Complaints Received by Subject and Authority 2020-21

Tab 1 - Received By Sector

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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	Ayrshire College	City Of Glasgow College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	South Lanarkshire College	West College Scotland	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0	1	1	1	1	0	4
	Progression / Articulation / Withdrawal	0	1	0	0	0	0	0	1
Course Related	Assessment / Exams / Certification	0	0	0	0	1	0	0	1
	Learning and Teaching	3	1	0	5	0	0	0	9
Customer Care	Diversity and Equality (other than support for learning)	0	2	0	0	0	0	0	2
	Health and Safety	0	1	0	0	0	0	0	1
	Staff Conduct	1	0	0	1	0	0	0	2
Facilities	Maintenance / Lifts / Car Parking	0	0	0	0	0	0	1	1
Total		4	5	1	7	2	1	1	21



3. Health Cases Received

																					Pharmacists &						
	Dentists & De	ental Practices	GP & GF	P Practices								Health Board								Opticians	Pharmacy Services		s	pecial Health Boa	ard		
		Dentists &			A Health	Ayrshire and		Dumfries and				Greater Glasgow and									Pharmacists &	Golden Jubilee		NHS National	Scottish	The State Hospital	
Subject		Dental Practices		GP & GP Practices	Board Unknown	Arran NHS Board	Borders NHS Board		Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Clyde NHS Board	Highland NHS Board	S Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board		Pharmacy Services	National Hospital	NHS 24	Services Scotland	Ambulance Service	Board for Scotland	Total
Admission / discharge / transfer procedures	0		0	Practices		Board	Board	Board				Board	Board		4	Board	0	June 1		0	O		0		O	o	10
	0	0	0	0	0	1	0	0	0	1	0	2	0	1	4	0	0	0	0	0	0	0	0	0	0	0	10
dult Social Work Services (Highland NHS nly)	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	U	0	1
ppliances / equipment / premises	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
ppointments / Admissions (delay / ancellation / waiting lists)	0	0	0	5	2	0	2	2	0	1	0	11	2	5	6	0	0	6	0	0	0	1	0	0	0	0	43
Clinical treatment / diagnosis	3	13	7	134	9	34	10	21	36	35	59	118	43	65	92	1	1	35	0	1	1	3	2	0	11	1	735
communication / staff attitude / dignity /	0	0	0	27	0	6	5	5	4	4	4	12	14	10	14	0	1	7	1	0	0	0	2	0	2	0	118
onfidentiality																											
Complaints handling	0	0	0	1	0	0	0	0	0	0	2	0	1	4	1	0	0	5	0	0	0	0	0	0	0	0	14
Continuing care	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	0	1
ailure to send ambulance / delay in sending mbulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	14	0	15
Hotel services - food / laundry etc	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
Hygiene / cleanliness / infection control	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Lists (incl difficulty registering and removal rom lists)	0	1	1	12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14
Nurses / nursing care	0	0	0	1	0	0	2	1	1	0	1	2	1	1	2	0	0	0	0	0	0	0	0	0	0	0	12
Dther	0	0	2	2	0	0	0	0	1	0	1	2	0	3	0	0	0	1	0	0	0	0	0	1	0	0	13
Dut of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	3
olicy / administration	0	4	0	8	0	1	1	2	1	0	1	2	1	1	2	0	0	2	0	0	2	0	0	5	0	0	33
Record keeping	0	0	1	2	0	1	0	0	0	0	0	2	1	1	1	0	1	1	0	0	0	0	0	0	0	0	11
Subject unknown	0	0	0	9	0	2	0	0	1	1	2	1	3	1	4	0	0	0	0	0	0	0	0	1	0	1	26
Total	3	18	11	201	11	45	20	31	44	43	71	156	69	94	126	1	3	58	2	1	3	4	5	7	27	2	1056



