

Health complaints determined by outcome and subject in 2008-09 (view 1 of 2)

Subject Area	Assessment				Examination	Investigation					total
	Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Ambulance	1	1	1	0	1	0	2	1	0	0	7
Community & District Nurses & Midwives	1	1	1	0	0	0	0	1	0	0	4
Community Psychiatric Nurses (CPNs)	3	0	3	0	0	0	0	0	0	0	6
Dental & Orthodontic Services	16	4	8	0	11	2	1	0	0	0	42
GP & GP Practice	40	12	25	0	48	8	0	5	0	0	138
Opticians & Ophthalmic Services	1	1	0	0	1	0	0	0	0	0	3
Other Family Health Services	4	1	1	0	0	0	0	0	0	0	6
Pharmacy	2	0	0	0	2	0	0	0	0	0	4
Podiatry	2	0	1	0	3	1	0	0	0	0	7
Hospitals - Accident & Emergency	6	1	2	0	7	1	2	2	0	0	21
Hospitals - Cardiology	3	2	3	0	4	0	1	2	0	0	15
Hospitals - Care of the Elderly	13	3	5	0	19	1	6	1	0	0	48
Hospitals - Dermatology	0	0	0	0	1	0	1	0	0	0	2
Hospitals - Gastro-intestinal / Genito-urinary (Urology)	6	1	4	0	6	1	7	2	0	0	27
Hospitals - General Medical	10	5	12	0	6	0	9	5	0	1	48
Hospitals - General Surgical	7	1	6	2	10	1	3	2	0	0	32
Hospitals - Gynaecology & Obstetrics (Maternity)	2	0	3	0	7	2	1	0	0	0	15
Hospitals - Haematology	1	0	0	0	0	0	0	0	0	0	1
Hospitals - Maxillofacial / Ear Nose & Throat	3	0	1	0	2	0	1	0	0	0	7
Hospitals - Neurology	1	0	4	1	7	0	3	1	0	0	17
Hospitals - Oncology	4	2	0	0	6	3	4	2	0	0	21
Hospitals - Orthopaedics	5	3	3	0	8	3	1	0	0	0	23
Hospitals - Other	0	1	2	0	3	3	0	0	0	0	9
Hospitals - Paediatrics	4	1	2	0	2	0	0	0	0	0	9
Hospitals - Physiotherapy	0	0	2	0	0	0	0	0	0	0	2
Hospitals - Psychiatry	14	7	12	0	22	0	1	1	0	0	57
Hospitals - Psychology	1	0	2	0	1	0	0	0	0	0	4
NHS Boards (including Special Health Boards and NHS 24)	15	1	12	0	12	1	3	1	0	0	45
NHS National Services	7	0	6	0	4	0	0	0	0	0	17
Out of Jurisdiction	2	3	0	0	0	0	0	0	0	0	5
Subject Unknown	8	1	8	0	0	0	0	0	0	0	17
Total	182	52	129	3	193	27	46	26	0	1	659

Health complaints determined by outcome and subject in 2008-09 (view 2 of 2)

Subject Detail	Assessment				Examination	Investigation					total
	Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Admission, discharge & transfer procedures	6	1	2	0	11	0	0	0	0	0	20
Appliances, equipment & premises	0	0	0	0	1	0	0	0	0	0	1
Appointments/Admissions (delay, cancellation, waiting lists)	8	2	5	0	6	1	2	0	0	0	24
Clinical treatment / Diagnosis	86	23	69	3	104	20	33	17	0	1	356
Communication, staff attitude, dignity, confidentiality	15	7	11	0	22	3	5	2	0	0	65
Complaints handling	5	3	2	0	7	1	1	1	0	0	20
Continuing care	4	1	2	0	3	0	0	0	0	0	10
failure to send ambulance/delay in sending ambulance	0	0	1	0	0	0	0	1	0	0	2
Hotel services - food, laundry etc	1	0	0	0	0	0	0	0	0	0	1
Hygiene, cleanliness & infection control	0	1	0	0	0	0	1	1	0	0	3
Lists	0	0	0	0	3	0	0	0	0	0	3
Lists (incl difficulty registering and removal from lists)	0	0	0	0	1	0	0	0	0	0	1
Nurses / Nursing Care	3	1	3	0	6	0	0	1	0	0	14
Other	0	0	0	0	2	0	1	0	0	0	3
Policy/administration	37	8	25	0	23	2	2	3	0	0	100
Record Keeping	7	1	1	0	4	0	1	0	0	0	14
Out of Jurisdiction	2	3	0	0	0	0	0	0	0	0	5
Subject Unknown	8	1	8	0	0	0	0	0	0	0	17
Total	182	52	129	3	193	27	46	26	0	1	659

