RECEIVED TABLES FOR SPSO ANNUAL REPORT STATISTICS 2021-22

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1. CASES RECEIVED BY SECTOR

AUTHORITY SECTOR	COMPLAINT	ENQUIRY	TOTAL
Colleges	24	0	24
Health	1,238	4	1,242
Housing Associations	295	1	296
Joint Health and Social Care	188	0	188
Local Authority	1,189	2	1,191
Other	39	721	760
Prisons	235	1	236
Scottish Government & Devolved Administration	182	0	182
Universities	187	0	187
Water	88	0	88
TOTAL	3,665	729	4,394

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



2. SCOTTISH COLLEGE CASES RECEIVED

SUBJECT GROUP	SUBJECT	A College Unknown	Borders College	City Of Glasgow College	Dundee and Edinburg Angus College College	n Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	Lews Castle College	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	TOTAL
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	1	0	C	0	0	0 0	0 0	0	0	0 0	0	1	0	0	0	2
Course Related	Assessment / Exams / Certification	0	0	C	0	0	0 1	0	0	1	0	0	C	0	1	0	3
	Course Management (including class cancellations)	0	0	0	0	0	0 0	0 0	0	0	0 0	0	C	0	1	0	1
	Learning and Teaching	0	0	C	1	2	0 0) 1	0	1	0	0	C	0	0	0	5
	Providing Learning Support and Guidance (by curriculum staff)	0	0	1	0	0	0 0	0 0	0	0	0 0	0	C	0	0	0	1
Customer Care	Health and Safety	0	0	1	0	0	0 0	0 0	0	0	0	0	C	0	0	0	1
	Staff Conduct	0	1	1	0	0	2 (0 0	0	0	1	1	C	1	1	0	8
Services	Finance (course fees and refunds)	0	0	0	0	0	0 0	0 0	1	0	0	0	C	0	0	0	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	C	0	0	0 0	0 0	0	C	0 0	0	C	0	1	1	2
TOTAL		1	1	3	1	2	2 1	1	1	2	1	1	1	1	4	1	24



3. HEALTH CASES RECEIVED

		& DENTAL	G	P & GP PRACTIC	ES								HEALTH BOARD	,							OTHER HEALTH AUTHORITY		S & PHARMACY VICES			SPECIAL HE	ALTH BOARD			
SUBJECT		Dentists & Dental Practices		GP & GP Practices	Woodhead Medical Practice	A Health Board Unknown	Ayrshire and Arran NHS Board		Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board		Greater Glasgow and		Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board			Pharmacists & Pharmacy Services	Golden Jubilee National Hospital	Healthcare Improvement Scotland		NHS National Services Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	TOTAL
Admission / discharge / transfer procedures	0	0	(0 0	0	0 0	0	0	2	0	1	0	9	1	0	1	1	0	1	0	0	0 0	0	0 0	0 0	0	0	3	. 0	1
Adult Social Work Services (Highland NHS Only)	0	0		0 0	0	0 0	0	0	0	0	0 0	0	0	4	i c	0	(0 0	0	0	0	0 0	0	0 0	0 0	0	0	0	. 0	
Appointments / Admissions (delay / cancellation / waiting lists) Clinical treatment / diagnosis	10	14	29	15	1	0 0	0	12	2	34	36	52	19	4	11	19	0	2	32	1	0	2	2	e c		0	0	0		7
Communication / staff attitude / dignity / confidentiality Complaints handling	1	1		35	0	0 1	2	6	1	2	2 7	13	12	6	i 6	13	1	1	7	3	0	0 0	2		0 0	3	1	7	0	1
Failure to send ambulance / delav in sending ambulance	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	15	. 0	
Hosiene / cleanliness / infection control Lists (incl difficulty registering and removal from lists)	2	5		0 0	0	0 0	0	0	0	0		0	2	0		2			0 1	0	0					0	0	0	1 9	<u> </u>
Nurses / nursing care	0	0	0	1	0	0 0	2	0	0	0	0 0	1	5	1	4	2		0 0	0	0	0	0 0	0 0	0 0		0	0	0	0	
Dut of lurisdiction	0	2		0 0	0	0 0	1	0	0	0	1	0	0	0	1	0		1	0		0	0 0	0		0 0	0	0	0	0	
Policy / administration	a	2		2 8	0	0 0	0	0	0	4	1 3	3	3	1	3	11		0	3	2	0	0	2	1	1	0	1	0	1	
Record keeping	0	0		6	0	0 1	0	0	0	0	1	1	3	1	1	2		0 0	3	0	0	0 0	0	0 0	0 0	0	0	0	0	
Standard of care Subject unknown	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	<u> </u>
TOTAL	14	28	20	229	1	1 16	42	19	27	43	60	78	206	45		166		4	55		1	2	7		1	11	2	34	1	12



