

Health cases received 2004-2005

Subject of Complaint	Enquiry	Complaint	Total
Exact subject unknown	21	0	21
Ambulance - Clinical treatment	0	2	2
Ambulance - Complaints handling	0	1	1
Ambulance - Staff attitude, dignity, confidentiality	2	0	2
Family Health Services - Appliances, equipment & premises	0	2	2
Family Health Services - Appointments/Admissions (delay, cancellation, waiting lists)	3	3	6
Family Health Services - Clinical treatment	7	59	66
Family Health Services - Complaints handling	0	2	2
Family Health Services - Continuing care	0	1	1
Family Health Services - Lists	0	4	4
Family Health Services - Other	1	1	2
Family Health Services - Policy/administration	1	4	5
Family Health Services - Record Keeping	0	1	1
Family Health Services - Staff attitude, dignity, confidentiality	2	12	14
Hospitals - Admission, discharge & transfer procedures	1	6	7
Hospitals - Appliances, equipment & premises	0	2	2
Hospitals - Appointments/Admissions (delay, cancellation, waiting lists)	1	8	9
Hospitals - Clinical treatment	22	81	103
Hospitals - Complaints handling	3	14	17
Hospitals - Continuing care	5	7	12
Hospitals - Hotel services - food, cleanliness etc	3	0	3
Hospitals - Other	1	3	4
Hospitals - Policy/administration	3	7	10
Hospitals - Staff attitude, dignity, confidentiality	4	8	12
Health services not otherwise covered - Clinical treatment	0	3	3
Health services not otherwise covered - Complaints handling	0	4	4
Health services not otherwise covered - Continuing care	1	0	1
Health services not otherwise covered - Other	1	2	3
Health services not otherwise covered - Staff attitude, dignity, confidentiality	0	1	1
Grand Total	82	238	320

Housing association cases received 2004-2005

Subject of Complaint	Enquiry	Complaint	Total
Exact subject unknown	15	0	15
Applications, allocations, transfers	7	12	19
Calculation of rent and/or service charges	3	8	11
Complaints handling	2	12	14
Estate management	0	2	2
Factoring and other services	4	12	16
Hedges & fences	1	1	2
Homeless person issues	1	1	2
Improvements and alterations	7	11	18
Neighbour problems	21	19	40
Other	6	4	10
Policy/administration	1	10	11
Repairs and maintenance of housing stock	17	34	51
Right to buy	2	3	5
Shared ownership	1	3	4
Terminations	0	1	1
Grand Total	88	133	221

Scottish Public Services Ombudsman, 22 February 2007.

Due to changes in recording procedures, these figures may be slightly different to those published in our 2004-2005 Annual Report.

Local authority cases received 2004-2005

Subject of Complaint	Enquiry	Complaint	Total
Exact subject unknown	120	0	120
Building control	7	19	26
Consumer protection	4	2	6
Economic development	0	2	2
Education	21	40	61
Environmental health & cleansing	19	34	53
Finance	42	113	155
Housing	136	282	418
Land & property	9	26	35
Legal & admin	19	66	85
Personnel	1	4	5
Planning	97	211	308
Recreation & leisure	31	65	96
Social work	33	58	91
Grand Total	539	922	1461

Scottish Public Services Ombudsman, 22 February 2007.

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Scottish Executive & devolved administration cases received 2004-2005

Subject of Complaint	Enquiry	Complaint	Total
Exact subject unknown	12	0	12
Agriculture	0	6	6
Care	2	10	12
Courts administration	5	7	12
Crofting	1	3	4
Enterprise bodies	1	3	4
Environment	0	3	3
Fisheries	1	1	2
Legal Aid	1	5	6
Other	8	34	42
Planning	1	4	5
Prisoners	0	2	2
Qualifications	3	1	4
Roads	0	2	2
Student Awards	3	9	12
Grand Total	38	90	128

Scottish Public Services Ombudsman, 22 February 2007.

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