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## 1. CASES RECEIVED BY SECTOR

<b>Authority Sector</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Colleges	20	0	20
Health	1,193	5	1,198
Housing Associations	361	2	363
Joint Health and Social Care	145	0	145
Local Authority	1,051	2	1,053
Other	54	1,033	1,087
Prisons	253	1	254
Scottish Government & Devolved Administration	174	0	174
Universities	208	1	209
Water	68	1	69
<b>Total</b>	<b>3,527</b>	<b>1,045</b>	<b>4,572</b>

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

## 2. SCOTTISH COLLEGE CASES RECEIVED

<b>Subject Group</b>	<b>Subject</b>	<b>Complaint</b>	<b>Total</b>
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	1	1
Course Related	Assessment / Exams / Certification	2	2
	Course Management (including class cancellations)	2	2
	Learning and Teaching	8	8
Customer Care	Diversity and Equality (other than support for learning)	1	1
	Health and Safety	1	1
	Staff Conduct	2	2
Other	Not otherwise covered	1	1
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	1	1
	Subject Unknown	1	1
<b>Total</b>		<b>20</b>	<b>20</b>

### 3. HEALTH CASES RECEIVED

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Admission / discharge / transfer procedures	16	0	16
Adult Social Work Services (Highland NHS Only)	1	0	1
Appliances / equipment / premises	3	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	78	0	78
Clinical treatment / diagnosis	761	2	763
Communication / staff attitude / dignity / confidentiality	144	0	144
Complaints handling	20	0	20
Failure to send ambulance / delay in sending ambulance	14	0	14
Lists (incl difficulty registering and removal from lists)	17	0	17
Nurses / nursing care	26	0	26
Other	8	0	8
Out of jurisdiction	1	0	1
Policy / administration	46	0	46
Record keeping	21	0	21
Subject unknown	37	3	40
<b>Total</b>	<b>1,193</b>	<b>5</b>	<b>1,198</b>

#### 4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Complaint	Total
Hospitals	Appointments / Admissions (delay / cancellation / waiting lists)	1	1
	Clinical treatment / diagnosis	1	1
	<b>Total</b>	<b>2</b>	<b>2</b>
HSCP - Health	Admission / discharge / transfer procedures	2	2
	Appointments / Admissions (delay / cancellation / waiting lists)	6	6
	Clinical treatment / Diagnosis	19	19
	Communication / staff attitude / dignity / confidentiality	10	10
	Continuing care	2	2
	Hygiene / cleanliness / infection control	1	1
	Nurses / Nursing Care	1	1
	Other	1	1
	Policy / administration	3	3
	<b>Total</b>	<b>45</b>	<b>45</b>
HSCP - Prison Health Care	Clinical treatment / Diagnosis	10	10
	Policy / administration	1	1
	<b>Total</b>	<b>11</b>	<b>11</b>
HSCP - Social Work	Adoption / fostering	2	2
	Adult support and protection / adults with incapacity	8	8
	Assessments / self-directed support	5	5
	Care charges for homecare and residential care	3	3
	Child protection	1	1
	Child services and family support	18	18
	Communication / staff attitude	13	13
	Community Mental health services	10	10
	Complaint handling	1	1
	Criminal justice	2	2
	Occupational therapy / assessment for equipment / adaptations	2	2
	Other	1	1
	Policy / administration	7	7
	Record keeping	1	1
	Sheltered housing / residential issues	3	3
	Standard of care	4	4
<b>Total</b>	<b>81</b>	<b>81</b>	
Social Work	Record keeping	1	1
	<b>Total</b>	<b>1</b>	<b>1</b>
Subject Unknown or Out Of Jurisdiction	Subject Unknown	5	5
	<b>Total</b>	<b>5</b>	<b>5</b>
<b>Total</b>		<b>145</b>	<b>145</b>

## 5. HOUSING ASSOCIATION CASES RECEIVED

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Aids and adaptations	1	0	1
Applications / allocations / transfers / exchanges	33	0	33
Communication / staff attitude / dignity / confidentiality	23	0	23
Complaints handling	10	0	10
Estate management / open spaces / environment work	9	0	9
Improvements and renovation	4	0	4
Mould / damp	2	0	2
Neighbour disputes and anti-social behaviour	55	0	55
Other	6	0	6
Out of jurisdiction	2	1	3
Policy / administration	23	0	23
Rent and/or service charges	15	0	15
Repairs and maintenance	147	0	147
Shared ownership	1	0	1
Subject unknown	28	1	29
Terminations of tenancy	2	0	2
<b>Total</b>	<b>361</b>	<b>2</b>	<b>363</b>

## 6. LOCAL AUTHORITY CASES RECEIVED

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Building Control	10	0	10
Consumer Protection	7	0	7
Economic Development	6	0	6
Education	140	0	140
Environmental Health & Cleansing	85	0	85
Finance	77	0	77
Fire & Police Boards	3	0	3
Housing	250	0	250
Land & Property	13	0	13
Legal & Admin	57	0	57
National Park Authorities	2	0	2
Other	5	0	5
Personnel	6	0	6
Planning	115	1	116
Recreation & Leisure	23	0	23
Roads & Transport	79	0	79
Social Work	124	0	124
Subject unknown or Out of Jurisdiction	43	1	44
Valuation Joint Boards	3	0	3
Welfare Fund - Community Care Grants	1	0	1
Welfare Fund - Crisis Grants	2	0	2
<b>Total</b>	<b>1,051</b>	<b>2</b>	<b>1,053</b>

