

Health complaints determined by outcome and subject 2007-08

Subject Group	Assessment				Examination	Investigation					Total	
	Premature	Out of jurisdiction	Withdrawn / Failed to provide info	Discontinued or suspended	Determined after detailed consideration	Report Issued - Not Upheld	Report Issued - Partly Upheld	Report Issued - Fully Upheld	Discontinued or suspended	Withdrawn / Failed to provide info		
Ambulance	3	1	4	0	2	1	1	1	0	0	13	1.7%
Community & District Nurses & Midwives	1	0	3	0	3	0	1	0	1	0	9	1.1%
Community Psychiatric Nurses (CPNs)	4	1	0	0	4	0	1	0	0	0	10	1.3%
Dental & Orthodontic Services	6	8	7	1	21	8	2	4	1	0	58	7.4%
GP & GP Practice	24	23	23	0	45	20	6	10	4	1	156	19.9%
Opticians & Ophthalmic Services	4	0	1	0	4	0	0	0	0	0	9	1.1%
Other	2	0	2	0	0	0	0	1	0	0	5	0.6%
Pharmacy	3	1	1	0	0	0	0	0	0	0	5	0.6%
Podiatry	0	0	0	0	1	1	1	0	0	0	3	0.4%
Hospitals - Accident & Emergency	2	2	6	1	11	4	2	2	1	0	31	3.9%
Hospitals - Cardiology	7	2	2	1	3	1	2	2	0	0	20	2.5%
Hospitals - Care of the Elderly	6	2	9	1	20	4	11	4	1	0	58	7.4%
Hospitals - Dermatology	1	0	0	0	0	0	0	0	0	0	1	0.1%
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	7	3	1	0	7	1	1	4	0	0	24	3.1%
Hospitals - General Medical	8	4	14	1	15	7	12	7	1	0	69	8.8%
Hospitals - General Surgical	4	1	9	0	11	1	4	0	0	0	30	3.8%
Hospitals - Gynaecology & Obstetrics (Maternity)	5	1	6	2	7	2	1	2	0	0	26	3.3%
Hospitals - Haematology	0	1	0	0	0	0	0	0	0	0	1	0.1%
Hospitals - Maxillofacial / Ear Nose & Throat	2	0	0	0	2	1	1	1	0	0	7	0.9%
Hospitals - Neurology	2	0	1	0	2	4	2	4	1	0	16	2.0%
Hospitals - Oncology	7	5	3	0	8	1	4	1	0	0	29	3.7%
Hospitals - Orthopaedics	5	4	3	0	5	8	4	1	1	1	32	4.1%
Hospitals - Other	0	4	2	0	5	1	2	1	0	0	15	1.9%
Hospitals - Paediatrics	1	0	1	0	0	0	0	0	0	0	2	0.3%
Hospitals - Physiotherapy	1	0	2	0	1	0	0	0	0	0	4	0.5%
Hospitals - Psychiatry	15	8	10	3	10	2	3	1	0	0	52	6.6%
Hospitals - Psychology	1	0	2	0	1	0	0	0	0	1	5	0.6%
NHS Boards (including Special Health Boards and NHS 24)	15	12	13	1	19	2	3	2	0	0	67	8.5%
NHS National Services	1	1	1	0	1	0	0	0	0	0	4	0.5%
Not Otherwise Covered	1	0	1	0	3	0	1	0	0	0	6	0.8%
Out of Jurisdiction	0	4	0	0	0	0	0	0	0	0	4	0.5%
Subject Unknown	5	1	8	0	0	0	0	0	0	0	14	1.8%
<b>Total</b>	<b>143</b>	<b>89</b>	<b>135</b>	<b>11</b>	<b>211</b>	<b>69</b>	<b>65</b>	<b>48</b>	<b>11</b>	<b>3</b>	<b>785</b>	
	18.2%	11.3%	17.2%	1.4%	26.9%	8.8%	8.3%	6.1%	1.4%	0.4%		

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 191 assessment complaints shown above, we estimate that approximately 50% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

