

Scottish Further and Higher Education Complaints Received 2012-2013

Further Education

Subject	A College Unknown	Aberdeen College of Further Education	Adam Smith College	Amnisdale College	Ayr College	Bardonia College	Cardonald College	City of Glasgow College	Coatbridge College	Edinburgh's Telford College	Forth Valley College of Further and Higher Education	James Watt College of Further and Higher Education	Jewel & Esk College	Kilmarnock College	Langside College	Motherwell College	North Highland College	Orkney College	Reid Kerr College	Sabhal Mor Ostaig	South Lanarkshire College	Stevenson College	Total	
Academic appeal/exam results/degree classification	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
Complaints handling	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Grants/allowances/bursaries	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Personnel matters	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Policy/administration	0	1	0	0	1	1	0	0	1	0	0	1	0	1	1	0	0	0	0	0	1	0	1	9
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2
Teaching and supervision	0	0	1	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	4
Out Of Jurisdiction	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Subject Unknown	1	1	0	1	0	1	0	0	0	2	2	0	0	0	2	1	1	0	1	0	1	0	1	14
Total	2	3	2	1	1	3	1	1	1	4	4	1	1	1	4	1	1	0	1	1	1	1	36	

Higher Education

Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	The Robert Gordon University	University of Aberdeen	University of Aberdeen Dundee	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	FE & HE Total
Academic appeal/exam results/degree classification	0	0	2	0	2	0	3	3	0	1	5	1	2	3	5	0	1	29	31
Accommodation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	3	3
Admissions	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2	2
Anti-social behaviour	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Complaints handling	0	0	1	0	0	1	0	0	0	0	3	0	2	0	1	0	1	9	10
Facilities	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	2	4
Personnel matters	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	2
Plagiarism and intellectual property	0	0	0	0	0	0	1	0	1	0	0	2	0	0	0	0	0	4	4
Policy/administration	1	0	0	0	1	1	3	1	0	1	1	0	1	1	1	0	2	14	23
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2	4
Student discipline	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Teaching and supervision	0	1	0	2	1	0	0	0	0	0	3	0	1	0	0	0	0	8	12
Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2
Subject Unknown	3	0	1	0	1	0	0	0	0	1	1	0	1	1	1	1	0	11	25
Total	4	1	4	2	5	2	6	8	1	3	16	4	9	9	10	1	6	91	127

Health Complaints Received 2012-2013

Subject	Health Board														Special Health Board				Other	Family Health Services				Total			
	A. Health Board Unknown	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	NHS 24	NHS Education for Scotland	Scottish Ambulance Service	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	NHS National Services Scotland	Dentists & Dental Practices	GP & GP Practices		Opticians	Pharmacists & Pharmacy Services	Other FHS Practitioner or Practice
Admission, discharge & transfer procedures	0	4	0	1	0	0	1	3	0	1	1	0	0	1	0	0	1	0	0	0	0	3	0	0	0	0	21
Appliances, equipment & premises	0	0	0	0	0	0	1	1	6	1	3	5	0	0	0	0	0	0	0	3	0	0	0	0	0	0	10
Appointments/Admissions (delay, cancellation, waiting lists)	0	2	2	0	0	1	1	6	1	3	5	0	0	4	0	0	0	0	0	0	0	3	14	0	0	0	42
Clinical treatment / Diagnosis	3	41	10	11	17	27	41	82	28	39	64	6	3	41	5	3	0	2	3	1	0	46	111	3	1	0	588
Communication, staff attitude, dignity, confidentiality	0	3	1	1	0	6	5	10	5	7	7	1	0	6	1	2	0	1	0	0	2	1	44	0	2	0	105
Complaints by NHS staff	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Complaints handling	0	3	0	1	3	4	5	5	4	1	6	0	0	9	0	0	0	4	0	0	0	3	4	0	0	52	
Continuing care	0	0	0	0	0	0	4	1	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	9	
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	8	
Hotel services - food, laundry etc	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	1	
Hygiene, cleanliness & infection control	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
Lists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	6	
Nurses / Nursing Care	0	1	0	0	0	0	2	0	1	3	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	
Other	0	0	0	0	0	1	1	0	2	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	7	
Policy/administration	0	3	1	1	1	5	4	9	5	8	5	0	1	2	1	0	1	6	0	2	1	5	12	0	3	76	
Record Keeping	1	0	0	0	0	0	0	0	2	1	0	0	0	1	0	0	0	0	0	0	0	0	6	0	0	11	
Subject Unknown	9	12	2	2	6	14	20	45	21	16	37	0	1	31	0	1	1	2	0	1	0	9	35	1	1	269	
Out Of Jurisdiction	0	0	0	1	2	0	0	4	5	0	1	0	0	2	0	0	0	1	1	0	0	1	2	0	0	20	
Total	13	69	16	19	30	57	78	175	72	84	135	7	5	101	9	6	2	26	4	7	3	68	238	4	7	1,237	

