

Health enquiries and complaints received 2007-08 by authority

Sub Section	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	The State Hospitals Board for Scotland	Western Isles NHS Board	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners & Practices	General Practitioners & Practices	A Pharmacy or Pharmacist	A Body Not Known	A Body Out of Jurisdiction	Grand Total
Ambulance	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
Community & District Nurses & Midwives	0	1	0	0	0	0	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	6
Community Psychiatric Nurses (CPNs)	0	0	0	1	2	0	0	1	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8
Dental & Orthodontic Services	0	0	0	1	1	3	2	3	0	1	0	0	2	0	0	0	0	0	0	27	0	0	0	0	40
GP & GP Practice	4	0	1	2	3	4	9	1	3	5	1	0	5	0	0	0	0	0	0	103	0	0	0	0	141
Opticians & Ophthalmic Services	1	0	0	0	0	1	2	1	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12
Other	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Pharmacy	0	0	0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2	0	0	6
Podiatry	0	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4
Hospitals - Accident & Emergency	0	1	0	1	1	3	5	4	3	5	0	0	3	0	1	0	0	0	0	0	0	0	0	0	27
Hospitals - Cardiology	2	1	0	1	0	1	5	1	2	2	0	0	5	0	0	0	0	0	0	0	0	0	0	0	20
Hospitals - Care of the Elderly	4	3	3	8	5	4	13	2	2	8	0	0	6	0	0	0	0	0	0	0	0	0	1	0	59
Hospitals - Dermatology	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	1	0	0	0	1	0	8	3	3	5	0	0	2	0	0	0	0	0	0	0	0	0	0	0	23
Hospitals - General Medical	5	2	0	1	2	2	14	6	4	6	0	0	4	0	2	0	0	0	0	0	0	0	0	0	48
Hospitals - General Surgical	1	0	0	2	2	3	12	2	0	6	0	0	3	0	1	0	0	0	0	0	0	0	1	0	33
Hospitals - Gynaecology & Obstetrics (Maternity)	4	0	0	0	2	0	11	1	0	7	0	0	4	0	1	0	0	0	0	0	0	0	0	0	30
Hospitals - Haematology	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
Hospitals - Maxillofacial / Ear Nose & Throat	1	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Hospitals - Neurology	0	1	0	1	0	1	4	2	0	4	0	0	2	0	2	0	0	0	0	0	0	0	0	0	17
Hospitals - Oncology	1	0	0	0	0	2	14	2	3	3	0	0	2	0	0	0	0	0	0	0	0	0	1	0	28
Hospitals - Orthopaedics	3	0	1	1	0	2	9	0	1	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	22
Hospitals - Other	1	0	0	1	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	6
Hospitals - Paediatrics	0	0	0	0	0	0	4	0	0	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	9
Hospitals - Physiotherapy	0	0	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Hospitals - Psychiatry	4	2	1	6	3	6	10	3	2	10	0	1	10	1	1	0	0	0	0	0	0	0	0	0	60
Hospitals - Psychology	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
NHS Boards (including Special Health Boards and NHS 24)	3	1	2	3	5	3	4	3	4	8	0	2	7	8	1	6	0	0	0	0	0	0	1	1	62
NHS National Services	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2	0	3	0	0	0	0	0	0	7
Not Otherwise Covered	0	0	0	0	0	1	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	3	1	9
Out of Jurisdiction	0	0	0	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	5
Subject Unknown	2	0	0	1	0	2	4	1	0	1	0	0	2	1	0	1	0	0	0	2	1	0	8	0	26
Grand Total	37	12	8	34	30	38	140	39	29	98	1	3	69	10	10	9	1	3	17	29	104	2	16	2	741

5.0% 1.6% 1.1% 4.6% 4.0% 5.1% 18.9% 5.3% 3.9% 13.2% 0.1% 0.4% 9.3% 1.3% 1.3% 1.2% 0.1% 0.4% 2.3% 3.9% 14.0% 0.3% 2.2% 0.3%