4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

SUBJECT GROUP	SUBJECT	Health and Social Care	Health and	and Social Care	and Social Care	Stirling Health and Social Care	Dumfries and Galloway Health and Social Care	Dundee Health and Social Care	Health and Social Care	East Dunbartonshir e Health and Social Care Partnership	Health and Social Care	Health and Social Care	Health and Social Care	Care	and Social Care	Health and Social Care	Health and	Midlothian Health and Social Care Partnership	and Social Care	North Ayrshire Health and Social Care Partnership	North Lanarkshire Health and Social Care Partnership	Perth and Kinross Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership		Health and Social Care	TOTAL
Community Nursing & Support Services	Clinical treatment / Diagnosis	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	0 0	0	0	0	0	0	
	Total	(0 0	0 1	0 (0 0	0 0		0	0	(0 .	1 0			0	0) (0	0	0	0	0	
HSCP - Health	Admission / discharge / transfer procedures	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	0	0 0	1	0	0	1	0	
	Appointments / Admissions (delay / cancellation / waiting lists)	(0 0	0 1	0 (0 0	0 0		0 0	0	1	1 .	1 2) (0 .	1 0	(0	0 0	0) (2	0	0	0	0	· · · · ·
	Clinical treatment / Diagnosis	(0 1	1 1	0 1	5 (0		0	1	1	1 0	0 3		2 (0 9	9 0	1	1 0	0	0	0 0	3	0	0	1	0	2.
	Communication / staff attitude / dignity / confidentiality	0	0 1	1 1	0	1 (0 0		0 0	0	0	0 0			0 0	0 .	1 0	0) 1	0	0	0 0	3	0	0	0	1	
	Continuing care	(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	0	/
	Other	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	0 0	0	0 0	0	0	0	0	0	· · · · ·
	Policy / administration	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	1	0	0	0	· ·
	Record Keeping	6	0 0	0	0	1 0	0		0	0	(n	1 0		0	0			0	0	0	0	0	
	Total	3	3	2	ô :	7 0	0 0		0	1		2			2	0 13	2 0		1 1	0			9	1	1	2	1	5
HSCP - Prison Health Care	Clinical treatment / Diagnosis			0	0 0	0 0	0 0		0 0	0						0 1	2 0	0	0 0	0 0		1	0	0	0	0	0	1
	Communication / staff attitude / dignity / confidentiality	6	0 0	0	0 1	0 0	0		0	0	(0) (n .	1 0		0	0	6		0	0	0	0	0	
	Policy / administration			0	0	0 0	0			0						0 0	0 0		0	0			0	0		0		
	Total		0 0	0	0	0 0	0		0	0						0 1:	3 0			0			0	0	0	0	0	1
