

Health complaints closed by reason and by authority 2006-2007

Closure reason	Ayrshire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	Fife NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and Clyde NHS Board	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	The State Hospitals Board for Scotland	NHS 24	NHS National Services Scotland	Scottish Ambulance Service	Dental Practitioners and Practices	General Practitioners and Practices	A Body Not Known	A Body Out of Jurisdiction	Grand Total
Withdrawn / Failed to provide information before investigation *	3	0	1	2	1	2	13	2	2	3	0	0	10	0	2	0	0	1	6	9	1	0	58
Discontinued before investigation	4	2	1	0	6	3	10	2	4	10	1	2	11	1	1	1	0	1	4	14	0	0	78
Out of jurisdiction	3	1	1	3	3	7	12	1	4	8	0	0	3	0	2	1	0	1	7	13	1	1	72
Premature	5	3	0	4	2	3	19	6	1	13	1	0	7	1	1	0	1	2	1	10	1	0	81
Withdrawn / Failed to provide information during investigation	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	2	0	0	4
Discontinued during investigation	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	2	3	0	0	8
Not Upheld	1	0	0	1	5	6	11	3	2	8	0	2	5	1	0	0	0	0	7	19	0	0	71
Partially Upheld	2	1	0	1	1	0	12	2	6	5	1	0	3	0	0	0	0	3	3	7	0	0	47
Fully Upheld	0	2	1	0	0	3	3	0	2	2	0	0	0	0	0	0	0	0	2	1	0	0	16
<b>Grand Total</b>	<b>18</b>	<b>9</b>	<b>4</b>	<b>11</b>	<b>18</b>	<b>24</b>	<b>81</b>	<b>17</b>	<b>21</b>	<b>49</b>	<b>3</b>	<b>4</b>	<b>41</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>32</b>	<b>78</b>	<b>3</b>	<b>1</b>	<b>435</b>

\* line amended May 2008

Housing Association complaints closed by reason and by authority 2006-2007 (1 of 2)

	Housing Associations A - K																																			
Closure reason	Abbeyfield Ballachulish Society Ltd	Abbeyfield Stirling Society Ltd	Almond Housing Association Ltd	ANCHO - Ayrshire North Community Housing Organisation	Angus Housing Association Ltd	Antonine Housing Co-operative Ltd	Berwickshire Housing Association Ltd	Bridgewater Housing Association Ltd	Cairn Housing Association Ltd	Castle Rock Edinvar Housing Association	Cernach Housing Association Ltd	Charing Cross Housing Association Ltd	Cube Housing Association Ltd	Cumbernauld Housing Partnership Ltd	Dumfries and Galloway Housing Partnership	Dunbritton Housing Association Ltd	Dunedin Canmore Housing Association	Easthall Park Housing Co-operative	Elderpark Housing Association Ltd	Fife Special Housing Association Ltd	Glasgow Housing Association (Management) Ltd	Glasgow Housing Association Ltd	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govanhill Housing Association Ltd	Great Western Tenant Partnership Ltd	Hanover (Scotland) Housing Association Ltd	Hawthorn Housing Co-operative Ltd	Hillcrest Housing Association Ltd	Home in Scotland Ltd	Horizon Housing Association Ltd	Keystone Tenant Managed Homes Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd		
Withdrawn / Failed to provide information before investigation	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Discontinued before investigation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Out of jurisdiction	0	1	0	1	1	1	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	6	0	0	0	0	0	0	3	1	0	0	0	0	0	1
Premature	1	0	1	0	0	0	0	0	1	1	0	3	2	2	2	0	1	1	1	4	0	34	0	1	0	1	3	0	1	0	2	1	1	0	0	
Withdrawn / Failed to provide information during investigation	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	0	0
Discontinued during investigation	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	0	0
Not Upheld	0	0	1	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Partially Upheld	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	1	0	0	0	0	0	0	0
Fully Upheld	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	0	0
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>47</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	

Housing Association complaints closed by reason and by authority 2006-2007 (2 of 2)

	Housing Associations L - Z																																							
Closure Group	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Linstone Housing Association Ltd	Loreburn Housing Association Ltd	Margaret Blackwood Housing Association Ltd	Muirhouse Housing Association Ltd	North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Orchard Grove Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick Housing Association Ltd	Port of Leith Housing Association Ltd	Prospect Community Housing	Provanhall Housing Association Limited	Queens Cross Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Southside Housing Association Ltd	Spire View Housing Association Ltd	St John (Glasgow) Housing Association Ltd	Thenew Housing Association Ltd	Trust Housing Association Ltd	Viewpoint Housing Association Ltd	West Granton Housing Co-operative Ltd	West Highland Housing Association Ltd	West Lothian Housing Partnership Ltd	West of Scotland Housing Association Ltd	Williamsburgh Housing Association Ltd	Wishaw and District Housing Association Ltd	Yorkhill Housing Association (1988) Ltd	Grand Total			
Withdrawn / Failed to Provide information before investigation	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	0	0	0	0	5	
Discontinued before investigation	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12
Out of Jurisdiction	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	29
Premature	1	1	5	0	0	1	1	1	2	1	0	1	1	1	0	0	2	1	1	2	1	1	1	0	0	0	1	2	0	1	1	1	0	1	0	0	0	96		
Withdrawn / Failed to Provide information during investigation	0	0	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	0	1	
Discontinued during investigation	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	0	0	0	0	0	0	0	0	0	1	
Not Upheld	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	10	
Partially Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	6	
Fully Upheld	0	0	0	0	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	1	0	0	0	0	0	0	2		
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>162</b>			