4. Joint Health & Social Care Cases Received

						Clackmannans	6																					,	
					Argyll and	hire and	Dumfries and			East		East									North		Perth and			South		West	1
			Aberdeenshire								r East Lothian	Renfrewshire		Falkirk Health		Glasgow City				North Ayrshire		Orkney Health			South Ayrshire	Lanarkshire		Dunbartonshir	1
		Health and	Health and		and Social	and Social	Health and	and Social		e Health and		Health and	Health and	and Social		Health and		Health and	and Social	Health and	Health and	and Social	Health and	Health and	Health and	Health and		e Health and	1
		Social Care	Social Care		Care	Care	Social Care	Care	Social Care			Social Care	Social Care	Care	Care	Social Care		Social Care	Care	Social Care	Social Care	Care	Social Care		Social Care	Social Care	-		
Subject Group	-	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Partnership	Scotland	Partnership	Total
HSCP - Health	Appointments / Admissions (delay / cancellation / waiting lists)	0	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	0	2
		0	0	0	0				2	4	2	0	4	0	0	0	0	0	1	0	0	0	4	0	0	0	0	'	
	Clinical treatment / Diagnosis	0	0	0	0	0	0	1	2	1	2	0	1	0	0	8	0	0	1	0	0	0	1	0	0	0	0	0	17
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	0	0	0	0	0	1	0	2	0	0	2	0	0	0	0	0	0	0	1	0	0	0	1 1	7
	Complaints handling	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
	Continuing care	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	1	0	2
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
	Other	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	<u>_</u>
	Policy / administration	6	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	6
	Total	7	1	0	0	0	0	1	2	1	5	0	4	0	0	12	0	0	1	0	0	0	1	1	0	0	1	1	38
HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	8
	Communication / staff attitude /	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	<u> </u>
	dignity / confidentiality	~		, in the second		, , , , , , , , , , , , , , , , , , ,			Ŭ,			, , , , , , , , , , , , , , , , , , ,							L Č	, , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , ,	, , , , , , , , , , , , , , , , , , ,	Ŭ,				~		
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	9
HSCP - Social Work	Adoption / fostering	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	1
	Adult support and protection / adults with incapacity	0	0	0	1	1	0	0	0	0	2	3	2	0	2	0	0	1	0	2	1	0	0	0	0	0	0	1	16
	Assessments / self-directed support	0	0	0	1	0	0	0	0	0	0	1	1	0	0	4	1	0	0	1	0	0	0	1	0	0	0	0	10
	Care charges for homecare and residential care	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	1	0	0	6
	Care in the community	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	1
	Carer's assessments	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Child protection	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
	Child services and family support	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3	1	0	0	3	0	0	0	1	0	5	0	0	15
	Communication / staff attitude	1	2	1	1	1	0	0	1	1	0	0	1	1	1	5	0	0	0	0	0	1	0	1	0	1	0	1	20
	Community Mental health services	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	1
	Complaint handling	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	2	0	0	0	0	0	0	0	1	6
	Criminal justice	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
	Free personal care	0	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	1
	Kinship care	0	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	0	2
	Occupational therapy / assessment for equipment /	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
	adaptations Other	0	0	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	0	0	1	0	0	0	0	0	0	<u> </u>	5
	Policy / administration	0	0	0	0	1	0	0	0	1	0	1	1	0	2	1	0	0	0	0	0	0	0	0	1	0	0		5
	Sheltered housing / residential	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
	issues Standard of care	0	1	0	0	0	1	0	1	0	0	0	1	0	2	1	0	0	1	1	0	0	0	0	0	0	0	0	9
	Total	3	3	1	5	3	2	1	4	3	2	8	7	1	11	20	2	1	1	11	2	1	0	4	2	7	0	4	109
Integration Joint Boards	Communication / staff attitude / dignity / confidentiality	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
	Total	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
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	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	0	0	2
	Subject Unknown	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	4
	Total	1	0	0	0	0	1	0	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	6
Total		11	4	1	5	3	3	2	6	6	7	8	11	1	11	43	2	1	2	12	2	1	1	5	2	7	1	5	163



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5. Housing Association Cases Received

