

## Cases Received by Sector 2018-19

Authority Sector	Enquiry	Complaint	Total
Colleges	0	32	32
Health	5	1,451	1,456
Housing Associations	1	323	324
Joint Health and Social Care	1	209	210
Local Authority	7	1,301	1,308
Scottish Government & Devolved Administration	1	494	495
Universities	0	164	164
Water	0	164	164
Other*	1,692	50	1,742
<b>Total</b>	<b>1,707</b>	<b>4,188</b>	<b>5,895</b>

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

Scottish College Complaints Received 2018-19

Subject	A College Unknown	Ayrshire College	City Of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	New College Lanarkshire	North East Scotland College	North Highland College	Perth College UHI	West College Scotland	West Highland College UHI	West Lothian College	Total
Application / Admission / Interview / Enrolment / Induction	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2
Assessment / Exams / Certification	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	2
Course Management (including class cancellations)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Finance (course fees and refunds)	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2
Health and Safety	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Learning and Teaching	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	3
Not otherwise covered	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2
Policy / administration	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Providing Learning Support and Guidance (by curriculum staff)	1	0	0	0	1	1	1	0	0	0	0	0	0	0	0	0	4
Quality (including complaint handling)	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	0	0	0	0	0	0	0	0	0	1	0	1
Staff Conduct	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	0	4
Student Conduct	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	3
Out Of Jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Subject Unknown	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	1	4
<b>Total</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>32</b>

Scottish University Complaints Received 2018-19

Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	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	0	4	1	0	6	0	0	3	3	1	0	8	6	1	2	6	1	16	58
Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Admissions	0	0	0	1	0	0	0	0	0	1	0	1	1	0	0	0	1	0	5
Communication / staff attitude / dignity / confidentiality	0	0	0	0	1	0	0	0	0	2	1	1	2	2	1	3	0	3	16
Complaints handling	1	0	1	0	1	0	1	0	1	0	0	3	5	1	0	1	1	2	18
Facilities	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Grants / allowances / bursaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	0	0	0	1	0	1	2	0	0	0	0	0	0	4
Personnel matters	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	4
Policy / administration	2	1	0	1	2	0	1	1	2	0	4	1	0	1	0	0	0	6	22
Special needs - assessment and provision	0	0	0	0	0	1	0	1	0	0	0	2	1	0	2	0	0	1	8
Student discipline	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3
Teaching and supervision	0	0	0	1	2	0	0	1	0	0	1	1	2	1	0	3	0	0	12
Welfare	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	2
Subject Unknown	0	0	1	0	1	0	0	0	1	0	1	0	2	0	1	0	0	0	7
<b>Total</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>8</b>	<b>19</b>	<b>21</b>	<b>7</b>	<b>7</b>	<b>17</b>	<b>3</b>	<b>30</b>	<b>164</b>

Health Complaints Received 2018-19

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	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	Healthcare Improvement Scotland	Dentists & Dental Practices	GP & GP Practices		Pharmacists & Pharmacy Services
Admission / discharge / transfer procedures	0	0	2	0	0	0	1	3	0	5	4	0	0	1	0	2	0	0	0	1	0	0	0	0	0	19
Adult Social Work Services*	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Appliances / equipment / premises	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	0	4	3	2	3	3	6	15	7	8	13	0	1	12	0	0	0	0	0	0	0	0	2	8	0	87
Clinical treatment / diagnosis	3	47	21	26	40	56	57	160	50	84	121	3	0	56	11	3	2	0	1	7	0	0	29	141	3	921
Communication / staff attitude / dignity / confidentiality	0	8	2	3	7	4	10	6	6	6	6	0	0	8	0	2	2	0	0	7	1	0	3	36	1	118
Complaints handling	0	1	1	1	1	1	3	10	3	2	7	0	0	4	0	0	1	0	1	0	0	1	1	8	0	46
Continuing care	0	1	1	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	5
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	0	0	16	0	0	0	0	0	16
Hotel services - food / laundry etc	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
Hygiene / cleanliness / infection control	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	3
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	22	0	27
Nurses / nursing care	0	0	1	3	4	3	1	8	4	1	5	0	0	2	0	0	0	0	0	0	0	0	0	0	0	32
Other	0	0	0	0	0	0	0	0	1	2	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	6
Out of jurisdiction	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Policy / administration	0	1	1	1	5	1	2	3	6	3	6	0	0	4	0	0	0	0	1	1	1	2	17	1	56	
Record keeping	0	1	1	0	0	0	1	2	0	2	1	0	0	2	0	0	0	0	0	0	0	0	0	11	0	21
Subject unknown	12	4	2	1	4	2	3	13	4	6	10	2	0	2	0	0	2	1	0	0	0	0	3	11	1	83
<b>Total</b>	<b>15</b>	<b>67</b>	<b>35</b>	<b>37</b>	<b>64</b>	<b>72</b>	<b>84</b>	<b>223</b>	<b>87</b>	<b>118</b>	<b>177</b>	<b>5</b>	<b>1</b>	<b>95</b>	<b>11</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>35</b>	<b>2</b>	<b>2</b>	<b>44</b>	<b>254</b>	<b>6</b>	<b>1,451</b>