Health enquiries and complaints received 2006-07

Subject	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	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	The State Hospitals Board for Scotland	Western Isles NHS Board	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners and Practices	General Practitioners and Practices	A Pharmacy	A Body Not Known	A Body Out of Jurisdiction	Grand Total		
Ambulance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	0	0	0	0	0	15	1.8%	
Community & District Nurses & Midwives	0	0	0	0	0	1	1	0	1	2	0	0	0	1	0	0	0	0	0	0	1	0	7	0.8%	
Community Psychiatric Nurses (CPNs)	0	1	0	2	0	1	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0	1	9	1.1%	
Dental & Orthodontic Services	4	1	0	3	2	4	7	2	0	13	0	3	0	0	0	1	0	39	0	0	0	1	80	9.6%	
GP & GP Practice	8	0	0	5	6	6	8	4	4	17	0	5	0	1	0	0	0	117	0	3	1	185	22.2%		
Opticians & Ophthalmic Services	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3	0.4%	
Other	1	1	0	0	0	0	2	0	0	1	0	2	0	0	0	0	0	0	0	0	2	0	9	1.1%	
Pharmacy	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	3	0.4%	
Podiatry	0	0	0	0	1	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	4	0.5%	
Hospitals - Accident & Emergency	1	1	0	3	2	3	4	1	1	3	0	4	0	1	0	0	0	0	0	0	1	0	25	3.0%	
Hospitals - Cardiology	0	0	0	0	0	2	2	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	7	0.8%	
Hospitals - Care of the Elderly	5	1	1	4	2	1	15	0	4	9	0	3	13	0	0	0	0	0	0	0	0	0	58	7.0%	
Hospitals - Dermatology	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0.2%	
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	4	1	0	0	0	0	3	1	2	1	0	0	1	0	0	0	0	0	0	0	0	0	13	1.6%	
Hospitals - General Medical	7	1	0	4	6	5	22	4	10	8	0	1	15	1	1	0	0	0	0	0	1	0	86	10.3%	
Hospitals - General Surgical	1	0	1	1	1	2	10	4	3	7	0	0	6	0	0	0	0	0	0	0	0	0	36	4.3%	
Hospitals - Gynaecology & Obstetrics (Maternity)	0	0	1	0	1	2	8	1	1	4	0	1	0	0	0	0	0	0	0	0	0	0	19	2.3%	
Hospitals - Maxillofacial / Ear Nose & Throat	0	0	0	1	0	0	2	1	0	1	0	1	1	0	0	0	0	0	0	0	0	0	7	0.8%	
Hospitals - Neurology	0	0	0	1	0	0	4	1	0	1	0	0	4	0	0	0	0	0	0	0	0	0	11	1.3%	
Hospitals - Oncology	0	1	0	1	4	1	9	0	2	1	0	0	2	0	0	0	0	0	0	0	0	0	21	2.5%	
Hospitals - Orthopaedics	1	2	1	0	0	1	6	3	1	4	0	3	0	0	0	0	0	0	0	0	0	0	22	2.6%	
Hospitals - Other	3	0	0	1	3	5	15	3	5	10	1	0	1	0	0	0	0	0	0	0	1	0	48	5.8%	
Hospitals - Paediatrics	0	1	0	2	1	1	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	9	1.1%	
Hospitals - Physiotherapy	0	0	0	0	1	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0.5%	
Hospitals - Psychiatry	2	5	0	1	4	5	9	4	3	4	1	0	4	0	0	0	0	0	0	0	0	0	42	5.0%	
Hospitals - Psychology	0	0	0	0	1	0	1	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	6	0.7%	
NHS Boards (including Special Health Boards and NHS 24)	2	2	1	1	3	3	4	4	0	8	0	3	15	1	4	0	0	0	0	0	2	0	53	6.4%	
NHS National Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3	0.4%	
Not Otherwise Covered	0	0	0	0	0	0	3	2	0	2	0	0	0	0	0	0	0	0	0	0	1	0	8	1.0%	
Section 2(2) Request	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%	
Subject Unknown	0	0	0	3	1	3	7	4	1	3	0	0	4	0	0	0	1	1	2	0	2	0	32	3.8%	
Out of Jurisdiction	1	0	0	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	5	0.6%	
Grand Total	41	18	5	33	39	46	149	43	40	108	3	5	77	16	6	4	4	16	40	119	2	16	3	833	

4.9% 2.2% 0.6% 4.0% 4.7% 5.5% 17.9% 5.2% 4.8% 13.0% 0.4% 0.6% 9.2% 1.9% 0.7% 0.5% 0.5% 1.9% 4.8% 14.3% 0.2% 1.9% 0.4%

Scottish Further Education enquiries and complaints received 2007-08 by authority

Further Education Subject	Adam Smith College	Carnegie College	Coatbridge & Galloway College	Edinburgh's Telford College	Glasgow Metropolitan College	James Watt College of Further and Higher Education	Jewel & Esk Valley College	Kilmarnock College	Langside College	Moray College	Newbattle Abbey College	Orkney College	Perth College	Stevenson College	West Lothian College	A Body Out of Jurisdiction	A college unknown	Grand Total	
Academic appeal/exam results/degree classification	0	1	0	0	1	0	0	0	0	2	0	0	0	0	0	1	0	5	18.5%
Admissions	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	3.7%
Complaints handling	1	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	5	18.5%
Facilities	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	3.7%
Policy/administration	0	0	0	3	2	1	0	0	1	1	0	0	1	0	1	0	1	11	40.7%
Special needs - assessment and provision	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3.7%
Student discipline	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	3.7%
Teaching and supervision	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	3.7%
Out of Jurisdiction	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	3.7%
Grand Total	1	1	1	4	3	2	1	2	2	3	1	1	1	1	1	1	1	27	
	3.7%	3.7%	3.7%	14.8%	11.1%	7.4%	3.7%	7.4%	7.4%	11.1%	3.7%	3.7%	3.7%	3.7%	3.7%	3.7%	3.7%		

