

Health cases received by subject and authority 2006-2007

Subject	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	The State Hospitals Board for Scotland	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners and Practices	General Practitioners and Practices	A Body Not Known	A Body Out of Jurisdiction	Grand Total
Ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	6
Community & District Nurses & Midwives	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	3
Community Psychiatric Nurses (CPNs)	0	0	0	1	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	5
Dental & Orthodontic Services	2	1	0	1	0	4	3	0	0	8	0	0	1	0	0	0	1	0	25	0	0	0	46
GP & GP Practice	3	0	0	1	2	4	1	2	1	11	0	0	0	1	0	0	0	0	0	80	1	0	107
Opticians & Ophthalmic Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Podiatry	0	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	4
Other Family Health Services	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3
Hospitals - Accident & Emergency	1	1	0	3	2	1	4	0	1	1	0	0	3	1	0	0	0	0	0	0	1	0	19
Hospitals - Cardiology	0	0	0	0	0	1	2	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	6
Hospitals - Care of the Elderly	5	1	0	3	2	1	11	0	4	6	0	3	9	0	0	0	0	0	0	0	0	0	45
Hospitals - Dermatology	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	4	0	0	0	0	0	1	0	2	1	0	0	1	0	0	0	0	0	0	0	0	0	9
Hospitals - General Medical	4	1	0	3	4	4	18	1	6	4	0	1	12	1	1	0	0	0	0	0	0	0	60
Hospitals - General Surgical	1	0	1	0	0	2	7	1	1	6	0	0	6	0	0	0	0	0	0	0	0	0	25
Hospitals - Gynaecology & Obstetrics (Maternity)	0	0	1	0	1	1	5	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	12
Hospitals - Maxillofacial / Ear Nose & Throat	0	0	0	1	0	0	2	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	6
Hospitals - Neurology	0	0	0	1	0	0	4	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	8
Hospitals - Oncology	0	0	0	0	4	1	8	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	17
Hospitals - Orthopaedics	0	1	1	0	0	0	5	2	0	3	0	0	2	0	0	0	0	0	0	0	0	0	14
Hospitals - Other	1	0	0	1	1	1	10	0	3	3	1	0	0	0	0	0	0	0	0	0	0	0	21
Hospitals - Paediatrics	0	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4
Hospitals - Physiotherapy	0	0	0	0	1	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Hospitals - Psychiatry	2	4	0	0	2	4	6	0	3	1	1	0	3	0	0	0	0	0	0	0	0	0	26
Hospitals - Psychology	0	0	0	0	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	4
NHS Boards (including Special Health Boards and NHS 24)	1	2	1	0	2	1	2	3	0	5	0	0	2	0	12	3	0	0	0	0	1	0	35
NHS National Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Not Otherwise Covered	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Section 2(2) Request	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Grand Total	24	12	4	15	24	27	95	14	26	60	2	5	51	4	13	3	2	6	25	80	4	1	497

Housing Association complaints received by subject and by authority 2006-2007 (1 of 2)

Subject	Housing Associations A - K																													
	Abbeyfield Stirling Society Ltd	ANCHO - Ayrshire North Community Housing Organisation	Angus Housing Association Ltd	Antoine Housing Co-operative Ltd	Berwickshire Housing Association Ltd	Cairn Housing Association Ltd	Castle Rock Edinvar Housing Association	Cernach Housing Association Ltd	Charing Cross Housing Association Ltd	Clydesdale Housing Association Ltd	Cordale Housing Association Ltd	Cube Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Association	Easthall Park Housing Co-operative	Elderpark Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Govan Housing Association Ltd	Great Western Tenant Partnership Ltd	Hanover (Scotland) Housing Association Ltd	Hawthorn Housing Co-operative Ltd	Hillcrest Housing Association Ltd	Home in Scotland Ltd	Horizon Housing Association Ltd	Keystone Tenant Managed Homes Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd
Acquisition, home loss, disturbance	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
Applications, allocations, transfers	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	1	1	0	0
Calculation of rent and/or service charges	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
Community care	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
Complaints handling	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	1	0
Estate management	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
Factoring and other services	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	1
Hedges & fences	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
Homeless person issues	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
Improvements and alterations	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	0	1	0	0	0	0	0	0	0
Neighbour problems	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	4	0	0	0	0	0	0	0	1	0	0	0
Other	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
Policy/administration	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	7	0	1	0	1	0	0	1	0	0	0	0
Repairs and maintenance of housing stock	0	1	0	0	0	1	1	1	1	0	0	0	4	0	0	1	1	1	11	0	0	0	0	1	2	1	0	0	0	0
Right to buy	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
Terminations	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
Grand Total	1	1	1	1	1	1	3	1	3	1	1	2	4	1	1	1	1	1	44	1	1	1	2	1	2	2	2	1	1	1