\* only where not otherwise covered by Health & Social Care Partnerships

Joint Health & Social Care Complaints Received 2018-19

Subject Group	Subject	Aberdeen City HSCP	Aberdeenshire HSCP	Argyll and Bute HSCP	Borders HSCP	Clackmannanshire and Stirling HSCP	Dumfries and Galloway HSCP	Dundee HSCP	East Ayrshire HSCP	East Dunbartonshire HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Falkirk HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Midlothian HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Orkney HSCP	Perth and Kinross HSCP	Renfrewshire HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Dunbartonshire HSCP	West Lothian HSCP	Total
HSCP - Health	Appliances / equipment / premises	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Appointments / Admissions (delay / cancellation / waiting lists)	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	
	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0	6	0	0	7	2	0	1	0	0	0	0	0	1	0	0	0	17	
	Communication / staff attitude / dignity / confidentiality	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	1	5	
	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	1	0	1	
	Continuing care	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2	
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	3	
	Other	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	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	1	0	0	0	0	0	0	2	0	0	0	1	0	0	1	6	
	Record Keeping	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	1	
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	1	0	0	0	0	0	0	10	
		Policy / administration	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	1	
HSCP - Social Work	Adoption procedures	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2		
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	6		
	Calls for general assistance	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	1		
	Care in the community	0	0	0	0	0	1	0	1	0	0	0	4	2	0	3	1	0	0	0	1	0	0	1	0	3	2	19	
	Child services and family support	0	0	2	0	0	0	1	3	3	0	1	0	0	1	3	0	1	0	1	0	1	0	0	4	4	2	28	
	Communication / staff attitude / dignity / confidentiality	0	1	2	0	2	0	0	0	0	0	2	0	0	2	0	0	0	1	2	0	0	0	1	0	0	0	13	
	Complaints handling (incl Social Work complaints procedures)	0	0	0	0	0	0	0	0	1	0	1	0	1	1	0	0	0	1	1	0	0	1	0	3	0	10		
	Continuing care	0	1	1	0	0	0	0	0	0	0	2	0	2	0	2	0	1	0	0	0	0	0	0	0	0	0	7	
	Home helps / concessions / grants / charges for services	0	2	0	0	0	1	0	1	1	0	0	4	0	0	0	0	0	1	1	0	0	0	1	0	0	0	12	
	Mental health 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	1	1	
	Other	2	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	3	
	Policy / administration	1	1	2	0	0	0	0	1	1	0	0	2	0	1	13	2	0	0	2	1	0	1	2	3	3	0	37	
	Sheltered housing issues/residential homes	0	0	0	0	0	1	1	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	6	
Subject Unknown or Out Of Jurisdiction	0	0	0	1	0	0	1	1	0	0	1	0	1	2	1	0	0	1	1	1	0	1	0	1	0	0	13		
<b>Total</b>		<b>3</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>29</b>	<b>3</b>	<b>7</b>	<b>49</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>10</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>9</b>	<b>15</b>	<b>9</b>	<b>2</b>	<b>209</b>



