

Health Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Clinical treatment / Diagnosis	11	402	413
Policy/administration	10	143	153
Communication, staff attitude, dignity, confidentiality	0	64	64
Appointments/Admissions (delay, cancellation, waiting lists)	2	35	37
Complaints handling	1	27	28
Lists (incl difficulty registering and removal from lists)	0	20	20
Nurses / Nursing Care	0	13	13
Record Keeping	0	10	10
Admission, discharge & transfer procedures	0	9	9
Other	2	8	10
Appliances, equipment & premises	0	5	5
Hotel services - food, laundry etc	0	4	4
Continuing care	2	3	5
Failure to send ambulance/delay in sending ambulance	0	1	1
Hygiene, cleanliness & infection control	0	1	1
Out Of Jurisdiction	1	1	2
Subject Unknown	3	142	145
Total	32	888	920

Housing Association Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Applications, allocations, transfers	3	21	24
Calculation of rent and/or service charges	0	6	6
Complaints handling	1	15	16
Estate management	0	2	2
Factoring and other services	1	7	8
Hedges & fences	0	2	2
Improvements and alterations	1	9	10
Neighbour problems	1	37	38
Other	0	2	2
Policy/administration	4	67	71
Repairs and maintenance of housing stock	3	81	84
Right to buy	1	1	2
Shared ownership	0	3	3
Terminations	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	5	40	45
Total	20	295	315

Local Authority Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Building Control	1	50	51
Consumer protection	0	8	8
Economic development	0	3	3
Education	8	102	110
Environmental Health & Cleansing	5	54	59
Finance	8	122	130
Fire & Police Boards	0	1	1
Housing	23	343	366
Land & Property	1	33	34
Legal & admin	6	60	66
National Park Authorities	0	5	5
Other	3	15	18
Personnel	6	14	20
Planning	12	241	253
Recreation & Leisure	0	25	25
Roads & Transport	4	98	102
Social Work	24	226	250
Valuation Joint Boards	2	12	14
Out Of Jurisdiction	4	7	11
Subject Unknown	17	185	202
General Enquiry	1	0	1
Total	125	1,604	1,729

Scottish Further Education Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Academic appeal/exam results/degree classification	0	2	2
Admissions	0	1	1
Complaints handling	0	1	1
Facilities	0	1	1
Grants/allowances/bursaries	1	1	2
Other	0	2	2
Personnel matters	0	1	1
Policy/administration	1	12	13
Student discipline	0	2	2
Out Of Jurisdiction	0	1	1
Subject Unknown	0	0	0
Total	2	24	26

Scottish Higher Education Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Academic appeal/exam results/degree classification	4	28	32
Admissions	0	3	3
Complaints handling	0	7	7
Grants/allowances/bursaries	0	1	1
Personnel matters	0	1	1
Plagiarism and intellectual property	0	3	3
Policy/administration	1	24	25
Property	0	1	1
Special needs - assessment and provision	0	1	1
Teaching and supervision	0	8	8
Welfare	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	7	7
Total	5	86	91

Scottish Government and Devolved Administration Contacts Received by Subject 2010-2011

Sector	Subject	Enquiries	Complaints	Total
Scottish Government & Scottish Administration	Agriculture, environment, fishing & rural affairs	0	4	4
	Arts, culture, heritage, leisure, sport & tourism	0	0	0
	Care & health	0	1	1
	Courts administration	3	20	23
	Education	0	5	5
	Financial matters	6	40	46
	Justice	0	4	4
	Other	0	1	1
	Planning	0	4	4
	Prisons*	5	295	300
	Records	1	7	8
	Roads & transport	0	7	7
	Out Of Jurisdiction	1	2	3
	Subject Unknown	1	25	26
Total		17	415	432
Scottish Public Authorities	Agriculture, environment, fishing & rural affairs	0	6	6
	Arts, culture, heritage, leisure, sport & tourism	0	5	5
	Care & health	2	31	33
	Education	0	7	7
	Enterprise bodies	1	3	4
	Financial matters	0	10	10
	Governance	0	4	4
	Justice	0	11	11
	Ombudsmen	0	3	3
	Other	0	2	2
	Out Of Jurisdiction	0	1	1
	Subject Unknown	2	16	18
	Total		5	99
Cross-Border Public Authorities	Justice	0	3	3
	Arts, culture, heritage, leisure, sport & tourism	0	1	1
	Subject Unknown	0	1	1
	Total	0	5	5
Grand Total		22	519	541

* see separate table for Prisons breakdown

Prisons Contacts Received by Subject 2010-2011

Subject	Enquiries	Complaints	Total
Admission, Transfers and Discharge	0	17	17
Communication and Records	0	32	32
Discipline	0	17	17
Health, Welfare and Religion	2	21	23
Leave from Prison (Including Home Detention Leave)	1	17	18
Physical and Personal Environment	1	15	16
Privileges and Prisoners Property	0	33	33
Security, Control and Progression	0	83	83
Supervision Levels	0	2	2
Work, Education, Earnings and Recreation	0	13	13
Subject Unknown	1	28	29
Out Of Jurisdiction	0	17	17
Total	5	295	300

These figures are included in the previous Scottish Government and Devolved Administration table