

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
- The Scottish Fire and Rescue Service

Housing

- All registered social landlords

Further and Higher Education

- Colleges including the Scottish Agricultural College
- Universities

Prisons

Scottish public authorities

- The Accounts Commission for Scotland
- Audit Scotland
- The Auditor General for Scotland
- Bòrd na Gàidhlig
- The Care Inspectorate
- Children's Hearings Scotland
- The Commission for Ethical Standards in Public Life in Scotland
- Community justice authorities
- Creative Scotland
- The Crofters Commission
- Education Scotland
- Highlands and Islands Enterprise
- The Judicial Appointments Board for Scotland
- Local enterprise companies
- The Local Government Boundary Commission for Scotland
- The National Convener of Children's Hearings Scotland and the Principal Reporter
- 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 Investigations and Review Commissioner
- 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
- Scottish Canals
- 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 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)
- Visit Scotland
- The Water Industry Commission for Scotland

Water

- Scottish Water
- Licensed providers can opt in to use the SPSO service e.g. Business Stream

Cross-border public authorities

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

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

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
- The 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