Scottish Executive & Devolved Administration complaints closed by reason and by authority 2006-2007

Closure reason	Scottish Executive																	Other authority																							Grand Total	Scottish Executive Total	Other authority total										
	Scottish Executive	Scottish Executive Development Department	Scottish Executive Education Department	Scottish Executive Environment and Rural Affairs Department	Scottish Executive Health Department	Scottish Executive Inquiry Reporters Unit	Scottish Executive Justice Department	A Body Out of Jurisdiction	Audit Scotland	Communities Scotland	Criminal Injuries Compensation Appeals Panel	Criminal Injuries Compensation Authority	Crofters Commission	Crown Office	Forestry Commission Scotland	General Teaching Council for Scotland	Highlands & Islands Enterprise	Historic Scotland	HM Inspectorate of Education	Mental Health Tribunal Scotland	Office of the Accountant in Bankruptcy	Office of the Scottish Charity Regulator	Parole Board for Scotland	Registers of Scotland	Scottish Children's Reporter Administration	Scottish Court Service	Scottish Criminal Record Office	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Fisheries Protection Agency	Scottish Legal Aid Board	Scottish Prison Service	Scottish Prisons Complaints Commissioner	Scottish Public Pensions Agency	Scottish Qualifications Authority	Scottish Social Services Council	Social Work Inspection Agency	sportscotland	Student Awards Agency for Scotland	The Scottish Commission for the Regulation of Care				The Scottish Information Commissioner	The Standards Commission for Scotland	The Water Industry Commissioner for Scotland	Transport Scotland	VisitScotland	Grand Total				
Withdrawn / Failed to provide information before investigation	0	0	0	0	1	1	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	10	2	8
Discontinued before investigation	2	1	0	1	0	0	0	1	1	1	0	0	3	1	2	0	0	1	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	21	4	17
Out of jurisdiction	6	0	0	3	2	0	3	2	1	0	0	3	2	2	0	0	1	1	1	2	1	0	0	3	0	2	1	1	0	1	1	0	0	1	1	0	0	0	0	1	1	1	1	1	1	1	1	1	1	1	48	14	34
Premature	7	0	1	1	2	1	1	0	0	1	0	2	1	3	0	0	0	1	0	1	1	1	0	0	2	0	0	1	0	0	3	7	1	2	1	1	0	0	0	3	4	2	1	2	1	1	1	1	55	13	42		
Withdrawn / Failed to provide information during investigation	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Discontinued during investigation	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Not Upheld	0	0	0	1	2	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	12	5	7		
Partially Upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	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	1	2	0	0	0	0	0	6	0	6		
Fully Upheld	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	2			
Grand Total	15	1	1	6	7	4	4	2	2	2	1	5	8	8	2	2	1	2	3	2	1	1	3	2	3	2	3	3	1	5	12	1	4	2	1	1	1	3	11	6	3	2	3	2	154	38	116						

**Further Education complaints closed by reason and by authority 2006-2007**

Closure reason	Clackmannan College of Further Education	Dundee College	Langside College	Grand Total
Withdrawn / failed to provide info before investigation	0	0	0	0
Discontinued before investigation	1	0	0	1
Out of jurisdiction	0	0	0	0
Premature	0	1	1	2
Withdrawn / failed to provide info during investigation	0	0	0	0
Discontinued during investigation	0	0	0	0
Not Upheld	0	0	0	0
Partially Upheld	0	0	0	0
Fully Upheld	0	0	0	0
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>

**Higher Education complaints closed by reason and by authority 2006-2007**

Closure reason	Napier University	Queen Margaret University	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of Paisley	University of St Andrews	University of Stirling	University of Strathclyde	Grand Total
Withdrawn / Failed to provide info before investigation	0	1	0	0	0	0	0	1	0	0	0	1	3
Discontinued before investigation	0	0	0	0	0	0	0	0	0	0	0	0	0
Out of Jurisdiction	0	0	1	1	0	0	2	3	0	0	1	0	8
Premature	1	0	2	1	2	1	3	2	0	1	0	2	15
Withdrawn / Failed to provide info during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0
Discontinued during investigation	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Upheld	0	1	2	0	0	0	0	1	1	0	0	1	6
Partially Upheld	0	0	0	1	0	0	0	0	0	0	0	0	1
Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>33</b>