Housing Association complaints received by subject and by authority 2006-2007 (2 of 2)

Subject	Housing Associations L - Z																								Grand Total					
	Lanarkshire Housing Association Ltd	Link Group Ltd	Linstone Housing Association Ltd	Loreburn Housing Association Ltd	Margaret Blackwood Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Parkhead Housing Association Ltd	Pentland Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Spire View Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	West Granton Housing Co-operative Ltd	West Highland Housing Association Ltd		West Lothian Housing Partnership Ltd	West of Scotland Housing Association Ltd	Williamsburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	
Acquisition, home loss, disturbance	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	1	
Applications, allocations, transfers	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	13	
Calculation of rent and/or service charges	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	5		
Community 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	1		
Complaints handling	0	1	0	0	0	0	0	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	10	
Estate management	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		
Factoring and other services	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10		
Hedges & fences	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	2		
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	0	0	0	0	1		
Improvements and alterations	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	8		
Neighbour problems	0	1	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	0	14		
Other	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	3		
Policy/administration	1	1	1	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	21		
Repairs and maintenance of housing stock	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	1	1	0	1	0	0	0	1	0	0	0	35		
Right to buy	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	3		
Terminations	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		
Grand Total	1	6	2	1	1	2	2	1	2	1	1	2	1	1	1	1	2	4	1	1	2	2	1	1	1	1	1	1	1	129

Further Education complaints received by subject and authority 2006-2007

Subject	Adam Smith College	Cardonald College	Clackmannan College of Further Education	Coatbridge & Galloway College	Dundee College	Edinburgh's Telford College	Elmwood College	Langside College	Moray College	Stow College	Grand Total
Academic appeal/exam results/degree classification	0	0	1	0	0	0	0	0	0	0	1
Anti-social behaviour	0	0	0	1	0	0	0	0	0	0	1
Complaints handling	0	1	0	0	0	0	0	0	0	0	1
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	1	1	2
Policy/administration	2	0	0	0	1	1	0	2	0	1	7
Special needs - assessment and provision	0	0	0	0	0	0	1	0	0	0	1
Grand Total	2	1	1	1	1	1	1	2	1	2	13

Higher Education complaints received by subject and authority 2006-2007

Subject	Heriot-Watt University	Napier University	Queen Margaret University	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of Paisley	University of St Andrews	University of Stirling	University of Strathclyde	Grand Total
Academic appeal/exam results/degree classification	0	1	1	2	0	0	0	3	2	1	1	0	0	11
Admissions	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Anti-social behaviour	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Complaints handling	0	0	0	0	0	1	0	0	1	0	0	0	2	4
Other	0	0	0	0	1	0	0	0	0	0	1	0	0	2
Personnel matters	0	0	0	0	1	0	0	0	0	0	0	1	0	2
Policy/administration	1	0	0	1	1	1	0	1	5	0	0	0	3	13
Teaching and supervision	0	0	0	0	1	0	1	0	1	0	0	0	0	3
Grand Total	1	1	1	4	4	2	1	5	9	1	2	1	5	37