

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

Scottish Further and Higher Education Complaints Received 2014-15

Further Education

Subject	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
Academic appeal/exam results/degree classification	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	4
Communication, staff attitude, dignity and confidentiality	0	2	0	0	1	1	0	0	0	0	0	1	0	0	0	1	6
Complaints handling	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	3
Grants/allowances/bursaries	0	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	4
Policy/administration	1	1	0	1	0	5	3	0	0	0	0	0	0	0	0	0	11
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	0	1	1	0	0	0	1	0	1	2	0	0	6
Student discipline	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	2
Teaching and supervision	0	0	1	0	0	2	1	1	0	0	0	0	0	0	0	0	5
Subject Unknown	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	2	5	2	1	1	14	6	3	1	1	1	1	1	2	1	1	43

Higher Education

Subject	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
Academic appeal/exam results/degree classification	2	1	6	0	3	5	5	0	2	12	4	3	0	5	0	2	50
Accommodation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Admissions	0	0	3	0	1	0	0	0	0	2	2	1	0	0	0	0	9
Communication, staff attitude, dignity and confidentiality	0	0	0	0	1	0	0	0	1	1	0	0	0	0	1	0	4
Complaints handling	0	0	0	1	0	0	0	0	0	2	1	0	0	2	1	1	8
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Other	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Personnel matters	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	3
Plagiarism and intellectual property	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Policy/administration	0	0	0	3	0	0	1	0	2	4	4	1	3	1	0	3	22
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Property	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Student discipline	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Teaching and supervision	0	0	1	1	0	1	0	1	0	0	0	1	0	0	0	1	6
Welfare	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Subject Unknown	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
Total	3	1	11	6	7	7	7	1	5	24	15	7	3	8	3	8	116

Health Complaints Received 2014-15

Subject	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		Other FHS Practitioner or Practice	Pharmacists & Pharmacy Services
Admission, discharge & transfer procedures	0	0	1	0	0	0	0	4	1	1	4	0	0	2	0	0	1	0	0	0	0	0	0	0	0	14
Appliances, equipment & premises	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	4
Appointments & Admissions (delay, cancellation, waiting lists)	1	3	2	0	1	2	9	8	7	3	7	0	0	2	1	0	0	0	0	0	0	4	7	0	0	57
Clinical treatment / Diagnosis	7	61	12	26	28	77	78	192	64	87	145	2	7	91	7	1	12	4	0	0	1	56	165	0	3	1,126
Communication, staff attitude, dignity, confidentiality	1	6	1	3	3	7	8	16	3	6	8	0	0	5	0	1	3	0	0	0	0	6	50	0	3	130
Complaints handling	0	1	0	1	0	2	4	3	3	4	0	0	0	4	0	0	1	0	0	1	0	4	5	0	0	33
Continuing care	0	2	3	0	1	0	4	3	3	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	20
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	3
Hotel services - food, laundry etc	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Hygiene, cleanliness & infection control	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	1
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4	20	0	0	25
Nurses & Nursing Care	0	2	0	1	0	1	2	5	0	1	3	0	1	2	0	0	0	0	0	0	0	0	1	0	0	19
Other	0	1	2	0	0	0	0	2	1	1	1	0	0	0	1	0	0	0	0	0	0	0	4	1	0	14
Policy & administration	0	0	1	4	3	2	4	5	3	2	4	0	0	2	0	0	1	0	2	0	0	2	12	0	2	49
Record Keeping	1	1	0	1	1	1	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	1	16
Out Of Jurisdiction	0	0	0	0	0	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Subject Unknown	4	1	1	0	0	1	1	2	2	1	2	0	0	5	0	0	1	0	0	1	0	0	3	0	0	25
Total	14	79	23	36	37	93	110	247	90	108	175	2	8	116	10	2	23	4	2	2	1	76	274	1	9	1,542

