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1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
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
Total	3,527	1,045	4,572

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

2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	A College Unknown	Ayrshire College	Borders College	City Of Glasgow College	Dumfries and Galloway College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Newbattle Abbey College	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0	0	0	0	0	0	1	0	0	0	1
Course Related	Assessment / Exams / Certification	1	0	0	0	0	1	0	0	0	0	0	2
	Course Management (including class cancellations)	0	0	0	0	0	0	1	0	0	1	0	2
	Learning and Teaching	1	0	1	1	1	0	2	0	1	1	0	8
Customer Care	Diversity and Equality (other than support for learning)	0	0	0	0	0	0	0	0	1	0	0	1
	Health and Safety	0	0	0	0	0	0	0	0	0	0	1	1
	Staff Conduct	0	0	0	1	0	0	0	0	0	1	0	2
Other	Not otherwise covered	0	0	0	0	0	1	0	0	0	0	0	1
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	1	0	0	0	0	0	0	0	0	0	1
	Subject Unknown	1	0	0	0	0	0	0	0	0	0	0	1
Total		3	1	1	2	1	2	3	1	2	3	1	20

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Aberdeen City Health and Social Care Partnership	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership	Argyll and Bute Health and Social Care Partnership	Borders Health and Social Care Partnership	Clackmannanshire and Stirling Health and Social Care Partnership	Dumfries and Galloway Health and Social Care Partnership	Dumfries Health and Social Care Partnership	East Ayrshire Health and Social Care Partnership	East Dunbartonshire Health and Social Care Partnership	East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership	Edinburgh Health and Social Care Partnership	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Health in Mind	Inverclyde Health and Social Care Partnership	Midlothian Health and Social Care Partnership	Moray Health and Social Care Partnership	North Ayrshire Health and Social Care Partnership	North Lanarkshire Health and Social Care Partnership	Orkney Health and Social Care Partnership	Perth and Kinross Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	West Lothian Health and Social Care Partnership	Total
Hospitals	Appointments / Admissions (delay / cancellation / waiting lists)	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
	Clinical treatment / diagnosis	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
HSCP - Health	Total	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	
	Admission / discharge / transfer procedures	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	
	Appointments / Admissions (delay / cancellation / waiting lists)	1	0	0	0	0	0	0	0	0	0	1	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	
	Clinical treatment / Diagnosis	1	0	0	0	0	0	0	0	0	2	0	2	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Communication / staff attitude / dignity / confidentiality	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Continuing care	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	
	Hygiene / cleanliness / infection control	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	
	Nurses / Nursing Care	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	
	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	
	Policy / administration	2	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	
	Total	6	0	1	0	0	0	0	0	0	2	1	2	3	2	0	1	0	0	0	0	0	0	0	0	0	0	2	
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
HSCP - Social Work	Total	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		
	Adoption / fostering	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	
	Adult support and protection / adults with incapacity	0	0	0	2	0	0	0	1	0	0	0	0	0	1	1	1	0	0	0	0	2	0	0	0	0	0	0	
	Assessments / self-directed support	0	0	0	0	0	0	0	0	0	11	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	
	Care charges for homecare and residential care	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Child protection	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	
	Child services and family support	0	0	0	0	0	0	0	0	0	4	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Communication / staff attitude	0	1	0	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1	0	1	0	0	1	0	0	
	Community Mental health services	1	0	0	1	0	0	0	0	0	1	0	0	1	0	0	4	0	0	0	0	0	0	0	0	0	0	2	
	Complex handling	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	
	Criminal Justice	1	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	
	Occupational therapy / assessment for equipment / adaptations	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	
	Other	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	
	Policy / administration	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	0	0	0	0	0	0	0	1	0	
	Record keeping	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 / residential issues	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	
	Standard of care	1	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	3	1	0	7	1	1	2	0	0	11	2	2	2	3	0	22	0	2	1	1	4	2	1	0	2	1	2	
Social Work	Record keeping	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		
	Total	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		
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	0	1	0		
	Total	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	0	0	1	0	0	0	0	0	1	0		
Total	Total	0	1	1	1	1	1	2	2	1	6	4	3	4	6	47	1	2	2	2	4	4	1	1	3	2	4	11	145

