

Scottish Further and Higher Education Complaints Determined 2014-15

Further Education

Stage	Outcome Group	A College Unknown (FE)	Ayrshire College	City of Glasgow College	Dumfries and Galloway College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Kelvin College	Moray College UHI	New College Lanarkshire	North East Scotland College	North Highland College	Perth College UHI	South Lanarkshire College	West College Scotland	Total	
Advice	Not duly made or withdrawn	0	2	1	0	0	3	1	0	0	0	0	0	0	0	1	0	9	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Premature	2	2	0	0	1	7	2	3	0	0	0	1	0	0	0	0	0	18
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		2	4	1	0	1	10	4	3	1	1	0	1	0	0	1	0	29	
Early Resolution 1	Not duly made or withdrawn	0	0	1	1	0	1	0	0	0	0	0	0	1	0	0	0	4	
	Out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	2	
	Outcome not achievable	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total		0	0	2	1	0	3	1	0	0	0	0	0	1	0	0	0	8	
Early Resolution 2	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Some upheld	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Some upheld	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2	
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	3
Total Complaints		2	4	3	1	1	13	5	3	1	1	3	1	1	1	1	1	42	

Higher Education

Stage	Outcome Group	A University Unknown (HE)	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt 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 St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total	FE & HE Total	
Advice	Not duly made or withdrawn	0	0	3	2	1	0	1	0	1	4	1	0	1	1	0	2	17	26	
	Out of jurisdiction (discretionary)	0	0	1	0	0	1	0	0	1	1	0	0	0	0	0	0	4	5	
	Out of jurisdiction (non-discretionary)	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	1	4	
	Outcome not achievable	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	2	
	Premature	3	0	2	1	2	0	2	0	0	4	3	2	0	2	0	2	2	23	41
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		3	0	7	3	4	2	3	0	2	10	4	2	1	3	1	5	50	79	
Early Resolution 1	Not duly made or withdrawn	0	1	0	0	1	0	0	0	0	0	1	0	0	1	0	1	4	8	
	Out of jurisdiction (discretionary)	0	0	0	1	0	0	0	0	0	1	1	0	0	1	0	0	0	4	
	Out of jurisdiction (non-discretionary)	0	0	2	2	0	1	3	1	1	8	4	1	1	2	0	2	2	28	30
	Outcome not achievable	0	0	0	0	0	2	0	0	1	0	1	0	0	0	0	0	0	4	6
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0	1	4	4	
Total		0	1	2	3	1	4	3	1	2	9	7	2	1	4	1	3	44	52	
Early Resolution 2	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Some upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	2	4	
	Not upheld	0	0	0	0	0	2	0	0	0	3	1	2	1	3	1	0	13	13	
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	0	0	0	2	0	0	0	4	1	2	1	3	2	0	15	17
Investigation 1	Fully upheld	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	2	
	Some upheld	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	3	5	
	Not upheld	0	0	0	0	0	0	0	0	1	3	1	1	0	2	0	0	8	8	
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total		0	0	0	0	1	0	0	0	1	3	2	1	0	3	0	1	12	15
Total Complaints		3	1	9	6	6	8	6	1	5	26	14	7	3	13	4	9	121	163	

