

## Health cases received by subject 2007-08

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Grand Total</b>
Ambulance	3	13	16
Community & District Nurses & Midwives	0	6	6
Community Psychiatric Nurses (CPNs)	0	8	8
Dental & Orthodontic Services	9	31	40
GP & GP Practice	32	109	141
Opticians & Ophthalmic Services	3	9	12
Other Family Health Services	2	1	3
Pharmacy	0	6	6
Podiatry	0	4	4
Hospitals - Accident & Emergency	1	26	27
Hospitals - Cardiology	1	19	20
Hospitals - Care of the Elderly	12	47	59
Hospitals - Dermatology	1	2	3
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	0	23	23
Hospitals - General Medical	10	38	48
Hospitals - General Surgical	6	27	33
Hospitals - Gynaecology & Obstetrics (Maternity)	7	23	30
Hospitals - Haematology	0	1	1
Hospitals - Maxillofacial / Ear Nose & Throat	0	4	4
Hospitals - Neurology	0	17	17
Hospitals - Oncology	4	24	28
Hospitals - Orthopaedics	2	20	22
Hospitals - Other	1	5	6
Hospitals - Paediatrics	5	4	9
Hospitals - Physiotherapy	1	3	4
Hospitals - Psychiatry	17	43	60
Hospitals - Psychology	0	2	2
NHS Boards (including Special Health Boards and NHS 24)	5	57	62
NHS National Services	3	4	7
Not Otherwise Covered	3	6	9
Out of Jurisdiction	2	3	5
Subject Unknown	12	14	26
<b>Grand Total</b>	<b>142</b>	<b>599</b>	<b>741</b>

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. Of the 599 complaints shown above, we estimate that approximately 24% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsso.org.uk/statistics>.

### Housing Association cases received by subject 2007-08

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Grand Total</b>
Acquisition, home loss, disturbance	0	1	1
Applications, allocations, transfers	6	23	29
Calculation of rent and/or service charges	6	9	15
Community care	1	0	1
Complaints handling	7	32	39
Continuing care	1	0	1
Estate management	3	6	9
Factoring and other services	4	8	12
Hedges & fences	1	3	4
Homeless person issues	0	3	3
Improvements and alterations	3	6	9
Neighbour problems	14	23	37
Policy/administration	10	46	56
Repairs and maintenance of housing stock	29	60	89
Right to buy	1	2	3
Shared ownership	1	0	1
Terminations	3	1	4
Out of jurisdiction	0	0	0
Subject unknown	3	1	4
<b>Grand Total</b>	<b>93</b>	<b>224</b>	<b>317</b>

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. Of the 224 complaints shown above, we estimate that approximately 42% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

### Local Authority cases received by subject 2007-08

<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Grand Total</b>
Building Control	9	20	29
Consumer protection	0	3	3
Economic development	0	4	4
Education	35	67	102
Environmental Health & Cleansing	23	69	92
Finance	64	123	187
Fire & Police Boards	0	1	1
Housing	150	394	544
Land & Property	12	31	43
Legal & admin	30	66	96
National Park Authorities	0	2	2
Other	9	6	15
Personnel	12	29	41
Planning	99	243	342
Recreation & Leisure	5	21	26
Roads & Transport	22	71	93
Social Work	59	148	207
Valuation Joint Boards	3	11	14
Out of Jurisdiction	9	0	9
Subject Unknown	24	20	44
<b>Grand Total</b>	<b>565</b>	<b>1329</b>	<b>1894</b>

#### Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. Of the 1329 complaints shown above, we estimate that approximately 33% could previously have been classed as enquiries. For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

**Scottish Government and Devolved Administration cases received by subject 2007-08**

	<b>Subject</b>	<b>Enquiry</b>	<b>Complaint</b>	<b>Grand Total</b>
Scottish Government & Scottish Administration	Agriculture, environment, fishing & rural affairs	0	6	6
	Arts, culture, heritage, leisure, sport & tourism	1	1	2
	Care & health	1	2	3
	Courts administration	7	9	16
	Education	0	2	2
	Financial matters	8	24	32
	Justice	4	11	15
	Other	1	1	2
	Planning	5	4	9
	Records	2	5	7
	Roads & Transport	1	2	3
	Subject Unknown	4	2	6
	Out of Jurisdiction	3	0	3
<b>Scottish Government &amp; Scottish Administration Total</b>		<b>37</b>	<b>69</b>	<b>106</b>
Scottish Public Authority	Agriculture, environment, fishing & rural affairs	6	10	16
	Arts, culture, heritage, leisure, sport & tourism	0	3	3
	Care & health	9	14	23
	Education	1	3	4
	Enterprise bodies	2	5	7
	Financial matters	1	12	13
	Housing	0	2	2
	Justice	1	4	5
	Ombudsmen	2	6	8
	Other	0	1	1
	Roads & Transport	1	0	1
	Subject Unknown	2	2	4
Out of Jurisdiction	1	0	1	
<b>Scottish Public Authority Total</b>		<b>26</b>	<b>62</b>	<b>88</b>
Cross Border Public Authority	Agriculture, environment, fishing & rural affairs	1	4	5
	Financial matters	0	2	2
	Justice	2	6	8
	Other	1	0	1
<b>Cross Border Public Authority Total</b>		<b>4</b>	<b>12</b>	<b>16</b>
<b>Grand Total</b>		<b>67</b>	<b>143</b>	<b>210</b>

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. Of the 143 complaints shown above, we estimate that approximately 24% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.

### Scottish Further & Higher Education cases received 2007-2008

Subject		Enquiry	Complaint	Grand Total
Further Education	Academic appeal/exam results/degree classification	1	4	5
Further Education	Admissions	0	1	1
Further Education	Complaints handling	1	4	5
Further Education	Facilities	0	1	1
Further Education	Policy/administration	4	7	11
Further Education	Special needs - assessment and provision	0	1	1
Further Education	Student discipline	0	1	1
Further Education	Teaching and supervision	1	0	1
Further Education	Out of Jurisdiction	1	0	1
<b>Further Education Total</b>		<b>8</b>	<b>19</b>	<b>27</b>
Higher Education	Academic appeal/exam results/degree classification	1	12	13
Higher Education	Accommodation	0	1	1
Higher Education	Admissions	0	1	1
Higher Education	Complaints handling	2	9	11
Higher Education	Facilities	1	0	1
Higher Education	Grants/allowances/bursaries	0	2	2
Higher Education	Personnel matters	0	1	1
Higher Education	Plagiarism and intellectual property	0	1	1
Higher Education	Policy/administration	2	23	25
Higher Education	Student discipline	0	2	2
Higher Education	Teaching and supervision	3	6	9
Higher Education	Welfare	0	1	1
Higher Education	Out of Jurisdiction	1	1	2
Higher Education	Subject Unknown	2	0	2
<b>Higher Education Total</b>		<b>12</b>	<b>60</b>	<b>72</b>
<b>Scottish Further and Higher Education Total</b>		<b>20</b>	<b>79</b>	<b>99</b>

Note about comparing to previous years:

Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years.

Of the 79 complaints shown above, we estimate that approximately 15% could previously have been classed as enquiries.

For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.