### Housing Association complaints determined by outcome and subject 2007-08

Subject Group	Assessment				Examination	Investigation					Total	
	Premature	Out of jurisdiction	Withdrawn / Failed to provide info	Discontinued or suspended	Determined after detailed consideration	Report Issued - Not Upheld	Report Issued - Partly Upheld	Report Issued - Fully Upheld	Discontinued or suspended	Withdrawn / Failed to provide info		
Acquisition, home loss, disturbance	1	0	0	0	0	0	0	0	0	0	1	0.4%
Applications, allocations, transfers	19	1	0	0	2	0	0	0	0	0	22	9.7%
Calculation of rent and/or service charges	7	1	1	0	0	0	0	0	0	0	9	4.0%
Complaints handling	20	2	2	0	3	0	0	0	2	0	29	12.8%
Estate management	3	2	1	0	0	0	0	0	0	0	6	2.6%
Factoring and other services	6	0	1	0	1	0	0	0	1	0	9	4.0%
Hedges & fences	2	0	0	0	1	0	0	0	0	0	3	1.3%
Homeless person issues	2	0	1	0	1	0	0	0	0	0	4	1.8%
Improvements and alterations	4	0	1	0	1	0	0	0	0	0	6	2.6%
Neighbour problems	15	2	2	0	0	0	0	0	0	0	19	8.4%
Policy/administration	31	4	5	0	6	1	1	0	1	0	49	21.6%
Repairs and maintenance of housing stock	42	2	4	2	12	2	0	0	0	0	64	28.2%
Right to Buy	3	0	0	0	1	0	0	0	0	0	4	1.8%
Subject Unknown	0	0	1	0	0	0	0	0	0	0	1	0.4%
Terminations	1	0	0	0	0	0	0	0	0	0	1	0.4%
<b>Total</b>	<b>156</b>	<b>14</b>	<b>19</b>	<b>2</b>	<b>28</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>227</b>	
	68.7%	6.2%	8.4%	0.9%	12.3%	1.3%	0.4%	0.0%	1.8%	0.0%		

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 191 assessment complaints shown above, we estimate that approximately 50% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

**Local Authority complaints determined by outcome and subject 2007-08**

Subject Group	Assessment				Examination	Investigation					Total	
	Premature	Out of jurisdiction	Withdrawn / Failed to provide info	Discontinued or suspended	Determined after detailed consideration	Report Issued - Not Upheld	Report Issued - Partly Upheld	Report Issued - Fully Upheld	Discontinued or suspended	Withdrawn / Failed to provide info		
Building Control	4	3	6	0	7	1	2	1	0	0	24	1.5%
Consumer protection	0	1	1	0	1	0	0	0	0	0	3	0.2%
Economic development	2	2	0	0	1	0	0	0	0	0	5	0.3%
Education	43	4	7	3	12	3	6	2	2	0	82	5.3%
Environmental Health & Cleansing	39	7	10	0	11	1	2	1	0	1	72	4.6%
Finance	69	6	21	8	22	4	1	3	1	0	135	8.7%
Fire & Police Boards	0	1	0	0	1	0	0	0	0	0	2	0.1%
Housing	278	28	52	9	48	12	22	4	3	1	457	29.3%
Land & Property	14	6	3	1	10	4	3	0	0	0	41	2.6%
Legal & admin	33	13	7	1	11	4	0	1	0	0	70	4.5%
National Park Authorities	1	0	0	0	0	1	3	0	0	0	5	0.3%
Other	4	1	1	0	1	0	0	2	0	0	9	0.6%
Out of Jurisdiction	0	1	0	0	0	0	0	0	0	0	1	0.1%
Personnel	7	19	1	0	0	0	0	1	0	0	28	1.8%
Planning	117	31	23	14	71	34	18	3	4	1	316	20.3%
Recreation & Leisure	10	6	1	0	3	3	1	0	0	0	24	1.5%
Roads & Transport	44	9	10	2	17	6	1	5	1	1	96	6.2%
Social Work	85	15	19	3	22	9	3	0	2	0	158	10.1%
Subject Unknown	6	0	14	0	0	0	0	0	0	0	20	1.3%
Valuation Joint Boards	4	1	2	1	2	0	0	0	0	0	10	0.6%
<b>Total</b>	<b>760</b>	<b>154</b>	<b>178</b>	<b>42</b>	<b>240</b>	<b>82</b>	<b>62</b>	<b>23</b>	<b>13</b>	<b>4</b>	<b>1558</b>	
	48.8%	9.9%	11.4%	2.7%	15.4%	5.3%	4.0%	1.5%	0.8%	0.3%		

