

Cases Received by Sector 2016-17

Authority Sector	Enquiry	Complaint	Total
Further Education	0	35	35
Higher Education	0	130	130
Health	1	1,414	1,415
Housing Associations	1	355	356
Local Authority	2	1,528	1,530
Scottish Government & Devolved Administration	1	530	531
Water	0	174	174
Other*	1,399	16	1,415
Total	1,404	4,182	5,586

*Other includes unknown, out of jurisdiction, and premature enquiries

Further Education Cases Received 2016-17

Subject	Enquiry	Complaint	Total
Policy/administration	0	8	8
Admissions	0	4	4
Communication staff attitude dignity and confidentiality	0	4	4
Special needs - assessment and provision	0	4	4
Teaching and supervision	0	4	4
Academic appeal/exam results/degree classification	0	2	2
Complaints handling	0	2	2
Student discipline	0	2	2
Anti-social behaviour	0	1	1
Facilities	0	1	1
Grants/allowances/bursaries	0	1	1
Subject Unknown	0	2	2
Total	0	35	35

Higher Education Cases Received 2016-17

Subject	Enquiry	Complaint	Total
Academic appeal/exam results/degree classification	0	52	52
Policy/administration	0	23	23
Complaints handling	0	16	16
Communication staff attitude dignity and confidentiality	0	7	7
Teaching and supervision	0	7	7
Admissions	0	4	4
Student discipline	0	4	4
Welfare	0	4	4
Accommodation	0	3	3
Special needs - assessment and provision	0	3	3
Facilities	0	2	2
Plagiarism and intellectual property	0	2	2
Inappropriate staff/student relationship	0	1	1
Subject Unknown	0	2	2
Total	0	130	130

Health Cases Received 2016-17

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	0	1,017	1,017
Communication / staff attitude / dignity / confidentiality	0	106	106
Appointments / Admissions (delay / cancellation / waiting lists)	0	85	85
Policy / administration	0	47	47
Complaints handling	0	39	39
Nurses / Nursing Care	0	27	27
Lists (incl difficulty registering and removal from lists)	0	18	18
Record Keeping	0	16	16
Other	1	15	16
Admission / discharge / transfer procedures	0	12	12
Failure to send ambulance / delay in sending ambulance	0	10	10
Appliances / equipment / premises	0	3	3
Continuing care	0	3	3
Subject Unknown	0	16	16
Total	1	1,414	1,415

Housing Association Cases Received 2016-17

Subject	Enquiry	Complaint	Total
Repairs and maintenance	0	125	125
Neighbour disputes and antisocial behaviour	0	54	54
Policy/administration	1	52	53
Applications, allocations, transfers & exchanges	0	21	21
Improvements and renovation	0	17	17
Rent and/or service charges	0	16	16
Complaints handling	0	15	15
Estate management, open space & environment work	0	10	10
Communication staff attitude dignity and confidentiality	0	10	10
Terminations of tenancy	0	5	5
Right to Buy	0	3	3
Aids and adaptations	0	3	3
Other	0	2	2
Sheltered housing and community care	0	1	1
Shared ownership	0	1	1
Homeless person issues	0	1	1
Out Of Jurisdiction	0	4	4
Subject Unknown	0	15	15
Total	1	355	356

Local Authority Cases Received 2016-17

Subject Group	Enquiry	Complaint	Total
Housing	1	388	389
Social Work	0	219	219
Planning	0	160	160
Education	0	144	144
Environmental Health & Cleansing	0	124	124
Finance	0	120	120
Roads & Transport	0	112	112
Legal & Admin	1	73	74
Building Control	0	34	34
Recreation & Leisure	0	29	29
Land & Property	0	19	19
Welfare Fund - Community Care Grants	0	14	14
Other	0	8	8
Valuation Joint Boards	0	7	7
National Park Authorities	0	6	6
Economic Development	0	5	5
Personnel	0	5	5
Welfare Fund - Crisis Grants	0	5	5
Consumer Protection	0	4	4
Fire & Police Boards	0	4	4
Subject Unknown or Out Of Jurisdiction	0	48	48
Total	2	1,528	1,530