																																							Hanover					
		Abertay		Almond		Ardengle			B	Berwickshire			Bridgewate			Castle		Castlehill		Charing Cros		Clyde Valle			Dumfries			Lothian	Eildon	Elderpark				Glasgow We	st Glen Oaks					Hebridean		Hjaltland		Horizon
	A Housing	Housing	A	Housing		Housing	-	-		Housing	Die La La constante	Blackwood	Housing				invar	Housing	Housing	Housing	Cloch Housi	5			Housing Gallow	-	-	-	Housing	Housing	Fife Henrie		Glasgow	Housing	Housing	Housing	-	-	Housing	Housing	Hillcrest	Housing		Housing
	Association		Albyn Housin	0	ANCHO	Associati					Bield Housing							Association	Association	Association											Fife Housing		Housing	Associatio	n Association	n Associatio				Partnership	Housing	Association		Association
Subject	Unknown	Ltd	Society Ltd	Ltd	Limited	Ltd	Associa	iation Ho	ousing	Ltd	& Care	Care	Ltd	Ltd	Associa	ation Assoc	ciation	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	L	td Partner	ship L	td I	Ltd	Ltd	Ltd	Group	Fyne Home	s Association	n Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Association	Ltd	Scotland	Ltd
Aids and adaptations	0	0	0	0	0	0	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	0	0	0	1	0	0
Applications / allocations / transfers / exchanges	1	0	0	0	0	0	0		0	0	0	1	1	1	0	(0	1	0	0	2	0	0		0 0		0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	1
Communication / staff attitude / dignity / confidentiality	1	0	0	0	0	0	0		0	0	0	0	0	0	0	1	1	2	0	0	0	0	0		0 0		0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Complaints handling	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	0	0
Estate management / open spaces / environment work	0	0	0	0	0	0	2		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
Homeless person issues	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	0	0	0	0	0	0
Improvements and renovation	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	0	0
Neighbour disputes and anti-social behaviour	2	1	1	0	1	1	0)	1	0	0	1	0	1	0	5	5	0	0	0	1	1	0		0 0		0	0	0	0	0	0	5	1	0	0	0	1	0	2	2	0	1	1
Other	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Out of jurisdiction	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy / administration	0	0	0	0	0	0	0)	0	0	0	0	0	0	0	1	1	0	0	0	0	1	0		1 0		0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Rent and/or service charges	0	0	1	0	0	0	0)	0	1	0	0	0	1	0	(0	0	0	1	0	0	0		0 0		0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Repairs and maintenance	3	1	1	1	0	0	1		1	1	0	0	1	0	3	4	4	1	1	1	0	0	1		0 2		0	0	0	0	1	2	4	0	1	2	0	1	0	1	2	0	1	3
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	0	0	0
Sheltered housing and community care	0	0	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	0	0	0	0	0	0	0	0	0	0	0
Subject unknown	1	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	1	0	0	0	1	0	1	0	0	0	0	0
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 1		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	9	2	3	1	1	1	3		2	3	1	3	2	3	4	1	11	4	1	2	3	2	1		1 4		1	1	1	1	2	2	10	2	2	2	3	2	2	3	4	1	2	5



												North											Sanctuary	Scottish									1		West of	Ţ		· [
	Kingdom	Knowes	Lanarkshire	Langstane			Loretto	Manor Estates	s Maryhill	Melville	New Gorbals	Glasgow	North View	Oak Tree	Ochil View	Orkney		Partick	Port of Leith		Queens Cross		(Scotland) Housing	Borders	Shettleston			Thistle	Tollcross		Viewpoint		1	West Highland	Scotland	West		Williamsburgh	n Yorkhill	
Key Housing	Kingdom Housing Association	Housing	Housing	Housing		Link Housing	Housing	Housing	Housing	Housing	Housing	Housing	Housing	Housing	Housing	Housing		Housing Association Ltd	Housing	Prospect	Housing		Housing	Housing	Housing	Southside		Housing	Housing	Trust Housing	Housing		Weslo	Housing	Housing Association	Whitlawburn	Wheatley	Housing	Housing	
		Association	Association	Association	Link Group	Association	Association	Association	Association	Association	Association	Association	Association	Association	Association	Association	Osprey Housing	Association	Association	Community	Association	River Clyde		Association	Association	Housing		Association	Association	Association	Association	Waverley	Housing	Association	Association	Housing Co-	Housing	Association	Association	
Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Ltd	Housing	Ltd	Ltd	Housing	Ltd	Homes	Ltd	Ltd	Ltd	Association	Housing	Ltd	Ltd	Ltd	Ltd	Housing	Management	Ltd	Ltd	operative Ltd	Group Ltd	Ltd	Ltd	Total
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	0	1	0	0	5
0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	2	0	0	20
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	2	1	1	0	0	1	0	0	1 '	0	19
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	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	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
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	0	1
0	0	0	0	1	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	1	0	0	0	0	0	0	3
0	1	0	0	0	4	1	1	0	0	1	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	3	0	1	49
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	0	0	0	2
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	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	1	0	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	6
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	1	0	0	2	0	0	9
0	0	1	0	1	2	0	1	0	1	1	0	0	0	1	1	0	1	3	3	1	3	5	10	3	0	0	0	1	0	1	1	0	1	1	1	0	2	1	0	88
0	0	0	0	0	2	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
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	0		0	0	0	3
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	1	1	0	0	0	1		0	0	0	9
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
1	2	1	1	2	10	1	2	1	3	2	1	1	1	1	2	1	1	5	5	1	5	6	11	7	1	1	2	1	1	5	4	1	2	2	3	+ 1	10	2		224



