

1. CASES RECEIVED BY SECTOR

AUTHORITY SECTOR	COMPLAINT	ENQUIRY	TOTAL
Colleges	24	0	24
Health	1,238	4	1,242
Housing Associations	295	1	296
Joint Health and Social Care	188	0	188
Local Authority	1,189	2	1,191
Other	39	721	760
Prisons	235	1	236
Scottish Government & Devolved	182	0	182
Universities	187	0	187
Water	88	0	88
TOTAL	3,665	729	4,394

**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	2	2
Course Related	Assessment / Exams / Certification	3	3
	Course Management (including class cancellations)	1	1
	Learning and Teaching	5	5
	Providing Learning Support and Guidance (by curriculum staff)	1	1
Customer Care	Health and Safety	1	1
	Staff Conduct	8	8
Services	Finance (course fees and refunds)	1	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	2	2
TOTAL		24	24

3. HEALTH CASES RECEIVED

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Admission / discharge / transfer procedures	19	0	19
Adult Social Work Services (Highland NHS Only)	4	0	4
Appointments / Admissions (delay / cancellation / waiting lists)	87	0	87
Clinical treatment / diagnosis	786	1	787
Communication / staff attitude / dignity / confidentiality	136	0	136
Complaints handling	23	0	23
Failure to send ambulance / delay in sending ambulance	15	0	15
Hygiene / cleanliness / infection control	5	0	5
Lists (incl difficulty registering and removal from lists)	21	0	21
Nurses / nursing care	16	0	16
Other	14	0	14
Out of jurisdiction	6	0	6
Policy / administration	51	1	52
Record keeping	19	0	19
Standard of care	1	0	1
Subject unknown	35	2	37
TOTAL	1,238	4	1,242

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

SUBJECT GROUP	SUBJECT	COMPLAINT	TOTAL
Community Nursing & Support Services	Clinical treatment / Diagnosis	1	1
	Total	1	1
HSCP - Health	Admission / discharge / transfer procedures	3	3
	Appointments / Admissions (delay / cancellation / waiting lists)	7	7
	Clinical treatment / Diagnosis	27	27
	Communication / staff attitude / dignity / confidentiality	9	9
	Continuing care	1	1
	Other	1	1
	Policy / administration	2	2
	Record Keeping	2	2
	Total	52	52
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	13
Communication / staff attitude / dignity / confidentiality		1	1
Policy / administration		1	1
Total		15	15
HSCP - Social Work	Access to files and information	1	1
	Adoption / fostering	1	1
	Adult support and protection / adults with incapacity	6	6
	Assessments / self-directed support	27	27
	Care charges for homecare and residential care	9	9
	Carer's assessments	1	1
	Child protection	1	1
	Child services and family support	11	11
	Communication / staff attitude	16	16
	Community Mental health services	5	5
	Complaint handling	2	2
	Criminal justice	1	1
	Kinship care	3	3
	Occupational therapy / assessment for equipment / adaptations	4	4
	Other	4	4
	Policy / administration	7	7
	Record keeping	2	2
	Sheltered housing / residential issues	1	1
	Standard of care	7	7
	Total	109	109
Prison Health Care	Clinical treatment / diagnosis	1	1
	Total	1	1
Social Work	Adult support and protection / adults with incapacity	1	1
	Assessments / self-directed support	1	1
	Standard of care	1	1
	Total	3	3
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	1	1
	Subject Unknown	6	6
	Total	7	7
TOTAL		188	188

5. HOUSING ASSOCIATION CASES RECEIVED

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Aids and adaptations	3	0	3
Applications / allocations / transfers / exchanges	36	0	36
Communication / staff attitude / dignity / confidentiality	15	0	15
Complaints handling	3	0	3
Estate management / open spaces / environment work	2	0	2
Improvements and renovation	4	0	4
Neighbour disputes and anti-social behaviour	67	0	67
Other	3	0	3
Out of jurisdiction	1	0	1
Policy / administration	15	0	15
Rent and/or service charges	5	0	5
Repairs and maintenance	119	0	119
Subject unknown	17	1	18
Terminations of tenancy	5	0	5
TOTAL	295	1	296

6. LOCAL AUTHORITY CASES RECEIVED

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Building Control	10	1	11
Consumer Protection	2	0	2
Economic Development	11	0	11
Education	135	0	135
Environmental Health & Cleansing	107	0	107
Finance	82	0	82
Fire & Police Boards	3	0	3
Housing	284	0	284
HSCP - Social Work	2	0	2
Land & Property	15	0	15
Legal & Admin	55	0	55
National Park Authorities	2	0	2
Other	10	0	10
Personnel	5	0	5
Planning	161	1	162
Recreation & Leisure	11	0	11
Roads & Transport	98	0	98
Social Work	139	0	139
Subject unknown or Out of Jurisdiction	46	0	46
Valuation Joint Boards	6	0	6
Welfare Fund - Crisis Grants	5	0	5
TOTAL	1,189	2	1,191

