

## SPSO Annual Statistics - Top level cases received

Year	Enquiry	Complaint	Total
2009-10	903	3,307	4,210
2008-09	1,165	2,953	4,118
2007-08	1,779	2,418	4,197
2006-07 (adjusted for comparison with 2007-08)	1,685	2,543	4,228
2006-07 (actual)	2,386	1,842	4,228
2005-06	1,974	1,724	3,698
2004-05	990	1,387	2,377
2003-04	498	1,293	1,791

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### Cases received in by sector 2009-10

Sector	Enquiry	Complaint	Total
FE & HE	13	91	104
Health	45	859	904
Housing Associations	14	323	337
Local Authority	125	1,734	1,859
SG&D	22	241	263
Other	37	37	74
OOJ	647	22	669
<b>Total</b>	<b>903</b>	<b>3,307</b>	<b>4,210</b>

### Cases received by sector 2008-09

Sector	Enquiry	Complaint	Total
Subject Unknown	21	25	46
Subject Out of Jurisdiction	697	34	731
Other (eg Outreach enquiries)	16	0	16
Health	82	684	766
Housing Associations (Registered Social Landlords)	51	303	354
Local Authority	251	1,604	1,855
Scottish Government and Devolved Administration	31	210	241
Scottish Further and Higher Education	16	93	109
<b>Grand Total</b>	<b>1,165</b>	<b>2,953</b>	<b>4,118</b>

\* Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. For more information please see the full explanation at <http://www.spsso.org.uk/statistics>.

## Cases received by sector in previous years

### Enquiries and complaints received by sector 2007-08

Sector	Enquiry	Complaint	Total
Subject Unknown	40	21	61
Subject Out of Jurisdiction	825	23	848
Other (eg Outreach enquiries)	27	0	27
Health	142	599	741
Housing Associations (Registered Social Landlords)	93	224	317
Local Authority	565	1,329	1,894
Scottish Government and Devolved Administration	67	143	210
Scottish Further and Higher Education	20	79	99
<b>Grand Total</b>	<b>1,779</b>	<b>2,418</b>	<b>4,197</b>

### Enquiries and complaints received by sector 2006-07 (Adjusted for comparison with 2007-08)

Sector	Enquiry	Complaint	Total
A Subject Unknown	114	14	128
Out of Jurisdiction	341	13	354
Other (eg Outreach enquiries)	87	0	87
Health	201	632	833
Housing Associations (Registered Social Landlords)	117	219	336
Local Authority	709	1,432	2,141
Scottish Executive and Devolved administration	80	172	252
Scottish Further and Higher Education	36	61	97
<b>Grand Total</b>	<b>1,685</b>	<b>2,543</b>	<b>4,228</b>

### Enquiries and complaints received by sector 2006-07 (Actual)

Sector	Enquiry	Complaint	Total
A Subject Unknown	124	4	128
Out of Jurisdiction	348	6	354
Other (eg Outreach enquiries)	87	0	87
Health	336	497	833
Housing Associations (Registered Social Landlords)	207	129	336
Local Authority	1,124	1,017	2,141
Scottish Executive and Devolved administration	113	139	252
Scottish Further and Higher Education	47	50	97
<b>Grand Total</b>	<b>2,386</b>	<b>1,842</b>	<b>4,228</b>

### Enquiries and complaints received by sector 2005-06

Sector	Enquiry	Complaint	Total
A Subject Unknown	146	2	148
Out of Jurisdiction	214	15	229
Other (eg Outreach enquiries)	106	1	107
Health	255	477	732
Housing Associations (Registered Social Landlords)	180	145	325
Local Authority	949	931	1,880
Scottish Executive and Devolved administration	102	127	229
Scottish Further and Higher Education	22	26	48
<b>Grand Total</b>	<b>1,974</b>	<b>1,724</b>	<b>3,698</b>

### Enquiries and complaints received by sector 2004-05

Sector	Enquiry	Complaint	Total
A Subject Unknown	177	2	179
Out of Jurisdiction	66	2	68
Health	82	238	320
Housing Associations (Registered Social Landlords)	88	133	221
Local Authority	539	922	1,461
Scottish Executive and Devolved administration	38	90	128
<b>Grand Total</b>	<b>990</b>	<b>1,387</b>	<b>2,377</b>

This information is not available for 2003-04 or earlier

\* Please note that we made a change to our logging procedures in April 2007 which has implications for comparing 2007-08 data with previous years. For more information please see the full explanation at <http://www.spsa.org.uk/statistics>.