Housing Associations I-Z

Subject	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Langstone Housing Association Ltd	Larkfield Housing Association Ltd	Lark Group Ltd	Linstone Housing Association Ltd	Linthouse Housing Association Ltd	Lochaber Housing Association Ltd	Lochalish & Skye Housing Association Limited	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Meville Housing Association Ltd	Moray Housing Partnership Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Patrick Housing Association Ltd	Port of Leith Housing Association Ltd	Queens Cross Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumberland	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association Ltd	Tenants First Housing Co-operative Ltd	Therane Housing	Thistle Housing Association Ltd	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	West Lothian Housing Management	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	Yoker Housing Association Ltd	Yorkhill Housing Association (1988) Ltd	Total	
Applications, allocations, transfers & exchanges	0	0	0	0	2	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	0	23		
Communication, staff attitude, dignity and confidentiality	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	0	0	0	0	0	13
Complaints handling	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	0	0	0	0	6	
Estate management, open space & environment work	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	0	0	0	11		
Improvements and renovation	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	25	
Neighbour disputes and antisocial behaviour	2	0	1	0	3	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	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	55		
Other	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	0	0	0	0	0	0	0	0	2		
Policy/administration	0	0	0	0	1	0	0	2	1	0	0	0	0	0	0	1	0	2	0	0	0	0	0	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	48	
Pre- Contractual or Commercial Matters*	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	0	0	0	0	0	0	0	0	0	0	0	1		
Rent and/or service charges	2	0	0	0	3	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30	
Repairs and maintenance	1	2	2	1	4	1	0	1	0	1	2	0	0	0	3	1	0	0	3	1	3	0	1	0	1	0	3	4	6	0	0	0	0	0	0	10	1	0	3	2	1	3	0	2	0	1	1	3	1	1	0	1	146
Right to Buy	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	0	0	0	0	0	0	0	0	0	0	5		
Shared ownership	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	0	0	0	0	1	
Sheltered housing and community care	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	0	0	0	0	0	3		
Terminations of tenancy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	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	11		
Out Of Jurisdiction	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	0	0	0	2		
Subject Unknown	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	0	0	0	0	8	
Total	5	3	4	1	14	1	1	2	2	4	5	1	1	7	1	4	1	6	3	3	1	1	2	3	1	7	9	14	1	2	1	1	16	2	2	2	3	7	1	5	5	2	3	2	1	3	1	4	1	2	1	1	390

* action post 01.04.2011 only

Local Authority Complaints Received 2014-15

Subject Group	Councils																																	Fire / Police / Safety	National Parks	Other			Valuation Joint Boards		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			
Building Control	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	2	0	1	3	0	0	1	1	1	0	1	2	1	43	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	61		
Consumer Protection	0	0	1	0	0	0	0	1	1	0	0	0	1	0	2	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	0	0	0	0	0	0	0	8
Economic Development	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	
Education	2	4	4	5	6	2	4	3	3	1	3	2	3	12	11	17	2	2	5	9	0	8	3	7	2	4	4	2	9	9	7	3	16	0	0	0	0	0	0	0	0	0	0	0	0	174		
Environmental Health & Cleansing	1	6	7	2	2	0	1	3	4	0	0	0	5	10	38	0	2	1	7	0	2	4	1	0	2	5	2	33	4	2	1	3	0	0	0	0	0	0	0	0	0	0	0	0	148			
Finance	2	14	3	0	0	2	1	4	0	6	0	3	3	7	9	17	2	2	1	14	0	3	6	5	1	1	12	2	28	6	6	5	9	0	0	0	0	0	0	0	0	0	0	174				
Fire & Police Boards	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	4	0	0	0	0	0	0	0	4				
Housing	4	35	8	10	2	5	2	2	12	7	7	19	8	25	48	7	3	6	21	24	1	16	29	2	2	9	27	8	64	7	7	19	22	0	0	0	0	0	0	0	0	0	0	468				
Land & Property	0	0	0	2	0	0	0	0	1	0	0	1	0	1	3	3	1	1	0	0	0	1	1	2	0	0	0	1	3	6	0	0	2	0	0	0	0	0	0	0	0	0	0	0	29			
Legal & Admin	1	5	1	1	4	0	1	1	1	1	1	3	1	3	8	5	1	1	2	3	0	0	5	0	0	4	3	1	9	3	2	1	4	0	0	0	0	0	0	0	0	0	0	76				
National Park Authorities	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	3	0	0	0	0	0	0	0	3					
Other	0	0	1	1	1	0	0	1	0	1	1	0	0	0	1	6	0	1	1	0	0	0	0	0	1	2	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	21			
Personnel	0	0	0	1	1	0	0	0	0	1	0	0	1	2	1	0	0	0	2	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	10			
Planning	2	7	22	4	8	0	1	7	3	4	8	5	3	2	13	5	3	7	5	9	1	10	4	4	4	7	8	2	26	21	5	0	7	0	0	0	0	0	0	0	0	0	0	217				
Recreation & Leisure	0	1	0	0	0	0	3	0	0	1	0	0	0	2	5	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24			
Roads & Transport	2	7	3	2	1	0	0	5	0	1	2	0	1	1	4	27	1	2	5	4	0	3	2	1	1	2	16	1	15	0	0	2	6	0	0	0	0	0	0	0	0	0	0	0	119			
Social Work	7	8	9	10	7	3	6	13	7	8	3	5	2	8	18	24	4	4	7	17	1	1	4	6	2	8	15	4	14	12	5	6	5	0	0	0	0	0	0	0	0	0	0	253				
Valuation Joint Boards	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	4	1	6					
Welfare Fund - Community Care Grants	0	0	0	1	0	0	0	0	1	0	0	0	1	0	6	0	0	1	0	0	0	1	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14			
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	1	1	0	1	0	1	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12				
Subject Unknown or Out Of Jurisdiction	5	5	1	0	0	1	0	1	1	0	2	1	0	3	2	3	1	1	1	2	1	0	1	1	3	0	1	2	8	2	1	0	1	0	0	0	0	0	0	0	0	0	51					
Total	27	93	60	39	32	13	16	44	34	30	29	40	22	69	135	171	19	31	54	93	4	47	63	33	15	41	98	26	259	72	35	37	78	1	4	3	1	4	1	2	4	1	1,880					