Housing Associations O-Z

Subject	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Paisley South Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	River Clyde Homes	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Rutherglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Scottish Veterans Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Therue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Wellhouse Housing Association Ltd	Westo Housing Management	West of Scotland Housing Association Ltd	Wheatley Housing Group Ltd	Whiteinch and Scotstoun Housing Association Ltd	Total
Aids and adaptations	0	0	0	0	0	0	0	0	1	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Applications / allocations / transfers / exchanges	0	0	0	0	0	0	0	1	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	17
Communication / staff attitude / dignity / confidentiality	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	2	0	12
Complaints handling	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Estate management / open spaces / 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	2	0	7
Improvements and renovation	0	0	0	0	1	1	0	0	1	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	12
Neighbour disputes and anti-social behaviour	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	3	3	0	44
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	2
Policy / administration	0	0	0	0	0	0	0	0	2	0	0	0	0	3	0	2	0	0	0	0	0	1	0	0	0	1	5	1	36
Pre-contractual or commercial matters	1	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	2
Rent and/or service charges	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	12
Repairs and maintenance	1	1	0	0	2	1	1	2	4	1	0	0	14	2	0	3	1	1	1	0	1	0	1	0	1	0	9	0	139
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	2	0	2
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	1
Sheltered housing and community care	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	5
Terminations of tenancy	0	0	0	0	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
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	3
Subject unknown	0	0	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	2	0	18
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>18</b>	<b>8</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>26</b>	<b>1</b>	<b>323</b>

Local Authority Complaints Received 2018-19

Subject Group	Councils																																		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	Dundee 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	Cairngorms National Park Authority	A Local Authority Body Unknown (Not A Council)	East Renfrewshire Culture and Leisure Ltd	Fife Cultural Trust	Glasgow Life	Live Borders	North Lanarkshire Properties LLP	South Lanarkshire Leisure and Culture	Strathclyde Partnership for Transport	Lothian Valuation Joint Board	Renfrewshire Valuation Joint Board												
Building Control	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1	0	1	0	1	0	0	2	0	3	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	15	
Economic Development	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	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	0	0	0	0	0	0	0	0	0	0	0	5
Education	1	5	8	3	5	3	2	9	0	1	9	2	2	7	10	13	3	3	4	9	0	2	0	2	4	3	5	6	12	5	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	143	
Environmental Health & Cleansing	1	4	2	1	7	0	0	2	1	1	2	2	1	2	6	17	1	0	1	2	1	3	12	3	0	2	3	2	13	1	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	101	
Finance	0	2	4	0	1	0	0	3	1	6	2	1	2	4	7	13	2	3	7	4	0	3	5	2	0	1	10	0	6	2	0	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	98		
Housing	0	16	10	3	0	0	0	0	17	4	10	6	0	16	27	8	0	3	11	16	1	11	6	0	1	6	12	3	32	7	4	8	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	251			
Land & Property	0	0	2	0	0	0	0	0	0	1	0	1	0	0	2	1	0	0	3	0	0	1	0	0	0	2	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16		
Legal & Admin	0	4	1	1	2	0	0	1	3	0	4	1	3	1	7	5	0	1	2	1	2	0	5	2	0	0	1	2	6	4	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	67	
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	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2				
Other	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	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	6			
Personnel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	7			
Planning	0	5	10	1	4	0	0	3	3	5	2	1	2	3	8	5	1	3	3	2	1	9	3	6	2	4	3	4	9	17	1	3	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	130		
Recreation & Leisure	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26			
Roads & Transport	0	1	7	4	3	0	0	2	3	1	7	1	3	3	11	14	3	0	1	4	0	5	5	1	1	0	2	2	15	5	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	111			
Social Work	3	9	15	6	1	4	2	13	4	2	2	4	2	4	14	8	1	8	3	8	0	12	4	8	2	4	8	6	19	6	12	2	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	206				
Valuation Joint Boards	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	0	0	0	0	0	1	1	1	3					
Welfare Fund - Community Care Grants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	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	3			
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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				
Subject unknown or Out of Jurisdiction	4	6	1	1	1	1	0	4	6	4	3	1	4	2	11	4	2	2	1	4	1	1	4	2	1	5	8	3	14	4	2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	110				
<b>Total</b>	<b>10</b>	<b>53</b>	<b>60</b>	<b>22</b>	<b>24</b>	<b>8</b>	<b>4</b>	<b>37</b>	<b>40</b>	<b>25</b>	<b>44</b>	<b>20</b>	<b>19</b>	<b>44</b>	<b>104</b>	<b>91</b>	<b>13</b>	<b>25</b>	<b>41</b>	<b>54</b>	<b>6</b>	<b>48</b>	<b>44</b>	<b>28</b>	<b>11</b>	<b>29</b>	<b>56</b>	<b>29</b>	<b>133</b>	<b>55</b>	<b>27</b>	<b>24</b>	<b>54</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1,301</b>										



