

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
Total	1,707	4,188	5,895

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

Scottish College Cases Received 2018-19

Subject	Enquiry	Complaint	Total
Providing Learning Support and Guidance (by curriculum staff)	0	4	4
Staff Conduct	0	4	4
Learning and Teaching	0	3	3
Student Conduct	0	3	3
Application / Admission / Interview / Enrolment / Induction	0	2	2
Assessment / Exams / Certification	0	2	2
Finance (course fees and refunds)	0	2	2
Not otherwise covered	0	2	2
Course Management (including class cancellations)	0	1	1
Health and Safety	0	1	1
Policy / administration	0	1	1
Quality (including complaint handling)	0	1	1
Special needs - assessment and provision	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	4	4
Total	0	32	32

Scottish University Cases Received 2018-19

Subject	Enquiry	Complaint	Total
Academic appeal / exam results / degree classification	0	58	58
Policy / administration	0	22	22
Complaints handling	0	18	18
Communication / staff attitude / dignity / confidentiality	0	16	16
Teaching and supervision	0	12	12
Special needs - assessment and provision	0	8	8
Admissions	0	5	5
Other	0	4	4
Plagiarism and intellectual property	0	4	4
Student discipline	0	3	3
Personnel matters	0	2	2
Welfare	0	2	2
Accommodation	0	1	1
Facilities	0	1	1
Grants / allowances / bursaries	0	1	1
Subject Unknown	0	7	7
Total	0	164	164

Health Cases Received 2018-19

Subject	Enquiry	Complaint	Total
Clinical treatment / diagnosis	3	921	924
Communication / staff attitude / dignity / confidentiality	0	118	118
Appointments / Admissions (delay / cancellation / waiting lists)	0	87	87
Policy / administration	0	56	56
Complaints handling	0	46	46
Nurses / nursing care	0	32	32
Lists (incl difficulty registering and removal from lists)	0	27	27
Record keeping	0	21	21
Admission / discharge / transfer procedures	0	19	19
Failure to send ambulance / delay in sending ambulance	0	16	16
Other	0	6	6
Adult Social Work Services*	0	5	5
Continuing care	0	5	5
Appliances / equipment / premises	0	3	3
Hygiene / cleanliness / infection control	0	3	3
Hotel services - food / laundry etc	0	1	1
Out of jurisdiction	0	2	2
Subject unknown	2	83	85
Total	5	1,451	1,456

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

Joint Health & Social Care Cases Received 2018-19

Subject Group	Subject	Enquiry	Complaint	Total
HSCP - Health	Appliances / equipment / premises	0	2	2
	Appointments / Admissions (delay / cancellation / waiting lists)	0	1	1
	Clinical treatment / Diagnosis	0	17	17
	Communication / staff attitude / dignity / confidentiality	0	5	5
	Complaints handling	0	1	1
	Continuing care	0	2	2
	Nurses / Nursing Care	0	3	3
	Other	0	2	2
	Policy / administration	0	6	6
	Record Keeping	0	1	1
HSCP - Prison Health Care	Clinical treatment / Diagnosis	0	10	10
	Policy / administration	0	1	1
HSCP - Social Work	Adoption procedures	0	2	2
	Aids for the disabled (incl blue badges) Chronically Sick & Disabled Acts 1970/72	0	6	6
	Calls for general assistance	0	1	1
	Care in the community	0	19	19
	Child services and family support	1	28	29
	Communication / staff attitude / dignity / confidentiality	0	13	13
	Complaints handling (incl Social Work complaints procedures)	0	10	10
	Continuing care	0	7	7
	Home helps / concessions / grants / charges for services	0	12	12
	Mental health issues	0	1	1
	Other	0	3	3
	Policy / administration	0	37	37
	Sheltered housing issues/residential homes	0	6	6
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	13	13
Total		1	209	210

Housing Association Cases Received 2018-19

Subject	Enquiry	Complaint	Total
Repairs and maintenance	1	139	140
Neighbour disputes and anti-social behaviour	0	44	44
Policy / administration	0	36	36
Applications / allocations / transfers / exchanges	0	17	17
Communication / staff attitude / dignity / confidentiality	0	12	12
Improvements and renovation	0	12	12
Rent and/or service charges	0	12	12
Complaints handling	0	7	7
Estate management / open spaces / environment work	0	7	7
Sheltered housing and community care	0	5	5
Aids and adaptations	0	3	3
Other	0	2	2
Pre-contractual or commercial matters	0	2	2
Right to Buy	0	2	2
Shared ownership	0	1	1
Terminations of tenancy	0	1	1
Out of jurisdiction	0	3	3
Subject unknown	0	18	18
Total	1	323	324