Scottish Government and Devolved Administration Complaints Received 2014-15

Cross-Border Public Authority

Subject Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	The Electoral Commission	Total
Agriculture, environment, fishing & rural affairs	0	6	0	6
Financial matters	3	0	0	3
Justice	1	0	0	1
Other	0	0	1	1
Total	4	6	1	11

Scottish Government & Scottish Administration

Subject Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Government Finance Directorate	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	The Accountant of Court	Transport Scotland	Total
Arts, culture, heritage, leisure, sport & tourism	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Care & health	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Courts administration	0	33	0	0	0	0	22	0	0	0	0	0	0	0	1	0	0	56
Financial matters	0	1	0	0	2	0	0	4	0	0	2	0	2	11	0	0	0	22
Governance	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
Justice	1	45	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	50
Other	0	1	0	0	0	3	0	1	5	0	0	0	0	0	0	0	0	10
Planning	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	3
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	315	0	0	0	0	315
Records	0	0	0	0	0	0	4	0	1	0	0	0	0	0	0	0	0	5
Roads & transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	5
Subject Unknown or Out Of Jurisdiction	0	4	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	7
Total	2	84	1	3	2	3	4	26	15	1	2	2	315	2	11	1	5	479

Scottish Public Authority

Subject Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Highlands & Islands Enterprise	Homeowner Housing Panel	Mental Health Tribunal Scotland	Mental Welfare Commission for Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Pensions Appeal Tribunal for Scotland	Police Investigations & Review Commissioner	Private Rented Housing Panel	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	sportscotland	The Scottish Housing Regulator	The Scottish Information Commissioner	VisitScotland	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	10
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	1	3
Care & health	0	22	5	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	6	0	2	0	0	0	35
Commissioners & Ombudsmen	0	0	0	3	1	0	0	1	3	0	0	14	0	0	0	0	0	0	0	0	2	0	0	0	0	0	24
Education	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	8
Enterprise bodies	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3
Financial matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	0	9
Governance	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	1	0	1	7
Housing	0	0	0	0	0	2	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	1	0	0	0	8
Justice	0	0	0	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	5
Other	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	1
Subject Unknown or Out Of Jurisdiction	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	5
Total	1	22	5	3	4	3	2	1	3	3	0	1	18	5	2	1	7	10	3	1	8	11	1	1	1	1	118

Water Complaints Received 2014-15

Subject Group	Business Stream	Scottish Water	Other Water Suppliers	Total
Billing and Charging	195	7	5	207
Customer Service	3	6	0	9
Environmental Concerns	0	2	0	2
New Connections	4	1	1	6
Other	0	2	0	2
Waste Water	3	11	0	14
Water Supply	16	28	0	44
Subject Unknown or Out Of Jurisdiction	1	2	1	4
Total	222	59	7	288