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 1,134 assessment complaints shown above, we estimate that approximately 39% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

Scottish Government and Devolved Administration complaints determined by outcome and subject 2007-08

Sector	Subject Group	Assessment				Examination	Investigation					Total	
		Premature	Out of jurisdiction	Withdrawn / Failed to provide info	Discontinued or suspended	Determined after detailed consideration	Report Issued - Not Upheld	Report Issued - Partly Upheld	Report Issued - Fully Upheld	Discontinued or suspended	Withdrawn / Failed to provide info		
Scottish Government & Scottish Administration	Agriculture, environment, fishing & rural affairs	2	2	0	1	3	0	0	0	0	0	8	9.8%
	Arts, culture, heritage, leisure, sport & tourism	1	0	0	0	0	0	0	0	0	0	1	1.2%
	Care & health	1	0	0	0	2	0	0	0	0	0	3	3.7%
	Courts administration	4	5	1	0	1	0	0	0	0	0	11	13.4%
	Education	2	0	0	0	0	0	1	0	0	0	3	3.7%
	Financial matters	7	7	2	0	6	2	0	0	0	0	24	29.3%
	Governance	0	1	0	0	0	0	1	0	0	0	2	2.4%
	Justice	6	3	1	0	4	1	0	0	0	0	15	18.3%
	Other	0	0	0	0	1	0	0	0	0	0	1	1.2%
	Planning	1	1	0	0	0	1	2	0	0	0	5	6.1%
	Records	3	2	0	0	0	0	0	0	0	0	5	6.1%
	Roads & Transport	0	1	0	0	1	0	0	0	0	0	2	2.4%
	Subject Unknown	2	0	0	0	0	0	0	0	0	0	2	2.4%
	<b>Scottish Government &amp; Scottish Administration Total</b>		<b>29</b>	<b>22</b>	<b>4</b>	<b>1</b>	<b>18</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>82</b>
Scottish Public Authority	Agriculture, environment, fishing & rural affairs	4	1	1	0	3	0	1	0	0	0	10	12.2%
	Arts, culture, heritage, leisure, sport & tourism	1	0	0	0	1	0	1	0	0	0	3	3.7%
	Care & health	4	3	4	0	4	5	0	1	0	0	21	25.6%
	Education	1	1	0	1	0	0	0	0	0	0	3	3.7%
	Enterprise bodies	0	5	0	0	0	2	1	0	0	0	8	9.8%
	Financial matters	4	2	2	1	8	3	1	1	0	0	22	26.8%
	Housing	0	0	0	0	1	0	0	0	0	0	1	1.2%
	Justice	2	0	0	0	1	0	0	0	0	0	3	3.7%
	Ombudsmen	2	4	1	0	1	0	0	0	0	0	8	9.8%
	Other	0	0	0	0	1	0	0	0	0	0	1	1.2%
	Subject Unknown	1	0	1	0	0	0	0	0	0	0	2	2.4%
<b>Scottish Public Authority Total</b>		<b>19</b>	<b>16</b>	<b>9</b>	<b>2</b>	<b>20</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>82</b>	<b>100.0%</b>
Cross Border Public Authority	Agriculture, environment, fishing & rural affairs	3	0	0	0	1	0	0	0	0	0	4	33.3%
	Financial matters	1	0	1	0	1	0	0	0	0	0	3	25.0%
	Justice	1	3	0	0	1	0	0	0	0	0	5	41.7%
<b>Cross Border Public Authority Total</b>		<b>5</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>53</b>	<b>41</b>	<b>14</b>	<b>3</b>	<b>41</b>	<b>14</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>176</b>	

