

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

Scottish Further Education Complaints Received 2016-17

Subject	A College Unknown (FE)	Ayrshire College	Cardonald College	City Of Glasgow College	Dundee and Angus College	Edinburgh College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	West Lothian College	Total
Academic appeal/exam results/degree classification	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Admissions	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	1	4
Anti-social behaviour	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Communication staff attitude dignity and confidentiality	0	0	0	1	1	1	0	0	0	0	0	1	0	0	0	0	4
Complaints handling	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	2
Facilities	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Policy/administration	0	0	0	1	0	2	0	0	0	0	0	2	0	0	2	1	8
Special needs - assessment and provision	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	4
Student discipline	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2
Teaching and supervision	0	0	0	1	0	2	0	0	0	0	1	0	0	0	0	0	4
Subject Unknown	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2
Total	1	2	1	5	1	8	1	1	1	1	2	5	1	1	2	2	35

Scottish Higher Education Complaints Received 2016-17

Subject	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Scotland's Rural College	The Robert Gordon University	University of Aberdeen	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	4	0	0	5	4	0	11	2	0	5	3	1	1	8	1	7	52
Accommodation	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	3
Admissions	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	0	4
Communication staff attitude dignity and confidentiality	1	2	0	1	0	0	1	1	0	0	1	0	0	0	0	0	7
Complaints handling	0	1	1	1	1	0	0	0	0	3	3	0	1	4	0	1	16
Facilities	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Inappropriate staff/student relationship	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Plagiarism and intellectual property	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Policy/administration	1	2	0	4	0	0	2	1	1	4	0	4	0	2	0	2	23
Special needs - assessment and provision	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	3
Student discipline	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	1	4
Teaching and supervision	0	1	0	1	0	0	0	0	0	2	2	1	0	0	0	0	7
Welfare	0	0	0	0	0	1	1	0	0	0	0	0	1	1	0	0	4
Subject Unknown	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Total	7	8	1	14	5	1	17	6	1	18	11	7	6	16	1	11	130

Health Complaints Received 2016-17

Subject	Health Boards														Special Health Boards			Other Health Authorities		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	Golden Jubilee National Hospital	NHS 24	Scottish Ambulance Service	The State Hospital Board for Scotland	Healthcare Improvement Scotland	NHS National Services Scotland	Dentists & Dental Practices		GP & GP Practices	Opticians	Pharmacists & Pharmacy Services
Admission / discharge / transfer procedures	0	0	0	0	0	1	1	2	0	0	2	0	0	3	1	0	0	2	0	0	0	0	0	0	0	12
Appliances / equipment / premises	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	0	4	0	2	2	0	6	22	9	10	14	0	1	3	0	1	1	0	0	1	0	0	9	0	0	85
Clinical treatment / Diagnosis	3	60	10	18	41	42	53	215	55	83	129	3	3	67	2	3	4	12	2	0	0	42	165	3	2	1,017
Communication / staff attitude / dignity / confidentiality	0	4	1	5	2	7	13	15	7	7	9	0	0	6	0	1	0	0	1	0	0	4	24	0	0	106
Complaints handling	0	3	0	0	2	3	2	3	3	3	5	0	0	6	1	0	0	1	0	1	0	3	3	0	0	39
Continuing care	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
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	10	0	0	0	0	0	0	0	10
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	17	0	0	18
Nurses / Nursing Care	0	1	1	0	4	3	1	6	0	3	6	0	0	1	0	0	0	0	0	0	0	0	1	0	0	27
Other	0	0	0	0	1	0	2	4	2	1	1	0	0	1	0	0	0	0	1	0	1	0	0	0	1	15
Policy / administration	0	0	1	0	3	0	4	6	8	2	8	1	0	3	1	0	0	1	0	0	1	1	7	0	0	47
Record Keeping	0	0	1	0	0	0	2	3	0	0	3	0	0	0	0	0	0	1	0	0	0	0	6	0	0	16
Subject Unknown	1	2	0	0	1	2	1	4	1	0	1	0	0	0	0	0	0	0	0	0	0	0	3	0	0	16
Total	4	74	14	25	56	59	85	282	87	109	179	4	4	90	5	5	5	27	4	1	3	51	235	3	3	1,414