HSCP - Social Work	Access to files and information			0	0	1 (0						0 0	0 0			0			0	0		0		
HOOI - COCIENTION	Adoption / fostering		0 0	0	0 1	0 0	0		0	0						0 0	0 0		0	0			0	0	0	0	1	
	Adult support and protection / adults with incapacity			0	1 1	0 0	0		0	0		1				1	2 0		1	1			0	0	0	0		
	Assessments / self-directed support			0	1 1	0 0	0		1 1	2			1			2 .				2			1	1	2	1	0	7
	Care charges for homecare and residential care			0	0	1 0				0						0	2 1		0	0			0	0		4	1	
	Carer's assessments			0	0 1	0 0			0	0		1								0			0	0	1			-
	Child protection	-		0	0			-		0		1 2	1 2		4 2					0			0	0		0	0	
	Child services and family support			4	0					4		1	1		-		0 0			0			0	0	0	0	4	<u> </u>
	Communication / staff attitude	-	2 1					-		2	-	1					3 0			2 2	-		0	0	0	0		1
	Community Mental health services				0			-		-		1	1							-	-			0	0	0	0	
	Complaint handing	-								0	-	1	1		1					0	-			0		0	0	°
	Criminal justice				0		2 0	-		0		<u>+</u>	4	-		0 0	0 0	-		0			0	0			0	
		-		0	0		0		0	0	-	-	-		-		0 0			0	-		0	0	0	0	0	
	Kinship care Occupational therapy / assessment for equipment / adaptations	-					2 0	-	0	0		+	4		1					0	2		0	0	0	0	0	
	Occupational therapy / assessment for equipment / adaptations				0	1 (1	1							0 0			0 0			0	1	0	0		
	Uther		u u	0	0	1 (0		0	0					-	-	0 0		-	0	-		1	U	0	0	0	
	Policy / administration	-		1 .	0 1	0 1	1 0		9 9	0		4	4	-	2	1	1 0		2 0	4 1		9	0	0	0	0		7
	Record keeping	-	0 0	0	0	0 0	0		1	0		-	-				1 0		-	0			0	0	0	0	0	
	Sheltered housing / residential issues	-			0 0	0 0	0	-	0	0			1				0 0	-		0 0			1	0	0	0	0	
	Standard of care		0	0	0	0 0	0	-	1	1							3 0			0			0	0	0	0	0	
	Total	3	3 4	4	2 1	6 1	1 1		5	7	1		1		2	7 23	8 3		1 1	8	4	() ()	4	2	3	2	3	109
Prison Health Care	Clinical treatment / diagnosis	-	u (0	0	u (1 0	-	0	0		1 (1 0		4 (1 0		1 0	0	0	0	0	0	0	0	0	<u> </u>
	Total	0		0	0 1	0 0	0		0	0	0		1 0			DI ·	1 0		0	0		0 0	0	0	0	0	0	
Social Work	Adult support and protection / adults with incapacity	0	0 0		0 1	0 0	0 0		0	0		1 0	-	-		0 0	0 0		0 0	0		0	0	0	1	0	0	
	Assessments / self-directed support	-		0	0 (0 0	0	-	0	1		4 0	4 0		-	9 (0 0	4	2 0	0		0 0	0	0	0	0	0	
	Standard of care			0	0 0	0 0	0 0	I	0	0			1	-		0 0	0 0		0	0 0		-	0	0	0	0	0	<u> </u>
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& LOCAL AUTHORITY CASES RECEIVED