Local Authority Cases Received 2018-19

Subject Group	Enquiry	Complaint	Total
Housing	0	251	251
Social Work	2	206	208
Education	1	143	144
Planning	1	130	131
Roads & Transport	1	111	112
Environmental Health & Cleansing	0	101	101
Finance	0	98	98
Legal & Admin	2	67	69
Recreation & Leisure	0	26	26
Land & Property	0	16	16
Building Control	0	15	15
Personnel	0	7	7
Other	0	6	6
Economic Development	0	5	5
Valuation Joint Boards	0	3	3
Welfare Fund - Community Care Grants	0	3	3
National Park Authorities	0	2	2
Welfare Fund - Crisis Grants	0	1	1
Subject unknown or Out of Jurisdiction	0	110	110
Total	7	1,301	1,308

Scottish Government and Devolved Administration Cases Received 2018-19

Cross-Border Public Authority

Subject Group	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	3	3
Total	0	3	3

Scottish Government & Scottish Administration

Subject Group	Enquiry	Complaint	Total
Prisons	0	313	313
Justice	0	35	35
Courts administration	0	20	20
Financial matters	0	19	19
Agriculture, environment, fishing & rural affairs	0	6	6
Records	0	5	5
Roads and transport	0	4	4
Care and health	0	3	3
Other	0	3	3
Planning	0	3	3
Arts, culture, heritage, leisure, sport & tourism	0	2	2
Education	0	2	2
Subject unknown or Out of Jurisdiction	0	7	7
Total	0	422	422

Scottish Public Authority

Subject Group	Enquiry	Complaint	Total
Commissioners and Ombudsmen	0	18	18
Care and health	0	15	15
Agriculture, environment, fishing & rural affairs	1	8	9
Arts, culture, heritage, leisure, sport & tourism	0	7	7
Justice	0	5	5
Other	0	4	4
Financial matters	0	2	2
Governance	0	2	2
Education	0	1	1
Enterprise bodies	0	1	1
Housing	0	1	1
Subject unknown or Out of Jurisdiction	0	5	5
Total	1	69	70

Scottish Government and Devolved Administration Total	1	494	495
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Prison Cases Received 2018-19

Note - these are also included in Scottish Administration figures

Subject Group	Enquiry	Complaint	Total
Leave from prison (Including Home Detention Leave)	0	49	49
Communication and records	0	39	39
Privileges and prisoners property	0	37	37
Health, welfare and religion	0	35	35
Security, control and progression	0	29	29
Physical and personal environment	0	24	24
Discipline	0	20	20
Admission, transfers and discharge	0	17	17
Work, education, earnings and recreation	0	13	13
Other	0	3	3
Supervision levels	0	2	2
Subject unknown or Out of Jurisdiction	0	45	45
Total	0	313	313

Water Cases Received 2018-19

Subject Group	Enquiry	Complaint	Total
Billing and charging	0	106	106
Water Supply	0	19	19
Customer service	0	8	8
Waste Water	0	7	7
New Connections	0	1	1
Other	0	1	1
Subject unknown or Out of Jurisdiction	0	22	22
Total	0	164	164

Other Cases Received 2018-19

Subject	Enquiry	Complaint	Total
Signposting - Premature	876	0	876
Signposting - Out of Jurisdiction	813	0	813
Enquiry from Member of the Public	1	0	1
Out of Jurisdiction	0	22	22
Subject Unknown	2	28	30
Total	1,692	50	1,742

Housing Association and Local Authority Housing Cases Received 2018-19

complaints only

Subject	Housing Associations	Local Authority	Total
Repairs and maintenance	139	107	246
Neighbour disputes and anti-social behaviour	44	44	88
Policy / administration	36	22	58
Applications / allocations / transfers / exchanges	17	25	42
Rent and/or service charges	12	9	21
Communication / staff attitude / dignity / confidentiality	12	8	20
Improvements and renovation	12	8	20
Estate management / open spaces / environment work	7	9	16
Complaints handling	7	3	10
Homeless person issues	0	7	7
Sheltered housing and community care	5	2	7
Right to Buy	2	2	4
Aids and adaptations	3	0	3
Pre-contractual or commercial matters	2	1	3
Housing statutory repair notices / HAA area / demolition orders	0	2	2
Other	2	0	2
Shared ownership	1	1	2
Terminations of tenancy	1	1	2
Out of jurisdiction	3	0	3
Subject unknown	18	0	18
Total	323	251	574