6. Local Authority Cases Received

																																								F	Fire / Police /	1	1							
																																									Safety Authority	National Park	1							
																	-				Council	•																			Authority	Authority	1	Other I	Local Authority	У	Valı	luation Joint Bo	Board	
																																										1	A Local							
																																			T O						The Scottish	a ·	Authority	East					rkney &	
	A Council		Abordoo	hire	A			Comboirle	Dumfries			Fact Aurobin	East			East	Fallsink		Class			Midlethion	North		n Or		Perth and	Donfroughing	Scottish	Shetlar	and So	South yrshire L	South	Ctivlin a	The City of			W		at Lathian	Fire and	Cairngorms		Renfrewshi		& Strathcly			hetland	
Subject	A Council Unknown					gyll and Clac e Council hir	ickmannans		an Gallowa Counc	ay Dun	Council	East Ayrshire Council			ouncil	enfrewshire Council	Falkirk Council	Fife Cour		gow City ouncil	Council	Midlothian Council	Ayrshire Council	E Lanarks Counc	snire isia	lands ouncil	Kinross Council	Renfrewshire Council	Borders Council	s Island Counc	as Ayr	ouncil	anarkshire Council	Stirling	Edinburgh Council	The Highlar Council	nd The Mor Counc		tonshir We uncil	Council	Rescue Service	National Park Authority	A Council)		nd Busines td Glasgov		rship Valua sport Joint B	lation Vall	aluation nt Board	Total
	Unknown		Cour	Angus Co				Ellean Siar	Counc		Jouncii	Council	e Cour			Council	Council	File Cour		Juncii	Council	Council	Council	Counc			Council	Council	Council	Counc			Council	Council	Council	Council	Counc			Council	Service	Authority			d Glasgo		sport Joint F	Board Joint		Total
Subject Building Control Consumer Protection	0	0	0	0		2	0	0	0		0	0	1		0	0	0	0		1	0	0	0	0		0	0	0	0	0		0	1	0	1	0	0	()	0	0	<u> </u>		0	0	0	0	0	0	6
Consumer Protection	0	0	0	0		0	0	0	0		0	0	0		0	0	0	0		0	0	0	1	0		0	1	0	0	0		0	0	0	2	0	0	()	0	0	0 '		0	0	0	0	0	0	4
Economic Development	0	0	0	0		0	0	0	0		0	0	0		0	0	0	0		1	0	0	1	0		0	0	0	0	0		0	1	0	1	0	0	()	0	0	0	0	0	0	0	0	0	0	4
Education	1	6	9	3		1	2	4	1		0	2	8		3	1	9	8		7	0	2	3	11		0	3	2	0	2		1	5	2	5	2	1		2	2	0	0	1	0	0	0	<u> </u>	0	0	109