There were no further and higher education cases closed at Investigation 2 stage

Health Complaints Determined 2014-15

Stage	Outcome Group	Health Boards														Special Health Boards			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	Scottish Ambulance Service	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	NHS National Services Scotland	Other Health Authority	Dentists & Dental Practices		GP & GP Practices	Pharmacists & Pharmacy Services	Other FHS Practitioner or Practice
Advice	Not duly made or withdrawn	9	21	5	8	7	23	17	54	17	23	40	0	5	37	0	0	5	1	0	2	1	12	50	2	0	339
	Out of jurisdiction (discretionary)	0	1	0	0	0	1	0	7	2	1	1	0	0	0	1	0	1	0	0	0	0	1	1	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	1	0	0	0	0	2	1	0	0	0	0	1	0	0	0	0	0	0	0	0	3	0	0	8
	Outcome not achievable	0	1	0	0	0	2	1	3	5	3	1	0	0	0	1	0	0	0	0	0	0	2	14	0	0	33
	Premature	3	13	2	5	6	19	28	51	14	16	42	0	0	29	0	1	6	0	0	0	0	19	68	3	0	325
	Resolved	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
Total		12	36	8	13	13	45	46	117	39	43	84	0	5	67	2	1	12	1	0	2	1	34	136	5	0	722
Early Resolution 1	Not duly made or withdrawn	1	2	0	4	2	4	1	7	3	3	8	0	0	1	0	0	0	0	0	0	1	12	1	1	51	
	Out of jurisdiction (discretionary)	0	3	0	2	3	5	2	7	3	3	4	0	0	3	0	0	1	0	0	0	2	8	1	0	47	
	Out of jurisdiction (non-discretionary)	0	0	3	1	1	1	1	1	1	1	2	0	0	0	1	0	2	0	0	0	0	7	0	0	22	
	Outcome not achievable	0	5	1	1	2	1	12	22	4	8	11	0	0	5	1	0	0	0	2	0	0	4	18	2	0	99
	Premature	1	4	0	0	1	3	9	7	2	4	5	0	1	2	2	0	0	0	0	0	0	5	5	0	0	51
	Resolved	0	0	0	1	0	0	0	2	3	2	0	0	0	4	0	0	1	0	0	0	0	3	4	0	0	20
Total		2	14	4	9	9	14	25	46	16	21	30	0	1	15	4	0	4	0	2	0	15	54	4	1	290	
Early Resolution 2	Fully upheld	0	0	1	1	0	2	2	8	1	1	1	0	0	1	0	0	0	0	0	0	2	4	0	0	24	
	Some upheld	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	3	
	Not upheld	0	4	0	1	0	6	3	7	4	5	4	0	0	5	1	0	1	0	0	0	0	9	0	0	50	
	Not duly made or withdrawn	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	4
	Resolved	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
	Total		0	4	1	3	0	8	5	17	5	6	5	0	0	8	1	0	2	0	0	0	2	14	0	0	81
Investigation 1	Fully upheld	0	4	4	3	5	5	5	20	4	11	11	0	0	13	0	1	1	0	0	0	10	16	0	0	113	
	Some upheld	0	9	0	4	1	7	5	12	4	10	11	1	0	3	1	0	1	0	0	0	2	14	0	0	85	
	Not upheld	0	7	2	3	5	10	6	22	10	11	21	0	1	11	2	1	2	0	0	0	7	32	0	0	153	
	Not duly made or withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	3	
	Resolved	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
	Total		0	20	6	10	11	22	16	55	18	32	43	1	1	28	3	2	4	0	0	0	19	63	0	0	354
Investigation 2	Fully upheld	0	3	0	0	1	1	3	4	1	6	9	0	0	1	1	0	0	0	0	0	0	6	0	0	36	
	Some upheld	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
	Not upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Total		0	4	1	0	1	2	3	4	1	6	10	0	0	1	1	0	0	0	0	0	6	0	0	40	
Total Complaints		14	78	20	35	34	91	95	239	79	108	172	1	7	119	11	3	22	1	2	2	1	70	273	9	1	1,487