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

SCOTTISH GOVERNMENT AND SCOTTISH ADMINISTRATION

PRISON CASE INDICATOR	SUBJECT	COMPLAINT	TOTAL
Non-Prison	Agriculture / environment / fishing / rural affairs	2	2
	Arts / culture / heritage / leisure / sport / tourism	1	1
	Care and health	5	5
	Courts administration	34	34
	Education	3	3
	Financial matters	17	17
	Governance	3	3
	Justice	24	24
	Other	8	8
	Planning	1	1
	Records	3	3
	Roads and transport	3	3
	Subject unknown or Out of Jurisdiction	4	4
	TOTAL		108

SCOTTISH PUBLIC AUTHORITY

SUBJECT	COMPLAINT	TOTAL
Agriculture / environment / fishing / rural affairs	7	7
Arts / culture / heritage / leisure / sport / tourism	12	12
Care and health	11	11
Commissioners and Ombudsmen	16	16
Courts administration	6	6
Education	3	3
Enterprise bodies	3	3
Financial matters	4	4
Justice	4	4
Other	1	1
Subject unknown or Out of Jurisdiction	2	2
TOTAL	69	69

CROSS-BORDER PUBLIC AUTHORITY

SUBJECT	COMPLAINT	TOTAL
Agriculture / environment / fishing / rural affairs	3	3
Financial matters	2	2
TOTAL	5	5

SCOTTISH GOVERNMENT & DEVOLVED SUB-SECTOR

SUBJECT	COMPLAINT	TOTAL
Cross-Border Public Authority	5	5
Scottish Government & Scottish Administration	108	108
Scottish Public Authority	69	69
TOTAL	182	182

8. PRISON CASES RECEIVED

**Note - these are also included in Scottish*

Administration figures

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Admission / transfers / discharge	8	0	8
Communication and records	37	0	37
Discipline	22	0	22
Health / Welfare / Religion	44	0	44
Leave from Prison (Including Home Detention	10	0	10
Other	1	0	1
Physical and personal environment	16	0	16
Privileges and prisoners property	51	0	51
Security / control / progression	21	0	21
Subject unknown or Out of Jurisdiction	15	1	16
Work / education / earnings / recreation	10	0	10
TOTAL	235	1	236

9. SCOTTISH UNIVERSITY CASES RECEIVED

SUBJECT GROUP	SUBJECT	COMPLAINT	TOTAL
Subject Unknown or Out Of Jurisdiction	Subject Unknown	4	4
Universities	Academic appeal / exam results / degree classification	79	79
	Accommodation	3	3
	Admissions	6	6
	Antisocial behaviour	1	1
	Communication / staff attitude / dignity / confidentiality	12	12
	Complaints handling	7	7
	Grants / allowances / bursaries	2	2
	Other	8	8
	Personnel matters	3	3
	Plagiarism and intellectual property	1	1
	Policy / administration	23	23
	Special needs - assessment and provision	11	11
	Student discipline	6	6
	Teaching and supervision	19	19
	Welfare	2	2
TOTAL		187	187

10. WATER CASES RECEIVED

SUBJECT	COMPLAINT	TOTAL
Billing and charging	60	60
Customer service	10	10
New Connections	1	1
Subject unknown or Out of Jurisdiction	5	5
Waste Water	6	6
Water Supply	6	6
TOTAL	88	88

11. OTHER CASES RECEIVED

SUBJECT	COMPLAINT	ENQUIRY	TOTAL
Signposting - Premature	0	271	271
Signposting - Out of Jurisdiction	0	447	447
General Enquiry	1	0	1
Subject Unknown or Out of Jurisdiction	38	3	41
TOTAL	39	721	760

12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

**Complaints only*

SUBJECT	HOUSING ASSOCIATIONS	LOCAL AUTHORITY	TOTAL
Aids and adaptations	3	2	5
Applications / allocations / transfers / exchanges	36	34	70
Communication / staff attitude / dignity / confidentiality	15	13	28
Complaints handling	3	2	5
Estate management / open spaces / environment work	2	12	14
Homeless person issues	0	12	12
Housing statutory repair notices / HAA area / demolition orders	0	3	3
Improvements and renovation	4	8	12
Neighbour disputes and anti-social behaviour	67	70	137
Other	3	6	9
Out of jurisdiction	1	0	1
Policy / administration	15	12	27
Pre-contractual or commercial matters (action post 01/04/2011 only)	0	1	1
Rent and/or service charges	5	5	10
Repairs and maintenance	119	101	220
Shared ownership	0	1	1
Subject unknown	17	0	17
Terminations of tenancy	5	2	7
TOTAL	295	284	579