Scottish Government and Devolved Administration Cases Received 2016-17

Cross-Border Public Authority

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

Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	0	270	270
Justice	1	49	50
Courts administration	0	37	37
Financial matters	0	22	22
Records	0	10	10
Agriculture, environment, fishing & rural affairs	0	4	4
Planning	0	4	4
Governance	0	3	3
Other	0	3	3
Care & health	0	2	2
Arts, culture, heritage, leisure, sport & tourism	0	1	1
Roads & transport	0	1	1
Subject Unknown or Out Of Jurisdiction	0	4	4
Total	1	410	411

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Care & health	0	34	34
Commissioners & Ombudsmen	0	24	24
Education	0	11	11
Financial matters	0	9	9
Justice	0	9	9
Agriculture, environment, fishing & rural affairs	0	8	8
Governance	0	5	5
Arts, culture, heritage, leisure, sport & tourism	0	4	4
Courts administration	0	4	4
Enterprise bodies	0	3	3
Other	0	2	2
Housing	0	1	1
Subject Unknown or Out Of Jurisdiction	0	3	3
Total	0	117	117

Scottish Government and Devolved Administration Total	1	530	531
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Prison Cases received 2016-17

Note - these are also included in Scottish Administration figures

Subject Group	Enquiry	Complaint	Total
Security, Control and Progression	0	53	53
Communication and Records	0	44	44
Privileges and Prisoners Property	0	31	31
Health, Welfare and Religion	0	30	30
Physical and Personal Environment	0	25	25
Leave from Prison (Including Home Detention Leave)	0	22	22
Discipline	0	18	18
Work, Education, Earnings and Recreation	0	17	17
Admission, Transfers and Discharge	0	14	14
Subject Unknown or Out Of Jurisdiction	0	16	16
Total	0	270	270

Water Cases Received 2016-17

Subject Group	Enquiry	Complaint	Total
Billing and Charging	0	139	139
Waste Water	0	10	10
Customer Service	0	9	9
Water Supply	0	8	8
Environmental Concerns	0	2	2
New Connections	0	1	1
Other	0	1	1
Subject Unknown or Out Of Jurisdiction	0	4	4
Total	0	174	174

Other Cases Received 2016-17

Subject	Enquiry	Complaint	Total
Signposting - Premature	424	0	424
Signposting - Out of Jurisdiction	974	0	974
Enquiry From Member of the Public	1	0	1
Health - Communication / staff attitude / dignity / confidentiality	0	1	1
Higher Education - Complaints handling	0	1	1
Higher Education - Welfare	0	1	1
Out Of Jurisdiction	0	4	4
Subject Unknown	0	9	9
Total	1,399	16	1,415

Housing Association and Local Authority Housing Cases Received 2016-17

complaints only

Subject	Housing Associations	Local Authority	Total
Repairs and maintenance	125	135	260
Neighbour disputes and antisocial behaviour	54	68	122
Policy/administration	52	33	85
Applications, allocations, transfers & exchanges	21	43	64
Improvements and renovation	17	23	40
Estate management, open space & environment work	10	21	31
Complaints handling	15	9	24
Rent and/or service charges	16	6	22
Right to Buy	3	10	13
Homeless person issues	1	11	12
Aids and adaptations	3	7	10
Communication staff attitude dignity and confidentiality	10	0	10
Communication, staff attitude, dignity and confidentiality	0	10	10
Terminations of tenancy	5	3	8
Other	2	3	5
Housing statutory repair notices, HAA areas and demolition orders	0	3	3
Shared ownership	1	2	3
Pre- Contractual or Commercial Matters (action post 01.04.2011 only)	0	1	1
Sheltered housing and community care	1	0	1
Out Of Jurisdiction	4	0	4
Subject Unknown	15	0	15
Total	355	388	743