

Cases Received by Sector 2014-15

Authority Sector	Enquiry	Complaint	Total
Further & Higher Education	1	159	160
Health	6	1,542	1,548
Housing Associations	2	390	392
Local Authority	13	1,880	1,893
Scottish Government & Devolved Administration	5	608	613
Water	2	288	290
Other incl Out of Jurisdiction and Unknown	743	28	771
Total	772	4,895	5,667

Further and Higher Education Cases Received 2014-15

Further Education

Subject	Enquiry	Complaint	Total
Policy/administration	0	11	11
Communication staff attitude dignity and confidentiality	0	6	6
Special needs - assessment and provision	0	6	6
Teaching and supervision	0	5	5
Academic appeal/exam results/degree classification	0	4	4
Grants/allowances/bursaries	0	4	4
Complaints handling	0	3	3
Student discipline	0	2	2
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Subject Unknown	0	1	1
Total	0	43	43

Higher Education

Subject	Enquiry	Complaint	Total
Academic appeal/exam results/degree classification	0	50	50
Policy/administration	1	22	23
Admissions	0	9	9
Complaints handling	0	8	8
Teaching and supervision	0	6	6
Communication staff attitude dignity and confidentiality	0	4	4
Other	0	3	3
Personnel matters	0	3	3
Special needs - assessment and provision	0	2	2
Accommodation	0	1	1
Grants/allowances/bursaries	0	1	1
Plagiarism and intellectual property	0	1	1
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Property	0	1	1
Student discipline	0	1	1
Welfare	0	1	1
Subject Unknown	0	2	2
Total	1	116	117

Further and Higher Education Total	1	159	160
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Health Cases Received 2014-15

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	3	1,126	1,129
Communication, staff attitude, dignity, confidentiality	1	130	131
Appointments & Admissions (delay, cancellation, waiting lists)	0	57	57
Policy / administration	0	49	49
Complaints handling	1	33	34
Lists (incl difficulty registering and removal from lists)	0	25	25
Continuing care	0	20	20
Nurses & Nursing Care	0	19	19
Record Keeping	0	16	16
Admission, discharge & transfer procedures	0	14	14
Other	0	14	14
Appliances, equipment & premises	0	4	4
Failure to send ambulance / delay in sending ambulance	0	3	3
Hotel services - food, laundry etc	0	2	2
Hygiene, cleanliness & infection control	0	1	1
Out Of Jurisdiction	0	4	4
Subject Unknown	1	25	26
Total	6	1,542	1,548

Housing Association Cases Received 2014-15

Subject	Enquiry	Complaint	Total
Repairs and maintenance	1	146	147
Neighbour disputes and antisocial behaviour	0	55	55
Policy/administration	0	48	48
Rent and/or service charges	0	30	30
Improvements and renovation	0	25	25
Applications, allocations, transfers & exchanges	0	23	23
Communication, staff attitude, dignity and confidentiality	0	13	13
Estate management, open space & environment work	0	11	11
Terminations of tenancy	0	11	11
Complaints handling	0	6	6
Right to Buy	0	5	5
Sheltered housing and community care	0	3	3
Other	0	2	2
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Shared ownership	0	1	1
Out Of Jurisdiction	0	2	2
Subject Unknown	1	8	9
Total	2	390	392

Local Authority Cases Received 2014-15

Subject Group	Enquiry	Complaint	Total
Housing	2	468	470
Social Work	2	253	255
Planning	3	217	220
Finance	2	174	176
Education	1	174	175
Environmental Health & Cleansing	0	148	148
Roads & Transport	1	119	120
Legal & Admin	0	76	76
Building Control	1	61	62
Land & Property	0	29	29
Recreation & Leisure	0	24	24
Other	0	21	21
Welfare Fund - Community Care Grants	0	14	14
Welfare Fund - Crisis Grants	0	12	12
Personnel	0	10	10
Consumer Protection	0	8	8
Economic Development	0	8	8
Valuation Joint Boards	0	6	6
Fire & Police Boards	0	4	4
National Park Authorities	0	3	3
Subject Unknown or Out Of Jurisdiction	1	51	52
Total	13	1,880	1,893

Scottish Government and Devolved Administration Cases Received 2014-15

Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	6	6
Financial matters	0	3	3
Justice	0	1	1
Other	0	1	1
Total	0	11	11

Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	1	315	316
Courts administration	0	56	56
Justice	2	50	52
Financial matters	0	22	22
Other	0	10	10
Records	0	5	5
Roads & transport	0	5	5
Arts, culture, heritage, leisure, sport & tourism	0	3	3
Planning	0	3	3
Governance	0	2	2
Care & health	0	1	1
Subject Unknown or Out Of Jurisdiction	0	7	7
Total	3	479	482

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Care & health	1	35	36
Commissioners & Ombudsmen	0	24	24
Agriculture, environment, fishing & rural affairs	0	10	10
Financial matters	0	9	9
Education	0	8	8
Housing	0	8	8
Governance	0	7	7
Justice	0	5	5
Arts, culture, heritage, leisure, sport & tourism	0	3	3
Enterprise bodies	0	3	3
Other	1	1	2
Subject Unknown or Out Of Jurisdiction	0	5	5
Total	2	118	120

Scottish Government and Devolved Administration Total	5	608	613
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Prisons Cases Received 2014-15

Note - these are also included in Scottish Administration

Subject Group	Enquiry	Complaint	Total
Security, Control and Progression	0	59	59
Health, Welfare and Religion	0	54	54
Communication and Records	0	44	44
Privileges and Prisoners Property	0	38	38
Discipline	0	37	37
Leave from Prison (Including Home Detention Leave)	0	22	22
Admission, Transfers and Discharge	0	20	20
Work, Education, Earnings and Recreation	0	16	16
Physical and Personal Environment	1	15	16
Supervision Levels	0	3	3
Subject Unknown or Out Of Jurisdiction	0	7	7
Total	1	315	316

Water Cases Received 2014-15

Subject Group	Enquiry	Complaint	Total
Billing and Charging	2	207	209
Water Supply	0	44	44
Waste Water	0	14	14
Customer Service	0	9	9
New Connections	0	6	6
Environmental Concerns	0	2	2
Other	0	2	2
Subject Unknown or Out Of Jurisdiction	0	4	4
Total	2	288	290

Other Cases Received 2014-15

Subject	Enquiry	Complaint	Total
Out Of Jurisdiction	743	23	766
Subject Unknown	0	5	5
Total	743	28	771

Housing Association and Local Authority Housing Cases Received 2014-15

complaints only

Subject	Housing Associations	Local Authority	Total
Repairs and maintenance	146	181	327
Neighbour disputes and antisocial behaviour	55	76	131
Policy/administration	48	37	85
Applications, allocations, transfers & exchanges	23	47	70
Rent and/or service charges	30	21	51
Improvements and renovation	25	20	45
Estate management, open space & environment work	11	16	27
Communication, staff attitude, dignity & confidentiality	13	8	21
Housing statutory repair notices, HAA areas and demolition orders	0	21	21
Homeless person issues	0	17	17
Terminations of tenancy	11	6	17
Complaints handling	6	6	12
Right to Buy	5	3	8
Sheltered housing and community care	3	3	6
Aids and adaptations	0	4	4
Other	2	2	4
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	1	0	1
Shared ownership	1	0	1
Out Of Jurisdiction	2	n/a	2
Subject Unknown	8	n/a	8
Total	390	468	858