Environmental Health & Cleansing	3	2	0	0		2	0	0	1		4	2	0		1	0	1	5		7	0	0	1	1		0	1	6	2	0		1	3	2	5	2	2	()	8	0	0	0	0	0	0	C	0	0	62
Finance	2	2	2	2		2	0	1	2		0	1	0		0	0	2	5		13	1	1	3	2		0	1	6	0	0		0	5	0	6	6	0	2	2	1	0	0	0	0	0	0	۲ ۲	0	0	68
Fire & Police Boards	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	3	0	0	0	0	0	0	0	0	3
Housing	8	9	8	6		1	3	0	0		6	5	5		8	4	24	15		2	0	4	8	17		1	9	9	1	0		5	8	4	21	7	5	1	4	15	0	0	0	0	0	0	<u>۲</u>	0	0	232
Land & Property	0	2	0	0		0	0	0	0		1	0	1		0	0	0	0		0	0	0	0	3		0	1	0	0	0		0	0	0	3	1	0	()	0	0	0	0	0	0	0	<u>ر</u>	0	0	12
Legal & Admin	1	3	2	0		0	0	0	0		1	1	0		2	1	0	4		7	1	2	4	2		0	0	2	2	1		1	3	1	6	0	0	2	2	5	0	0	0	0	0	0	<u>ر</u>	0	0	54
National Park Authorities	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	1	0	0	0	0	<u>ر</u>	0	0	2
Other	1	1	0	0		0	1	1	0		0	0	0		0	0	0	0		0	0	1	1	1		1	0	0	0	0		0	0	0	0	0	0	()	0	0	0	0	0	1	0	<u>ر</u>	0	0	9
Personnel	0	0	0	0		0	0	0	0		0	0	0		0	1	1	0		0	0	0	0	0		0	0	2	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	<u>ر</u>	0	0	4
Planning	3	6	10	2		3	0	0	4		2	0	3		2	3	1	11		3	0	4	2	4		1	6	2	1	1		7	6	4	5	14	0	2	2	2	0	0	1	0	0	0	<u>ر</u>	0	0	115
Planning Recreation & Leisure	0	1	1	0		0	0	0	0		0	0	0		0	0	0	0		0	2	1	0	0		0	0	0	0	0		3	0	0	4	0	0	()	0	0	0	0	1	0	0	<u> </u>	0	0	13
Roads & Transport	1	0	8	0		1	0	0	0		4	2	1		0	1	1	3		11	2	0	1	1		2	2	1	1	0		0	1	0	12	1	0	()	4	0	0	1	0	0	1	<u>ر</u>	0	0	63
Social Work	5	9	7	5		3	7	2	4		3	1	3		1	2	8	16		7	1	1	2	5		0	5	2	7	0		5	2	1	5	2	5	3	3	5	0	0	1	0	0	0	<u>ر</u>	0	0	135
Subject unknown or Out of Jurisdiction	6	0	0	0		3	0	0	2		0	2	3		0	1	5	2		2	0	1	1	4		0	1	1	1	0		0	2	0	6	3	0	()	2	0	0	0	0	0	0)	0	0	48
Valuation Joint Boards	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	1	1	2
Valuation Joint Boards Welfare Fund - Community Care Grants Welfare Fund - Crisis Grants	0	0	0	0		0	0	0	0		0	0	0		0	0	0	1		1	0	0	0	0		0	0	1	0	0		0	0	0	0	0	0	()	0	0	0	0	0	0	0	<u>ر</u>	0	0	3
Welfare Fund - Crisis Grants	0	0	0	0		0	1	0	0		0	0	0		0	0	0	1		0	0	0	0	0		0	0	0	0	0		0	0	0	0	1	0	()	0	0	0	0	0	0	0	<u>с</u>	0	0	3
Total	31	41	47	18	1	18	14	8	14	1	22	16	25	ľ	17	14	52	71		62	7	17	28	51		5	30	34	15	4		23	37	14	82	39	13	2	5	44	3	1	4	1	1	1	1	1	1	951