Scottish Government and Devolved Administration Complaints Received 2012-2013

Cross-Border Public Authority

Subject Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Agriculture, environment, fishing & rural affairs	1	4	5
Justice	4	0	4
Subject Unknown	1	2	3
Total	6	6	12

Scottish Government & Scottish Administration

Subject Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Directorate for Planning and Environmental Appeals	Disclosure Scotland	Historic Scotland	Office of the Accountant in Bankruptcy	Queen's & Lord Treasurer's Remembrancer	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Enterprise & Environment	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Transport Scotland	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2
Care & health	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Courts administration	0	11	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	19
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	0	5
Financial matters	0	0	0	0	3	0	0	1	0	0	0	0	0	3	12	0	0	19
Justice	0	9	0	0	0	0	0	2	1	0	0	1	0	0	0	0	0	13
Other	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	3
Planning	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	0	318	0	0	0	318
Records	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Roads & transport	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	3	5
Out Of Jurisdiction	1	0	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	5
Subject Unknown	0	10	2	1	0	1	0	0	1	4	1	0	0	1	15	0	0	36
Total	2	30	7	1	2	4	1	3	12	11	2	1	1	318	6	32	3	436

Scottish Public Authority

Subject Group	Audit Scotland	Care Inspectorate	Crofting Commission	Highlands & Islands Enterprise	Mental Health Tribunal Scotland	Mental Welfare Commission for Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Complaints Commissioner for Scotland	Private Rented Housing Panel	Public Standards Commissioner	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority	Scottish Social Services Council	The Scottish Housing Regulator	The Scottish Information Commissioner	VisitScotland	Total
Agriculture, environment, fishing & rural affairs	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	3
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
Care & health	0	13	0	0	1	1	0	0	0	0	3	0	0	0	3	0	0	0	0	21
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Enterprise bodies	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Financial matters	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	3
Governance	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	3
Housing	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	0	0	0	3
Justice	0	0	0	0	0	0	1	6	0	0	0	0	3	0	0	0	0	0	0	10
Ombudsmen	0	0	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Other	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Roads & transport	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Out Of Jurisdiction	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
Subject Unknown	0	6	0	0	1	1	0	4	0	0	0	4	0	1	0	0	1	0	0	18
Total	2	19	1	3	1	3	4	2	11	2	3	4	5	5	4	3	1	2	2	77

Water Complaints Received 2012-2013

Subject Group	Business Stream	Scottish Water	Other Water Supplier	Total
Billing and Charging	158	8	1	167
Customer Service	4	6	0	10
Environmental Concerns	0	2	0	2
New Connections	2	4	0	6
Other	1	7	0	8
Waste Water	2	24	0	26
Water Supply	20	31	0	51
Out Of Jurisdiction	0	2	0	2
Subject Unknown	52	29	0	81
Total	239	113	1	353