Scottish Government and Devolved Administration Complaints Received 2018-19

Cross-Border Public Authority

Subject Group	Forestry Commission Scotland	Total
Agriculture / environment / fishing / rural affairs	3	3
<b>Total</b>	<b>3</b>	<b>3</b>

Scottish Government & Scottish Administration

Subject Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Education Scotland	Historic Environment Scotland	HM Fire Service Inspectorate for 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 - Rural Payments and Inspections Division	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Agriculture / environment / fishing / rural affairs	1	0	0	0	0	0	1	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0	0	6
Arts / culture / heritage / leisure / sport / tourism	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Care and health	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	3
Courts administration	0	10	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0	20
Education	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Financial matters	0	0	0	0	0	0	3	2	0	1	0	3	0	0	0	0	0	0	6	0	3	1	0	19
Justice	0	29	0	0	0	0	0	0	0	4	0	0	0	0	2	0	0	0	0	0	0	0	0	35
Other	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Planning	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	3
Prisons	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	313	0	0	0	0	0	313
Records	0	0	0	0	0	2	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Roads and transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	4
Subject unknown or Out of Jurisdiction	0	2	0	0	0	0	1	0	0	1	2	0	0	1	0	0	0	0	0	0	0	0	0	7
<b>Total</b>	<b>1</b>	<b>41</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>15</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>313</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>422</b>

Scottish Public Authority

Subject Group	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Crofting Commission	Food Standards Scotland	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	National Library of Scotland	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Human Rights Commission	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	The Scottish Housing Regulator	The Scottish Information Commissioner	The Water Industry Commission for Scotland	VisitScotland	Total
Agriculture / environment / fishing / rural affairs	0	0	0	1	1	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0	8
Arts / culture / heritage / leisure / sport / tourism	0	0	0	0	0	0	0	2	1	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0	1	7
Care and health	9	1	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	2	0	0	0	15	
Commissioners and Ombudsmen	1	0	3	0	0	0	1	0	0	2	0	2	0	0	0	1	0	0	0	0	5	0	2	1	18	
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	
Enterprise bodies	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Financial matters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	2	
Governance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
Housing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	
Justice	0	0	0	0	0	0	0	0	0	0	0	1	0	3	0	0	2	0	0	0	0	0	0	0	5	
Other	1	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	4	
Subject unknown or Out of Jurisdiction	1	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	5	
<b>Total</b>	<b>12</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>69</b>	

## Water Complaints Received 2018-19

<b>Subject Group</b>	Anglian Water Business	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Water Plus Select Ltd	<b>Total</b>
Billing and charging	6	44	2	48	5	1	106
Customer service	1	3	1	2	1	0	8
New Connections	0	0	0	0	1	0	1
Other	0	0	0	0	1	0	1
Waste Water	0	0	0	0	7	0	7
Water Supply	2	1	1	2	13	0	19
Subject unknown or Out of Jurisdiction	0	5	0	10	7	0	22
<b>Total</b>	<b>9</b>	<b>53</b>	<b>4</b>	<b>62</b>	<b>35</b>	<b>1</b>	<b>164</b>