Scottish Higher Education enquiries and complaints received 2007-08 by authority

Higher Education Subject	Edinburgh College of Art	Glasgow Caledonian University	Heriot-Watt University	Napier 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 Paisley	University of St Andrews	University of Stirling	University of Strathclyde	University of the West of Scotland	A university unknown	Grand Total	
Academic appeal/exam results/degree classification	0	1	1	0	1	1	2	0	1	2	1	0	1	0	2	0	0	13	18.1%
Accommodation	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1.4%
Admissions	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1.4%
Complaints handling	0	1	1	0	0	1	0	1	0	0	2	0	1	0	4	0	0	11	15.3%
Facilities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1.4%
Grants/allowances/bursaries	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2.8%
Personnel matters	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1.4%
Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1.4%
Policy/administration	2	1	0	3	2	1	1	2	0	0	4	2	0	2	4	1	0	25	34.7%
Student discipline	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2	2.8%
Teaching and supervision	0	2	1	0	3	1	0	0	0	1	1	0	0	0	0	0	0	9	12.5%
Welfare	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1.4%
Out of Jurisdiction	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	2	2.8%
Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2.8%
Grand Total	2	6	4	4	7	5	3	3	1	4	10	2	2	3	11	1	4	72	
	2.8%	8.3%	5.6%	5.6%	9.7%	6.9%	4.2%	4.2%	1.4%	5.6%	13.9%	2.8%	2.8%	4.2%	15.3%	1.4%	5.6%		

Scottish Further Education enquiries and complaints received 2006-07

Subject	Adam Smith College	Angus College of Further Education	Bell College of Technology	Cardonald College	Clackmaman College of Further Education	Clydebank College	Coatbridge & Galloway College	Dundee College	Edinburgh's Telford College	Elmwood College	Glasgow College of Nautical Studies	Inverness College	Jewel & Esk Valley College	Kilmarnock College	Langside College	Lauder College	Moray College	Stow College	West Lothian College	A college unknown	Grand Total	
Academic appeal/exam results/degree classification	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Anti-Social behaviour	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaints handling	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Policy/administration	2	0	0	1	0	0	0	1	2	0	0	0	2	1	5	1	0	1	1	1	1	18
Special needs - assessment and provision	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2
Teaching and supervision	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Welfare	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Further Education Total	2	1	1	3	1	1	1	1	3	1	1	2	1	5	1	1	1	2	1	1	1	31
	6.5%	3.2%	3.2%	9.7%	3.2%	3.2%	3.2%	3.2%	9.7%	3.2%	3.2%	6.5%	3.2%	16.1%	3.2%	3.2%	6.5%	3.2%	3.2%			

Scottish Higher Education enquiries and complaints received 2006-07

Subject	Edinburgh College of Art	Glasgow Caledonian University	Heriot-Watt University	Napier University	Queen Margaret University	Queen Margaret University	The Robert Gordon University	The Royal Scottish Academy of Music and Drama	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of Paisley	University of St Andrews	University of Stirling	University of Strathclyde	A university unknown	A Body Out of Jurisdiction	Grand Total	
Academic appeal/exam results/degree classification	0	0	0	1	2	0	3	1	0	1	0	3	4	1	1	0	2	2	0	0	21
Admissions	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Anti-Social behaviour	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Complaints handling	0	1	0	2	0	0	0	0	0	1	0	0	2	0	0	0	3	0	0	0	9
Other	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1	4	6.1%
Personnel matters	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	2	3.0%
Policy/administration	1	0	1	0	0	0	1	0	1	1	0	3	5	0	1	1	5	0	0	0	20
Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1.5%
Teaching and supervision	0	0	0	0	1	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	5
Subject Unknown	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Higher Education Total	1	3	1	3	3	1	5	1	5	3	1	7	12	1	3	2	11	2	1	1	66
	1.5%	4.5%	1.5%	4.5%	4.5%	1.5%	7.6%	1.5%	7.6%	4.5%	1.5%	10.6%	18.2%	1.5%	4.5%	3.0%	16.7%	3.0%	1.5%		