Local Authority Complaints Determined 2014-15

Stage	Outcome Group	Council																																Fire / Police / Safety	National Parks	Other		Valuation Joint Board		Total										
		A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	Dumfries and Galloway Council	Dumfries City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council			West Lothian Council	Community Safety Glasgow	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority		Falkirk Community Trust	Glasgow Life	South Lanarkshire Leisure and Culture Limited	Strathclyde Partnership for Transport	Lanarkshire Valuation Joint Board	Lothian Valuation Joint Board				
Advice	Not duly made or withdrawn	9	22	7	5	8	2	3	11	9	4	3	7	6	19	28	41	3	2	9	11	1	6	14	12	2	3	17	3	64	12	11	8	13	1	1	0	0	1	0	0	0	0	0	0	0	380			
	Out of jurisdiction (discretionary)	0	3	0	1	0	1	0	0	1	0	0	0	0	1	1	6	0	0	0	2	0	0	0	1	1	2	1	1	2	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	29		
	Out of jurisdiction (non-discretionary)	0	2	1	3	2	0	1	0	0	0	1	0	0	0	1	2	0	0	0	0	0	0	1	0	0	0	4	2	2	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	25	
	Outcome not achievable	0	1	1	1	1	0	0	0	1	0	0	1	1	2	3	4	0	0	3	2	0	3	1	1	0	0	5	0	7	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42
	Premature	18	25	19	18	11	8	5	17	11	22	16	14	5	24	53	69	6	22	15	45	1	14	34	6	7	19	35	14	79	23	10	15	26	0	2	1	0	0	1	0	0	2	1	713					
	Resolved	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	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	4			
Total		27	53	28	28	22	11	9	28	22	27	20	22	12	47	87	122	9	24	27	60	2	23	49	21	10	24	62	20	154	38	22	23	44	1	4	1	0	3	1	0	4	2	1,193						
Early Resolution 1	Not duly made or withdrawn	0	1	1	0	0	0	0	0	1	0	0	0	1	4	4	1	0	1	1	0	0	0	0	0	0	4	1	9	4	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36		
	Out of jurisdiction (discretionary)	0	8	1	1	0	0	1	3	0	0	1	2	1	3	3	3	1	1	3	5	0	2	0	1	0	1	2	0	5	2	0	1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	56		
	Out of jurisdiction (non-discretionary)	0	12	7	2	4	2	1	1	1	1	3	3	2	2	8	3	2	2	6	6	1	3	4	1	2	2	13	4	15	12	3	4	6	0	0	0	0	1	0	1	0	0	0	0	0	140			
	Outcome not achievable	0	2	6	1	3	0	0	2	3	0	0	3	2	3	4	10	1	1	7	4	1	5	3	1	0	4	6	0	14	4	2	4	10	0	0	0	0	0	0	0	1	0	0	0	0	0	107		
	Premature	0	1	3	0	2	0	1	1	1	0	0	0	0	2	5	3	1	0	0	2	0	2	0	0	1	1	2	0	11	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42		
	Resolved	0	3	1	0	2	0	1	0	0	0	0	0	0	4	8	0	0	0	2	0	0	1	0	0	1	1	1	1	7	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	35		
Total		0	27	19	4	11	2	4	7	6	1	4	8	5	11	28	31	6	4	17	20	2	12	8	3	3	9	28	6	61	24	8	9	25	0	0	0	0	1	0	2	0	0	0	416					
Early Resolution 2	Fully upheld	0	3	0	1	0	0	0	2	0	0	1	0	0	1	4	9	1	0	0	0	1	2	0	0	0	2	0	4	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	33			
	Some upheld	0	2	0	0	0	0	0	3	0	0	1	0	0	0	4	0	0	1	0	0	1	1	1	0	0	1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18		
	Not upheld	0	0	1	1	1	0	0	2	0	0	2	2	0	0	4	3	2	1	3	3	0	3	1	1	0	2	2	0	13	1	2	2	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	56	
	Not duly made or withdrawn	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	
	Total		0	5	1	2	1	0	0	7	0	0	4	2	0	1	8	16	3	1	5	3	0	5	4	3	0	2	5	0	20	3	2	2	3	0	0	1	1	0	0	0	0	0	0	0	0	110		
Investigation 1	Fully upheld	0	1	1	4	2	0	1	0	0	0	0	0	3	2	0	0	0	0	1	0	2	1	0	0	2	1	0	5	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	28			
	Some upheld	0	1	0	1	1	0	0	3	1	0	1	0	0	0	0	1	0	1	0	1	0	2	0	0	0	2	1	4	2	1	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26		
	Not upheld	0	4	7	1	2	1	0	1	1	0	0	1	1	1	2	3	0	1	2	2	0	6	0	1	0	2	4	1	8	7	1	2	0	0	0	0	0	1	0	0	0	0	0	0	0	63			
	Not duly made or withdrawn	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Resolved	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1		
	Total		0	6	8	6	5	1	1	4	2	0	1	2	1	4	4	4	0	2	2	5	0	10	1	1	0	4	7	2	17	10	2	3	3	0	0	1	0	0	0	0	0	0	0	0	119			
Investigation 2	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3				
	Some upheld	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
	Not upheld	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	Total		0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4		
Total Complaints		27	91	56	40	39	14	14	46	30	29	29	34	18	63	127	174	18	31	51	88	4	50	62	28	13	40	102	28	252	76	34	37	75	1	4	3	1	4	1	2	4	2	1,842						

Water Complaints Determined 2014-15

Stage	Outcome Group	Business Stream	Scottish Water	Other Water Suppliers	Total
Advice	Not duly made or withdrawn	29	10	1	40
	Out of jurisdiction (discretionary)	2	1	0	3
	Out of jurisdiction (non-discretionary)	0	0	0	0
	Outcome not achievable	2	3	0	5
	Premature	91	28	6	125
	Resolved	0	0	0	0
	Total	124	42	7	173
Early Resolution 1	Not duly made or withdrawn	5	2	0	7
	Out of jurisdiction (discretionary)	2	2	0	4
	Out of jurisdiction (non-discretionary)	25	4	0	29
	Outcome not achievable	7	3	0	10
	Premature	6	3	0	9
	Resolved	5	1	0	6
	Total	50	15	0	65
Early Resolution 2	Fully upheld	1	0	0	1
	Some upheld	3	0	0	3
	Not upheld	9	2	0	11
	Not duly made or withdrawn	0	0	0	0
	Resolved	0	2	0	2
	Total	13	4	0	17
Investigation 1	Fully upheld	11	0	0	11
	Some upheld	5	1	0	6
	Not upheld	7	1	0	8
	Not duly made or withdrawn	0	0	0	0
	Resolved	0	0	0	0
	Total	23	2	0	25
Investigation 2	Fully upheld	1	0	0	1
	Some upheld	0	1	0	1
	Not upheld	0	0	0	0
	Total	1	1	0	2
Total Complaints		211	64	7	282

Other Complaints Determined 2014-15

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Not duly made or withdrawn	1	3	4
	Out of jurisdiction (non-discretionary)	19	0	19
	Premature	0	2	2
	Total	20	5	25
Early Resolution 1	Out of jurisdiction (non-discretionary)	2	0	2
	Total	2	0	2
Total Complaints		22	5	27