																																					FIRE / POLIC	AUTHORITY											
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																																												[Dunbartonshir		The Highland	
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									Dumities and				East		East								North	Orkney	Perth and		Scottish	Shetland	South	South		The City of			West		Fire and	Cairngonne	Sport		Stathclys	50	Dunbartonshir	1 7	Ayrahire	and Bute	Lothian	laios	
a un ch	A Council Unknown	Aberdeen Ci	by Aberdeensh e Council	r Angus Council	Argyl an Bute Court	d Clackma	annan nan	Elean	Galloway Council	Dundee C	City EastAg a Cou	lyrshire Due	nbartonahi	Council	Renfrewahire Council	Falkirk	Fife Council	Glasgow Ci Council	ity invencing	rde Midi	othian Nor	th Ayrshire	Council	Islands Council	Kinross Council	Council	Borders Council	Islands Council	Ayrshire Council	Council	Council	Edinburgh Council	The Highland Council	d The Moray Council	Dunbartonahi re Council	WestLothian	Rescue Service	National Pari	k Glasgow (t	Edinburgh Leisure	Partnersh	ip Stathclyde	e e Leisure nd Trust	West Lothian Leisure Ltd	Joint Board	Valuation	Valuation Joint Board	Valuation Joint Board	T01
Max Cashal	UTATIONT 0	CONTRA	4 CONTRA	Constant of	a and court	ALC: MARKED	ALL A	-	Council	Coart			COURTER	Contral	Counce	Contract	Pile Coarto	Countral of	COarr		STR.II .	CONTEN	Contral	CONTEN	COMPLE	CONTRA	Countral	COMPANY	COarts	CONTEN	A COUNCY	Countral	- coarce	Contract	in course	Contrait	20111.0	Autority	COLORADO W LI	A Lancara	Part I manual	A PRIMATIPA	2 11km	- LEMATOR LAND	Joint Board	2000 Barrie	- Party Board	A STATE OF A STATE	1 10
Idina Control wumer Protection				0	0		0			1							0	0	0		0		0		0					0	2	1	1	0	0 0		2	0	3	0	0	9	1 -				<u> </u>	4	1
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ionmental Health & Cleansing	0		2	2	0	2	1	0	2	2	0	1	2	2		2	7	6	14	0	2	2	0		1	10				2	5	1	7	2	4 2		7	0	0	0	0	0	0	0		0	1	ő	0
158	0		2	0	2	0	0	1	2	2	1	4	0	1		2	4	4	0	1	2	2	1	1	1	4			0	2	4	1	11 1	6	0 1		4	0	0	0	0	0	0 /	0		0	a (0	0
A Police Boards	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	2	0	0	0	0	0 /	6 6		0	4 /	0	0
aing	14		12	5	6	0	2	0	2	2	4	2	10	10		4 2	27	12	7	0	5	11	16	9	7				1 .	4 .	17 :	2 2	1 15	11	7 7	2	1	0	0	0	0	0	0	4 8	() (2 0	4 /	0	0
CP - Social Work et & Dennanty	0		0	1	0	0	0	0		0	0	0	Q.	0		0	0	0	0	0	0	0	0		0		1		0 1	0	0		0 1	0	0 0		1	0	0	0	0	0	0 /	4 8		2 0	4 /	0	0
et & Dennasty	0		0	4	0	4	0	4			4		0			5	4	4	4		0		0					4	e .	0	A .	۰ .	A .	0	6 4			0	0	0	0	0	0 /	4 0		s	4 /		0
al & Admin Ional Park Authorities	0		2	2	2	0	- 1	9		2	1	- 2	9	0		1	2	4	7		0	2	1		0		-	4	8	2	2	2	4	1	1 1		2	0	0	0	0	0	0	40	4 4	2 0	4	4	0
ional Park Authorities	0		0	0	0	0	0	0		0	0	0	0	0		0	0	0	0	0	0	0	0	0	0		-	4	0 1	0	0	2	0	0	0 0		0	0	2	0	0	0	4 1	4 0	4 4	2 0	4	4	4
er			3	9	64	- 21	0	1		1		0	9			9	00	1	1		0	-	0				4	4	9	9	1	1	4	1	9 9		1	9	0	9	01	9	9 (4 0	4 4	4 9	4	4	4-
somei			-	0	0	0	0	0		-		1	0	0	-	1	1	0	0	-			0		0					0	e .	2	1	0	0 0	-	-	0	0	0	0	0	4		-	3 0	4	4	-
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reason a Leieure	0		-	0	0	0	0				-		0	0	-		0	1	0	-			- 1		0				-	2	-		-	0	0 0	-	-	0	0	1	1	0		1 1	-	0	4	4	4
ide & Transport Jal Work			10	6	3	2	-1			2	1	- 1				1	8	2	6	- 1					4			1		4	4	9 1	1	6	1 1		2	0	0	0	0	0		1 2	1 2		1-	4 · · · ·	0
Rect utknown or Out of Jurisdiction	2	-		1	3	-	0	0				-				1	3	4	2	- 2		-								0	2		1	5	0 0		2		0	8	0	0	1-	1 7			1-	a	â
ution Joint Boards	0		2	0	0	0	0	0				0	0				0	-	0	-	0	2	0		0					0	-		2	0	0 0		2	0	0	0	0	0	0	1 2			1	1	1
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7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