Fire / Police /



7. Scottish Government & Devolved Administration Cases

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Crown Office and Procurator Fiscal Service	Disclosure Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D	Scottish Government D- G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Transport Scotland	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	3
	Care and health	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	3
	Courts administration	5	0	0	0	0	8	0	0	0	0	0	0	0	0	0	13
	Financial matters	0	0	0	9	0	0	0	5	1	0	0	3	3	7	0	28
	Governance	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	Housing	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	2
	Justice	24	0	0	0	0	1	0	0	0	0	0	0	0	0	0	25
	Other	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Planning	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	3
	Records	0	0	1	0	4	0	0	1	0	0	0	0	0	0	0	6
	Roads and transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
	Subject unknown or Out of Jurisdiction	1	0	0	0	0	1	0	2	0	0	0	0	0	0	0	4
	Total	30	1	1	9	4	10	2	14	1	1	4	3	3	7	2	92
	Total	30	1	1	9	4	10	2	14	1	1	4	3	3	7	2	92

Scottish Public Authority

							Mental		Office of the		Police		Scottish		Scottish			Scottish		
		Care	Children's Hearings	Creative	Crofting	Highlands & Islands	Welfare Commission		Scottish Charity	Parole Board	Investigations & Review	Scottish	Children's Reporter	Scottish	Environment Protection	Scottish Legal		Social Services	Skills Development	
Subject	Audit Scotland	Inspectorate	Scotland	Scotland	Commission	Enterprise	for Scotland	Scotland	Regulator	for Scotland	Commissioner	Canals	Administration	Enterprise	Agency	Aid Board	Authority	Council	Scotland	Total
Agriculture / environment / fishing / rural affairs	0	0	0	0	1	0	0	0	0	0	0	2	0	0	6	0	0	0	0	9
Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Care and health	0	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	7
Commissioners and Ombudsmen	0	4	0	0	0	0	1	0	2	0	5	0	0	0	0	0	0	2	0	14
Courts administration	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	4
Enterprise bodies	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	3
Financial matters	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	4
Justice	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	3
Other	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	4
Fotal	1	7	1	1	1	1	1	1	5	2	5	2	2	2	6	5	2	5	2	52

Subject	Forestry and Land Scotland		Total
Agriculture / environment / fishing / rural affairs	2	1	3
Total	2	1	3



8. Scottish University Cases Received

Subject Group	Subject	A University Unknown	Abertay University	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 Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	the Highlands	University of the West of Scotland	Total
Subject Unknown or Out Of Jurisdiction	Subject Unknown	1	0	0	1	0	0	0	0	0	0	0	2	3	1	0	0	0	0	8
Universities	Academic appeal / exam results / degree classification	2	0	2	0	1	3	5	0	5	5	5	14	7	1	1	5	1	8	65
	Accommodation	0	0	0	0	1	2	0	0	0	2	0	5	1	1	1	0	0	0	13
	Admissions	0	0	0	0	0	0	0	0	1	0	0	4	0	0	0	0	0	1	6
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	1	2	2	0	0	2	0	2	3	0	0	1	0	0	13
	Complaints handling	0	0	0	0	0	0	0	1	0	0	1	1	0	0	0	0	0	1	4
	Inappropriate staff / student relationship	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Other	0	0	2	0	0	1	0	0	0	2	0	2	0	0	0	0	0	0	7
	Personnel matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
	Policy / administration	0	1	2	0	0	1	3	0	0	2	1	8	6	3	1	5	0	2	35
	Special needs - assessment and provision	0	0	1	0	0	1	1	0	0	0	1	0	6	0	0	0	0	0	10
	Student discipline	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	4
	Teaching and supervision	1	0	1	1	7	2	0	0	0	0	2	8	8	1	3	1	1	0	36
Total		4	1	9	2	10	12	11	2	7	13	10	46	35	9	6	13	2	13	205



9. Water Cases Received

	Bright Water	Business	Castle Water	Clear Business			Water Plus		
Subject	Services Ltd	Stream	Ltd	Water	Everflow Ltd	Scottish Water	Select Ltd	Wave	Total
Billing and charging	1	23	4	35	1	1	8	3	76
Customer service	0	1	0	2	0	4	0	0	7
Environmental Concerns	0	0	0	0	0	1	0	0	1
Subject unknown or Out of Jurisdiction	0	1	0	3	0	0	0	1	5
Waste Water	0	0	0	0	0	10	0	0	10
Water Supply	0	1	0	0	0	11	0	0	12
Total	1	26	4	40	1	27	8	4	111



10. Other Cases Received

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
Subject Unknown or Out of Jurisdiction	29	4	33
Total	29	4	33