## 7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

### Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Complaint	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	6	6
	Arts / culture / heritage / leisure / sport / tourism	2	2
	Care and health	1	1
	Courts administration	36	36
	Education	1	1
	Financial matters	19	19
	Governance	2	2
	Housing	1	1
	Justice	24	24
	Other	2	2
	Planning	1	1
	Records	6	6
	Roads and transport	2	2
	Subject unknown or Out of Jurisdiction	4	4
<b>Total</b>	<b>107</b>	<b>107</b>	

### Scottish Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	5	5
Arts / culture / heritage / leisure / sport / tourism	2	2
Care and health	10	10
Commissioners and Ombudsmen	15	15
Courts administration	8	8
Education	4	4
Enterprise bodies	3	3
Financial matters	6	6
Housing	1	1
Justice	5	5
Other	3	3
Subject unknown or Out of Jurisdiction	1	1
<b>Total</b>	<b>63</b>	<b>63</b>

### Cross-Border Public Authority

Subject	Complaint	Total
Courts administration	1	1
Financial matters	3	3
<b>Total</b>	<b>4</b>	<b>4</b>

Scottish Government & Devolved Sub-Sector	Complaint	Total
Cross-Border Public Authority	4	4
Scottish Government & Scottish Administration	107	107
Scottish Public Authority	63	63
<b>Scottish Government &amp; Devolved Administration Total</b>	<b>174</b>	<b>174</b>



## 8. PRISON CASES RECEIVED

\* Note - these are also included in Scottish Administration figures

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Admission / transfers / discharge	12	0	12
Communication and records	41	0	41
Discipline	28	0	28
Health / Welfare / Religion	33	0	33
Leave from Prison (Including Home Detention Leave)	6	0	6
Physical and personal environment	32	0	32
Privileges and prisoners property	31	0	31
Security / control / progression	18	0	18
Subject unknown or Out of Jurisdiction	33	1	34
Supervision levels	1	0	1
Work / education / earnings / recreation	18	0	18
<b>Total</b>	<b>253</b>	<b>1</b>	<b>254</b>

## 9. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	Complaint	Enquiry	Total
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	1	0	1
	Subject Unknown	4	0	4
Universities	Academic appeal / exam results / degree classification	112	1	113
	Accommodation	4	0	4
	Admissions	5	0	5
	Communication / staff attitude / dignity / confidentiality	12	0	12
	Complaints handling	8	0	8
	Grants / allowances / bursaries	2	0	2
	Inappropriate staff / student relationship	1	0	1
	Other	1	0	1
	Personnel matters	2	0	2
	Plagiarism and intellectual property	2	0	2
	Policy / administration	25	0	25
	Special needs - assessment and provision	7	0	7
	Student discipline	2	0	2
	Teaching and supervision	18	0	18
Welfare	2	0	2	
<b>Total</b>		<b>208</b>	<b>1</b>	<b>209</b>

## 10. WATER CASES RECEIVED

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Billing and charging	50	0	50
Customer service	3	0	3
Other	1	0	1
Subject unknown or Out of Jurisdiction	2	1	3
Waste Water	5	0	5
Water Supply	7	0	7
<b>Total</b>	<b>68</b>	<b>1</b>	<b>69</b>

## 11. OTHER CASES RECEIVED

<b>Subject</b>	<b>Complaint</b>	<b>Enquiry</b>	<b>Total</b>
Signposting - Premature	0	247	247
Signposting - Out of Jurisdiction	0	783	783
Community Nursing & Support Services	1	0	1
General Enquiry	1	0	1
Subject Unknown or Out of Jurisdiction	52	3	55
<b>Total</b>	<b>54</b>	<b>1,033</b>	<b>1,087</b>

## 12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

*\*Complaints only*

<b>Subject</b>	<b>Housing Associations</b>	<b>Local Authority</b>	<b>Total</b>
Aids and adaptations	1	0	1
Applications / allocations / transfers / exchanges	33	25	58
Communication / staff attitude / dignity / confidentiality	23	9	32
Complaints handling	10	4	14
Estate management / open spaces / environment work	9	10	19
Homeless person issues	0	6	6
Housing statutory repair notices / HAA area / demolition orders	0	3	3
Improvements and renovation	4	4	8
Mould / damp	2	5	7
Neighbour disputes and anti-social behaviour	55	45	100
Other	6	2	8
Out of jurisdiction	2	0	2
Policy / administration	23	18	41
Rent and/or service charges	15	1	16
Repairs and maintenance	147	112	259
Right to Buy	0	2	2
Shared ownership	1	0	1
Sheltered housing and community care	0	2	2
Subject unknown	28	0	28
Terminations of tenancy	2	2	4
<b>Total</b>	<b>361</b>	<b>250</b>	<b>611</b>