Housing Associations Complaints Received 2016-17

Housing Associations A-E

Subject	A Housing Association Unknown	Aberdeenshire Housing Partnership	Abertay Housing Association Ltd	Abronnill Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Argyll Community Housing Association	Atrium Homes	Bellsmyre Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Bridgewater Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Calvay Housing Association Ltd	Cassiltoun Housing Association Ltd	Castle Rock Edinvar Housing Association	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cernach Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydebank Housing Association Ltd	Clydesdale Housing Association	Craigdale Housing Association Ltd	Cube Housing Association Ltd	Dalmuir Park Housing Association Ltd	Dumfries and Galloway Housing Partnership	Dunedin Canmore Housing Ltd	East Lothian Housing Association Ltd	Eildon Housing Association Ltd			
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Applications, allocations, transfers & exchanges	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	0	0	0	0	0	1	1	0	
Communication staff attitude dignity and confidentiality	0	0	0	0	0	0	0	0	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	0	0	
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	
Estate management, open space & environment work	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Improvements and renovation	2	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	1	0	0	0	2	0	0	
Neighbour disputes and antisocial behaviour	0	1	0	0	0	0	0	3	0	0	0	0	0	1	2	1	0	0	0	3	2	0	0	0	1	1	0	0	1	0	0	1	0	2	0	1
Other	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	
Policy/administration	1	0	0	0	0	0	0	2	0	0	1	0	1	1	1	1	0	1	0	3	1	0	0	0	0	0	0	0	0	0	0	0	3	3	1	0
Rent and/or service charges	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Repairs and maintenance	4	0	0	0	2	1	2	3	1	0	1	1	0	0	0	1	1	0	2	1	0	1	0	0	0	1	1	2	2	5	1	0	0	0		
Right to Buy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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	
Sheltered housing and community care	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	
Terminations of tenancy	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	1	0	
Out Of Jurisdiction	0	0	1	0	0	0	0	1	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	
Subject Unknown	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Total	9	1	1	0	2	2	2	9	1	1	3	3	2	4	5	5	1	2	9	10	3	1	2	2	1	2	1	4	2	2	10	10	3	2		

Housing Associations F-M

Subject	Fife Housing Association Ltd	Forth Housing Association Ltd	Fyne Homes	Gardeen Housing Association Ltd	Glasgow Housing Association	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Home Scotland	Homes for Life Housing Partnership	Horizon Housing Association Ltd	Hunters Hall Housing Co-operative Ltd	Irvine Housing Association Ltd	Key Housing Association Ltd	Kingdom Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Linstone Housing Association Ltd	Linthouse Housing Association Ltd	Lister Housing Co-operative Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd
Aids and adaptations	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
Applications, allocations, transfers & exchanges	1	1	1	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	2
Communication staff attitude dignity and confidentiality	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
Complaints handling	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Estate management, open space & environment work	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Homeless person issues	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
Improvements and renovation	1	0	1	0	2	0	0	0	0	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Neighbour disputes and antisocial behaviour	1	0	0	0	7	0	0	1	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	1	1	0	0	1	1	0	0	1	0
Other	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
Policy/administration	0	0	0	0	6	1	0	0	0	0	1	0	1	0	2	0	0	0	0	1	0	0	1	2	1	0	0	0	1	0	3	0	0
Rent and/or service charges	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	1	0	0
Repairs and maintenance	0	0	1	0	7	2	1	0	1	1	1	3	2	1	7	0	1	1	1	0	1	2	5	2	1	0	0	0	0	0	0	1	0
Right to Buy	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	1	0	0	0	0	0	0	0
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
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations of tenancy	0	0	0	0	0	1	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
Out Of Jurisdiction	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
Subject Unknown	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Total	3	1	3	1	32	4	3	2	1	2	3	4	4	2	18	1	1	1	1	2	3	2	8	7	4	1	1	1	2	1	4	4	2

