

Complaints Received by Subject and Authority 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	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

Subject	Dentists & Dental Practices		GP & GP Practices		Health Board															Opticians	Pharmacists & Pharmacy Services	Special Health Board					Total					
	Dentists & Dental Practices		GP & GP Practices		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			Pharmacists & Pharmacy Services	Golden Jubilee National Hospital	NHS 24	NHS National Services Scotland	Scottish Ambulance Service		The State Hospital Board for Scotland				
Admission / discharge / transfer procedures	0	0	0	0	0	1	0	0	0	0	0	2	0	1	4	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	10
Adult Social Work Services (Highland NHS Only)	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	1	
Appliances / 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	0	0	0	0	3	
Appointments / Admissions (delay / cancellation / 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	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	0	0	0	735		
Communication / staff attitude / dignity / confidentiality	0	0	0	27	0	6	5	5	4	4	4	12	14	10	14	0	1	7	1	0	0	2	0	2	0	2	0	0	0	118		
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	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	0	0	0	1		
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	0	0	0	1	0	0	14	0	0	0	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	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	0	0	0	0	3	
Lists (incl difficulty registering and removal from 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	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	0	0	0	0	12	
Other	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	0	0	0	0	13	
Out of jurisdiction	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	3	
Policy / 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	0	0	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	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	0	0	0	0	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	0	0	1056			

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 G Health & Social Care	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

Scottish Public Authority

Subject	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development 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
Total	1	7	1	1	1	1	1	1	5	2	5	2	2	2	6	5	2	5	2	52

Cross-Border Public Authority

Subject	Forestry and Land Scotland	Forestry Commission 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	University of the Highlands and Islands	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

Subject	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Scottish Water	Water Plus 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