Scottish Government & Scottish Administration	35.4%	26.8%	4.9%	1.2%	22.0%	4.9%	4.9%	0.0%	0.0%	0.0%
Scottish Public Authority	23.2%	19.5%	11.0%	2.4%	24.4%	12.2%	4.9%	2.4%	0.0%	0.0%
Cross Border Public Authority	41.7%	25.0%	8.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
<b>Grand Total</b>	<b>30.1%</b>	<b>23.3%</b>	<b>8.0%</b>	<b>1.7%</b>	<b>23.3%</b>	<b>8.0%</b>	<b>4.5%</b>	<b>1.1%</b>	<b>0.0%</b>	<b>0.0%</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 111 assessment complaints shown above, we estimate that approximately 32% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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

Scottish Further and Higher Education complaints determined by outcome and subject 2007-08

Sector	Subject Group	Assessment				Examination	Investigation					Total	
		Premature	Out of jurisdiction	Withdrawn / Failed to provide info	Discontinued or suspended	Determined after detailed consideration	Report Issued - Not Upheld	Report Issued - Partly Upheld	Report Issued - Fully Upheld	Discontinued or suspended	Withdrawn / Failed to provide info		
Further Education	Academic appeal/exam results/degree classification	1	0	0	0	1	0	0	0	0	0	2	7.7%
	Admissions	1	0	0	0	0	1	0	0	0	0	2	7.7%
	Anti-Social behaviour	0	0	0	0	0	1	0	0	0	0	1	3.8%
	Complaints handling	0	0	1	1	1	1	0	0	0	0	4	15.4%
	Facilities	1	0	0	0	0	0	0	0	0	0	1	3.8%
	Grants/allowances/bursaries	0	0	0	0	0	2	0	0	0	0	2	7.7%
	Policy/administration	2	1	1	0	4	1	1	0	1	0	11	42.3%
	Special needs - assessment and provision	1	0	1	0	0	0	0	0	0	0	2	7.7%
Student discipline	0	0	0	0	1	0	0	0	0	0	1	3.8%	
<b>Further Education Total</b>		<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>26</b>	<b>100.0%</b>
Higher Education	Academic appeal/exam results/degree classification	3	4	0	0	6	2	1	0	0	0	16	24.6%
	Accommodation	0	0	0	0	1	0	0	0	0	0	1	1.5%
	Admissions	1	0	0	0	0	0	0	0	0	0	1	1.5%
	Complaints handling	3	1	1	0	2	0	0	0	0	0	7	10.8%
	Grants/allowances/bursaries	1	1	0	0	0	0	0	0	0	0	2	3.1%
	Personnel matters	0	1	0	0	0	0	0	0	0	0	1	1.5%
	Plagiarism and intellectual property	1	0	0	0	0	0	0	0	0	0	1	1.5%
	Policy/administration	3	6	7	3	4	1	1	0	0	0	25	38.5%
	Student discipline	0	0	0	0	1	0	0	1	0	0	2	3.1%
	Teaching and supervision	3	2	0	0	2	0	0	0	0	0	7	10.8%
	Welfare	0	0	1	0	0	0	0	0	0	0	1	1.5%
Out of Jurisdiction	0	1	0	0	0	0	0	0	0	0	1	1.5%	
<b>Higher Education Total</b>		<b>15</b>	<b>16</b>	<b>9</b>	<b>3</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>65</b>	<b>100.0%</b>
<b>Grand Total</b>		<b>21</b>	<b>17</b>	<b>12</b>	<b>4</b>	<b>23</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>91</b>	
Further Education		23.1%	3.8%	11.5%	3.8%	26.9%	23.1%	3.8%	0.0%	3.8%	0.0%		
Higher Education		23.1%	24.6%	13.8%	4.6%	24.6%	4.6%	3.1%	1.5%	0.0%	0.0%		
Grand Total		23.1%	18.7%	13.2%	4.4%	25.3%	9.9%	3.3%	1.1%	1.1%	0.0%		

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 54 assessment complaints shown above, we estimate that approximately 22% could previously have been classed as enquiries.

There has been no change to cases determined at examination or investigation stages.

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