Housing Associations N-Z

Subject	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd	North View Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Scottish Veterans Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Tenants First Housing Co-operative Ltd	Therue Housing	Thisle Housing Association Ltd	Tollcross Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	West Granton Housing Co-operative Ltd	West Lothian Housing Partnership	West of Scotland Housing Association Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Yoker Housing Association Ltd	Total		
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	0	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		
Applications, allocations, transfers & exchanges	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	21	
Communication staff attitude dignity and confidentiality	0	0	0	0	0	0	0	0	0	0	0	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	10		
Complaints handling	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	15		
Estate management, open space & environment work	0	0	0	1	0	0	0	0	0	1	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	10		
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	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		
Improvements and renovation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	17	
Neighbour disputes and antisocial behaviour	1	3	0	0	0	1	3	1	1	0	0	0	2	1	0	0	0	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	54	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	1	0	0	0	2	0	0	1	1	0	0	0	0	0	1	0	1	1	1	1	0	0	0	0	0	0	0	0	1	52
Rent and/or service charges	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	16	
Repairs and maintenance	5	2	1	0	3	0	0	1	2	3	1	1	5	0	3	0	0	8	4	0	1	0	0	1	1	0	1	0	1	0	1	2	0	1	2	1	0	125	
Right to Buy	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	3	
Shared ownership	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	1	
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	0	0	0	0	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	
Terminations of tenancy	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	5	
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	4	
Subject Unknown	0	0	0	0	0	0	0	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	
Total	7	5	1	2	4	1	4	2	3	7	1	1	9	1	9	1	11	11	1	1	1	1	1	3	4	1	2	3	3	2	1	1	3	1	1	1	355		

Scottish Government and Devolved Administration Complaints Received 2016-17

Cross-Border Public Authority

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

Scottish Government & Scottish Administration

Subject Group	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Revenue Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government D-G Health & Social Care	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	The Accountant of Court	Transport Scotland	Total
Agriculture, environment, fishing & rural affairs	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	4
Arts, culture, heritage, leisure, sport & tourism	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Care & health	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
Courts administration	22	0	0	0	0	0	0	0	13	1	0	0	0	0	0	0	1	0	37
Financial matters	0	0	0	0	4	5	0	1	0	1	0	0	0	3	6	2	0	0	22
Governance	0	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	3
Justice	45	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0	0	0	49
Other	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	3
Planning	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	4
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	270	0	0	0	0	0	270
Records	0	1	0	1	0	0	8	0	0	0	0	0	0	0	0	0	0	0	10
Roads & transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Subject Unknown or Out Of Jurisdiction	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	4
Total	69	1	1	1	4	5	8	1	17	14	1	4	270	4	6	2	1	1	410

Scottish Public Authority

Subject Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Health Tribunal Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Private Rented Housing Panel	Quality Meat Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	The Independent Living Fund Scotland	The Scottish Information Commissioner	Total
Agriculture, environment, fishing & rural affairs	0	0	0	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	8
Arts, culture, heritage, leisure, sport & tourism	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4
Care & health	0	26	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	5	0	1	34
Commissioners & Ombudsmen	0	3	0	6	0	0	0	5	0	6	1	0	0	0	0	0	0	0	0	0	1	0	0	2	24
Courts administration	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	4
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	3	0	0	11
Enterprise bodies	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	3
Financial matters	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	9
Governance	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	5
Housing	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Justice	0	0	0	0	0	0	0	0	0	5	0	0	0	0	3	0	0	1	0	0	0	0	0	0	9
Other	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Subject Unknown or Out Of Jurisdiction	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
Total	6	29	4	7	1	1	1	1	7	1	12	2	1	2	5	2	4	8	2	8	7	3	1	2	117

Water Complaints Received 2016-17

Subject Group	Aimera Ltd	Anglian Water Business	Business Stream	Castle Water Ltd	Clear Business Limited	Cobalt Water Ltd	Scottish Water	Thames Water (Commercial Services) Ltd	Total
Billing and Charging	1	1	113	5	14	2	2	1	139
Customer Service	0	1	2	0	1	0	5	0	9
Environmental Concerns	0	0	0	0	0	0	2	0	2
New Connections	0	0	1	0	0	0	0	0	1
Other	0	0	0	0	0	0	1	0	1
Waste Water	0	0	2	0	0	0	8	0	10
Water Supply	0	0	1	0	0	0	7	0	8
Subject Unknown or Out Of Jurisdiction	0	0	1	0	0	0	3	0	4
Total	1	2	120	5	15	2	28	1	174