with incapacity	16	16
	Assessments / self-directed support	10	10
	Care charges for homecare and residential care	6	6
	Care in the community	1	1
	Carer's assessments	2	2
	Child protection	1	1
	Child services and family support	15	15
	Communication / staff attitude	20	20
	Community Mental health services	1	1
	Complaint handling	6	6
	Criminal justice	2	2
	Free personal care	1	1
	Kinship care	2	2
	Occupational therapy / assessment for equipment / adaptations	2	2
	Other	5	5
	Policy / administration	7	7
	Sheltered housing / residential issues	2	2
	Standard of care	9	9
	Total	109	109
	Integration Joint Boards	Communication / staff attitude / dignity / confidentiality	1
Total		1	1
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	2	2
	Subject Unknown	4	4
	Total	6	6
Total		163	163

5. Housing Association Cases Received

Subject	Complaint	Enquiry	Total
Aids and adaptations	5	0	5
Applications / allocations / transfers / exchanges	20	0	20
Communication / staff attitude / dignity / confidentiality	19	0	19
Complaints handling	1	0	1
Estate management / open spaces / environment work	4	0	4
Homeless person issues	1	0	1
Improvements and renovation	3	0	3
Neighbour disputes and anti-social behaviour	49	1	50
Other	2	0	2
Out of jurisdiction	2	0	2
Policy / administration	6	0	6
Rent and/or service charges	9	0	9
Repairs and maintenance	88	0	88
Right to Buy	2	0	2
Sheltered housing and community care	3	0	3
Subject unknown	9	0	9
Terminations of tenancy	1	0	1
Total	224	1	225

6. Local Authority Cases Received

Subject	Complaint	Enquiry	Total
Building Control	6	0	6
Consumer Protection	4	0	4
Economic Development	4	0	4
Education	109	2	111
Environmental Health & Cleansing	62	0	62
Finance	68	0	68
Fire & Police Boards	3	0	3
Housing	232	0	232
Land & Property	12	0	12
Legal & Admin	54	1	55
National Park Authorities	2	0	2
Other	9	0	9
Personnel	4	0	4
Planning	115	0	115
Recreation & Leisure	13	0	13
Roads & Transport	63	0	63
Social Work	135	1	136
Subject unknown or Out of Jurisdiction	48	0	48
Valuation Joint Boards	2	0	2
Welfare Fund - Community Care Grants	3	0	3
Welfare Fund - Crisis Grants	3	0	3
Total	951	4	955

7. Scottish Government & Devolved Administration Cases

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Complaint	Enquiry	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	3	0	3
	Care and health	3	0	3
	Courts administration	13	0	13
	Financial matters	28	0	28
	Governance	2	0	2
	Housing	2	0	2
	Justice	25	0	25
	Other	1	0	1
	Planning	3	0	3
	Records	6	1	7
	Roads and transport	2	0	2
	Subject unknown or Out of Jurisdiction	4	0	4
	Total		92	1
	Total	92	1	93

Scottish Public Authority

Subject	Complaint	Enquiry	Total
Agriculture / environment / fishing / rural affairs	9	0	9
Arts / culture / heritage / leisure / sport / tourism	2	0	2
Care and health	7	0	7
Commissioners and Ombudsmen	14	0	14
Courts administration	2	0	2
Education	4	0	4
Enterprise bodies	3	0	3
Financial matters	4	0	4
Justice	3	2	5
Other	4	0	4
Total	52	2	54

Cross-Border Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	3	3
Total	3	3

Scottish Government & Devolved Sub-Sector	Complaint	Enquiry	Total
Cross-Border Public Authority	3	0	3
Scottish Government & Scottish Administration	92	1	93
Scottish Public Authority	52	2	54
Scottish Government & Devolved Administration Total	147	3	150

8. Prison Cases Received

Note - these are also included in Scottish Administration figures

Subject	Complaint	Total
Admission / transfers / discharge	7	7
Communication and records	18	18
Discipline	15	15
Health / Welfare / Religion	37	37
Leave from Prison (Including Home Detention Leave)	9	9
Other	1	1
Physical and personal environment	11	11
Privileges and prisoners property	54	54
Security / control / progression	14	14
Subject unknown or Out of Jurisdiction	38	38
Supervision levels	1	1
Work / education / earnings / recreation	14	14
Total	219	219

9. Scottish University Cases Received

Subject Group	Subject	Complaint	Total
Subject Unknown or Out Of Jurisdiction	Subject Unknown	8	8
Universities	Academic appeal / exam results / degree classification	65	65
	Accommodation	13	13
	Admissions	6	6
	Communication / staff attitude / dignity / confidentiality	13	13
	Complaints handling	4	4
	Inappropriate staff / student relationship	1	1
	Other	7	7
	Personnel matters	1	1
	Plagiarism and intellectual property	2	2
	Policy / administration	35	35
	Special needs - assessment and provision	10	10
	Student discipline	4	4
	Teaching and supervision	36	36
Total		205	205

10. Water Cases Received

Subject	Complaint	Total
Billing and charging	76	76
Customer service	7	7
Environmental Concerns	1	1
Subject unknown or Out of Jurisdiction	5	5
Waste Water	10	10
Water Supply	12	12
Total	111	111

11. Other Cases Received

Subject	Complaint	Enquiry	Total
Signposting - Premature	0	400	0
Signposting - Out of Jurisdiction	0	263	0
General Enquiry	0	2	2
Subject Unknown or Out of Jurisdiction	33	1	34
Total	33	666	699

12. Housing Association and Local Authority Housing Cases Received

complaints only

Subject	Housing Associations	Local Authority	Total
Aids and adaptations	5	1	6
Applications / allocations / transfers / exchanges	20	36	56
Communication / staff attitude / dignity / confidentiality	19	14	33
Complaints handling	1	1	2
Estate management / open spaces / environment work	4	6	10
Homeless person issues	1	3	4
Improvements and renovation	3	5	8
Neighbour disputes and anti-social behaviour	49	65	114
Other	2	6	8
Out of jurisdiction	2	0	2
Policy / administration	6	8	14
Rent and/or service charges	9	8	17
Repairs and maintenance	88	77	165
Right to Buy	2	0	2
Sheltered housing and community care	3	2	5
Subject unknown	8	0	8
Terminations of tenancy	1	0	1
Total	223	232	455