

Bodies under the SPSO's jurisdiction

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The list of bodies we can receive complaints about is based on Schedules 2 and 3 to the SPSO Act 2002 (amended on 1 April 2011). We can look into complaints about services delivered by the private or voluntary sectors if these are delivered 'on behalf of' a body under jurisdiction. The list below gives an idea of the main bodies we can look at. It is not however, definitive – new bodies may be added and old ones deleted as names and functions change. If you are unsure about whether a body is under our jurisdiction, please contact us.

Scottish Parliament and Scottish Administration

- The Parliamentary Corporation
- Any member of the Scottish Government
- Any other office-holder in the Scottish Administration

Health Service

- Health Boards
- Special Health Boards
- The Mental Welfare Commission for Scotland
- Healthcare Improvement Scotland
- GPs and dentists when they are providing NHS care

Local Government, etc.

- Local authorities
- Committees, joint committees or joint boards of one or more local authorities
- Licensing boards
- The Strathclyde Passenger Transport Authority
- Transport Partnerships
- National Park authorities
- Joint fire and rescue boards
- Children's Panel Advisory Committees and joint advisory committees

Housing

- All registered social landlords

Further and Higher Education

- Universities
- Colleges including The Scottish Agricultural College

Prisons

Scottish public authorities

- The Accounts Commission for Scotland
- Audit Scotland
- The Auditor General for Scotland
- The Commission for Ethical Standards in Public Life in Scotland
- Community justice authorities
- Creative Scotland
- The Crofters Commission
- Bòrd na Gàidhlig
- The General Teaching Council for Scotland
- Highlands and Islands Enterprise
- The Judicial Appointments Board for Scotland
- Learning and Teaching Scotland
- Local enterprise companies
- The Local Government Boundary Commission for Scotland
- The Board of Trustees for the National Galleries of Scotland
- The Trustees of the National Library of Scotland
- The Board of Trustees of the National Museums of Scotland
- The Parole Board for Scotland

- The Police Complaints Commissioner for Scotland
- The Board of Trustees of the Royal Botanic Garden, Edinburgh
- The Royal Commission on the Ancient and Historical Monuments of Scotland
- The Scottish Agricultural Wages Board
- The Scottish Children's Reporter Administration
- The Scottish Commission for Human Rights
- The Scottish Committee on Climate Change
- Scottish Enterprise
- The Scottish Environment Protection Agency
- The Scottish Further and Higher Education Funding Council
- The Scottish Further Education Unit
- The Scottish Information Commissioner
- The Scottish Legal Aid Board
- Scottish Natural Heritage
- The Scottish Qualifications Authority
- The Scottish Sentencing Council
- The Scottish Social Services Council
- The Scottish Sports Council (Sport Scotland)
- Social Care and Social Work Improvement Scotland
- Visit Scotland
- The Water Industry Commission for Scotland

Cross-border public authorities

The Ombudsman can consider complaints about a number of UK-wide bodies, where their actions related to devolved Scottish matters. For example:

- British Tourist Authority
- British Wool Marketing Board
- Design Council
- United Kingdom Sports Council
- The Statistics Board
- The Committee on Climate Change
- Forestry Commissioners

Tribunals

The Ombudsman can consider complaints about the following tribunals. We cannot look at their decision or how the tribunal was run. We can look at the administrative actions of staff.

- The Lands Tribunal for Scotland
- Private Rented Housing Committees
- Mental Health Tribunal for Scotland
- The Plant Varieties and Seeds Tribunal
- The Scottish Land Court

Read the SPSO Act 2002 online at www.legislation.gov.uk/asp/2002/11