SCOTTISH GOVERNMENT AND SCOTTISH ADMINISTRATION

SUBJECT	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D- G Learning & Justice		Social Security Scotland		Student Loans Company (via SAAS)	Transport Scotland	TOTAL
Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Arts / culture / heritage / leisure / sport / tourism	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Care and health	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	5
Courts administration	10	0	0	0	0	0	24		0	0	0	0	0	0	0	34
Education	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	3
Financial matters	0	0	0	3	0	0	0	4	0	0	5	2	2	1	0	17
Governance	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	3
Justice	18	0	0	0	2	0	2	2	0	0	0	0	0	0	0	24
Other	0	0	0	0	0	1	0	7	0	0	0	0	0	0	0	8
Planning	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Records	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	3
Roads and transport	0	0	0	0	0	0	0	(0	0	0	0	0	0	3	3
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
TOTAL	28	1	2	3	2	2	26	29	1	1	5	2	2	1	3	108

SCOTTISH PUBLIC AUTHORITY

			Children's			Highlands & Mental Welfare	National	National	Office of the Scottish	Police Investigations		Sco	ment	Scottish Scottish Socia			
		Care	Hearings	Creative	Crofting	Islands Commission	Galleries of	Library of	Charity	Parole Board & Review	Reporter	Scottish Prote	ction Scottish Leg		Development		
	udit Scotland	Inspectorate	Scotland	Scotland	Commission	Enterprise for Scotland	Scotland	Scotland NatureScot	Regulator	for Scotland Commissioner	Administration	Enterprise Age	ncy Aid Board	Authority Council	Scotland	sportscotland VisitScotland	TOTAL
Agriculture / environment / fishing / rural affairs	0	0	0	0	2	0 0	1	0 0	0	0 0	0	0	4	0 0 0) (0 0	J 7
Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	1 0	1	1 3	0	0 0	0	0	0	0 0 0	0 0	1 4	+ 12
Care and health	0	6	1	0	0 0	0 0	0	0 0	0	0 0	1	0	0	0 0 3	8 (0 0	11
Commissioners and Ombudsmen	0	7	0	0	0 0	0 1	0	0 0	4	0 3	(0	0	0 0	(0 0	16
Courts administration	0	0	1		0 0	0 0	0	0 0	C	0 0	5	0	0	0 0	0 0	0 0	6
Education	0	0	0	(0 0	0 0	0	0 0	C	0 0	1	0	0	0 2 0) (0 0	3
Enterprise bodies	0	0	0	0	0 0	0 0	0	0 0	0	0 0	0	1	0	0 0 0		2 0 0	3
Financial matters	1	0	0	0	0 0	0 0	0	0 0	0	0 0	0	1	0	2 0 0	0 0	0 0	1 4
Justice	0	0	0	0	0 0	0 0	0	0 0	0	1 C	0	0	0	3 0 0	0 0	0 0	4
Other	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
Subject unknown or Out of Jurisdiction	0	0	0	(0 0	0 1	0	0 0	0	0 0	1	0	0	0 0 0) (0 0	2
TOTAL	1	13	3	1	2	1 2	2	1 3	4	1 3	8	2	4	5 2 4	1 2	2 1 4	4 69

CROSS-BORDER PUBLIC AUTHORITY

		Criminal Injuries	
SUBJECT	Forestry and Land Scotland	Compensation Authority	TOTAL
Agriculture / environment / fishing / rural affairs	3	0	
Financial matters	0	2	
TOTAL	3	2	



8. SCOTTISH UNIVERSITY CASES RECEIVED

				Edinburgh	Glasgow			Queen	The Robert								University of	University of	
		A University	Abertay	Napier	Caledonian	Glasgow	Heriot-Watt	Margaret	Gordon	University of				the West of					
	SUBJECT	Unknown	University	University	University	School of Art	University	University	University	Aberdeen	Dundee	Edinburgh	Glasgow	St Andrews	Stirling	Strathclyde	and Islands	Scotland	TOTAL
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0 0	0	0	4
Universities	Academic appeal / exam results / degree classification	0	0	2	5	1	8	2	3	5	2	16	4	2	6	6 4	2	17	79
	Accommodation	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0 0	0	0	3
	Admissions	0	0	1	0	0	0	0	0	1	0	1	3	0	0	0	0	0	6
	Antisocial behaviour	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0 0	0	0	1
	Communication / staff attitude / dignity / confidentiality	0	0	1	0	1	2	0	1	0	0	1	4	0	0	2	0	0	12
	Complaints handling	0	0	1	0	0	0	0	1	0	0	0	3	1	0	1	0	0	7
	Grants / allowances / bursaries	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0 0	1	0	2
	Other	0	0	0	1	0	1	0	0	1	0	5	0	0	0	0 0	0	0	8
	Personnel matters	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0 0	0	0	3
	Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0 0	0	0	1
	Policy / administration	2	0	0	0	2	1	0	1	3	1	2	5	1	1	1	1	2	23
	Special needs - assessment and provision	0	0	0	1	0	1	3	0	0	1	1	3	0	0	0 0	1	0	11
	Student discipline	0	1	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	6
	Teaching and supervision	0	1	0	1	1	3	0	0	2	0	5	1	0	1	2	2	0	19
	Welfare	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2
TOTAL		2	2	6	9	6	16	5	6	14	6	35	30	4	10	10	7	19	187



9. WATER CASES RECEIVED

SUBJECT	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Pure Utilities	Scottish Water	Source for Business	Water Plus Select Ltd	Wave	TOTAL
Billing and charging	1	18	2	25	1	1	1	1	6	4	60
Customer service	0	3	0	2	3	0	2	0	0	0	10
New Connections	0	0	0	1	0	0	0	0	0	0	1
Subject unknown or Out of Jurisdiction	0	1	0	1	0	0	1	0	2	0	5
Waste Water	0	0	0	0	0	0	6	0	0	0	6
Water Supply	0	0	0	0	0	0	6	0	0	0	6
TOTAL	1	22	2	29	4	1	16	1	8	4	88