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7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Crown Estate Scotland	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	1	0	0	0	0	0	0	0	0	3	1	0	0	1	0	0	0	0	6
	Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	Care and health	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
	Courts administration	0	15	0	0	0	0	0	0	20	0	1	0	0	0	0	0	0	0	36
	Education	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Financial matters	0	0	0	0	0	3	1	0	0	0	0	0	0	0	5	8	2	0	19
	Governance	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	Housing	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Justice	0	17	0	0	0	0	1	0	4	0	1	0	1	0	0	0	0	0	24
	Other	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
	Planning	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Records	0	0	0	0	2	0	0	4	0	0	0	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	0	0	0	2	2
	Subject unknown or Out of Jurisdiction	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4
	Total	1	35	1	1	2	3	2	5	24	3	9	1	1	2	5	8	2	2	107
	Total	1	35	1	1	2	3	2	5	24	3	9	1	1	2	5	8	2	2	107

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	Quality Meat Scotland	Redress Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	The Independent Living Fund Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	Total	
Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	5
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	0	0	0	0	0	2
Care and health	0	6	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	10
Commissioners and Ombudsmen	0	2	0	0	1	0	2	0	0	0	5	0	0	0	0	0	0	0	0	2	0	1	2	0	15
Courts administration	0	0	1	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	7
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	4
Enterprise bodies	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Financial matters	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11	1	0	0	0	6
Housing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1
Justice	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	3	0	0	0	0	0	0	5
Other	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	3
Subject unknown or Out of Jurisdiction	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
Total	2	8	3	1	1	3	2	1	1	2	5	1	1	2	9	2	4	4	1	4	5	1	2	2	63

Cross-Border Public Authority

Subject	Criminal Injuries Compensation Authority	Total
Courts administration	1	1
Financial matters	3	3
Total	4	4

8. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	A University Unknown	Abertay University	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Scotland's Rural University College	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	Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	Subject Unknown	3	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	4
Universities	Academic appeal / exam results / degree classification	3	1	7	3	4	2	0	4	9	0	26	16	5	9	6	0	0	17	112
	Accommodation	0	0	0	0	0	1	0	0	0	0	0	2	1	0	0	0	0	0	4
	Admissions	1	0	0	0	0	0	0	0	0	0	1	0	1	1	1	1	0	0	5
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	1	0	0	0	0	1	2	5	0	1	0	1	0	1	12
	Complaints handling	0	0	1	0	0	0	0	1	1	2	2	1	0	0	0	0	0	0	8
	Grants / allowances / bursaries	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2
	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	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	Personnel matters	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
	Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
	Policy / administration	0	0	2	0	1	0	1	4	2	1	3	4	0	2	3	0	0	2	25
	Special needs - assessment and provision	1	0	0	1	0	0	0	0	11	2	0	2	0	0	0	0	0	0	7
	Student discipline	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
	Teaching and supervision	0	0	1	1	2	0	0	1	2	0	3	3	1	0	1	1	1	2	18
	Welfare	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
	Total		8	1	11	6	9	2	1	10	16	7	42	34	8	14	11	3	25	208

9. WATER CASES RECEIVED

Subject	Blue Business Water Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Pure Utilities	Scottish Water	SES Business Water	Water Plus Select Ltd	Total
Billing and charging	1	25	2	15	2	1	1	1	2	50
Customer service	0	0	0	0	1	0	1	0	1	3
Other	0	0	0	0	0	0	1	0	0	1
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	2	0	0	2
Waste Water	0	0	0	0	0	0	5	0	0	5
Water Supply	0	0	0	1	0	0	6	0	0	7
Total	1	25	2	16	3	1	16	1	3	68

10. OTHER CASES RECEIVED

Subject	A Body Out of Jurisdiction	A Body Unknown	Wellbeing Scotland	Total
Community Nursing & Support Services	0	1	0	1
General Enquiry	0	1	0	1
Subject Unknown or Out of Jurisdiction	26	25	1	52
Total	26	27	1	54