Housing Association complaints determined by outcome and subject in 2008-09

Subject	Assessment				Examination	Investigation					total
	Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Applications, allocations, transfers	26	1	3	1	3	0	0	0	0	0	34
Calculation of rent and/or service charges	11	2	2	0	0	0	0	0	0	0	15
Complaints handling	17	1	4	0	1	0	0	0	0	0	23
Estate management	3	1	0	0	0	0	0	0	0	0	4
Factoring and other services	12	5	1	0	1	0	0	0	0	0	19
Hedges & fences	1	0	0	0	1	0	0	0	0	0	2
Homeless person issues	3	0	0	0	0	0	0	0	0	0	3
Improvements and alterations	11	1	1	0	1	0	0	0	0	0	14
Neighbour problems	26	0	4	0	11	2	1	0	0	0	44
Other	1	0	0	0	0	0	0	0	0	0	1
Policy/administration	38	6	6	1	7	1	0	1	0	0	60
Repairs and maintenance of housing stock	60	3	6	0	7	0	1	0	0	0	77
Right to buy	1	0	0	0	0	0	0	0	0	0	1
Shared ownership	1	0	0	0	0	0	0	0	0	0	1
Terminations	2	2	1	0	0	0	0	0	0	0	5
Subject Unknown	2	0	0	0	0	0	0	0	0	0	2
Total	215	22	28	2	32	3	2	1	0	0	305

Local Authority complaints determined by outcome and subject in 2008-09

Subject	Assessment				Examination	Investigation					total
	Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Building Control	15	2	0	1	1	0	0	1	0	0	20
Consumer protection	3	0	0	0	1	0	0	0	0	0	4
Economic development	2	1	0	0	1	0	0	0	0	0	4
Education	37	7	8	0	21	5	1	4	0	0	83
Environmental Health & Cleansing	38	4	3	0	17	0	1	1	0	0	64
Finance	94	7	10	1	30	0	1	1	0	0	144
Fire & Police Boards	0	0	0	0	1	0	0	0	0	0	1
Housing	324	15	35	3	62	5	5	0	0	6	455
Land & Property	20	4	2	0	5	1	0	0	0	0	32
Legal & admin	36	12	9	2	15	0	1	0	0	1	76
National Park Authorities	2	0	1	0	2	0	0	0	0	0	5
Other	3	0	4	0	2	0	0	0	0	0	9
Personnel	5	10	5	1	1	0	0	1	0	0	23
Planning	135	13	23	3	67	10	11	1	0	0	263
Recreation & Leisure	13	4	1	0	4	0	0	1	0	0	23
Roads & Transport	49	4	10	0	17	1	0	1	0	0	82
Social Work	111	15	28	1	27	3	2	4	1	2	194
Valuation Joint Boards	14	2	0	0	5	0	0	0	0	0	21
Out of Jurisdiction	0	1	0	0	0	0	0	0	0	0	1
Subject Unknown	22	1	19	0	0	0	0	0	0	0	42
Local Authority Total	923	102	158	12	279	25	22	15	1	9	1,546

Scottish Government and Devolved Administration complaints determined by outcome and subject in 2008-09

Sector	Subject	Assessment				Examination	Investigation					total
		Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Scottish Government & Scottish Administration	Agriculture, environment, fishing & rural affairs	6	2	0	0	1	0	1	0	0	0	10
	Arts, culture, heritage, leisure, sport & tourism	2	0	0	0	0	0	0	0	0	0	2
	Care & health	2	0	0	0	0	0	0	0	0	0	2
	Courts administration	17	2	4	0	3	0	0	0	0	0	26
	Education	0	2	0	0	0	0	0	0	0	0	2
	Financial matters	11	4	0	0	7	0	0	1	0	0	23
	Housing	1	1	0	0	1	0	0	0	0	1	4
	Justice	10	0	1	0	0	0	1	0	0	0	12
	Other	3	3	0	0	0	0	0	0	0	0	6
	Planning	34	1	0	0	4	1	1	0	0	0	41
	Records	5	0	1	1	1	0	0	0	0	0	8
	Roads & Transport	3	1	1	0	0	0	0	0	0	0	5
	Subject Unknown	2	0	0	0	0	0	0	0	0	0	2
Scottish Government & Scottish Administration Total		96	16	7	1	17	1	3	1	0	1	143
Scottish Public Authority	Agriculture, environment, fishing & rural affairs	2	0	1	1	2	0	2	0	0	0	8
	Arts, culture, heritage, leisure, sport & tourism	1	0	1	0	1	0	0	0	0	0	3
	Care & health	5	3	7	0	4	1	1	0	0	0	21
	Education	1	0	3	0	0	0	0	0	0	0	4
	Enterprise bodies	3	0	3	0	4	0	0	0	0	0	10
	Financial matters	3	0	2	0	2	0	0	0	0	0	7
	Governance	0	0	0	0	1	0	0	0	0	0	1
	Ombudsmen	2	0	4	0	2	1	0	0	0	0	9
	Subject Unknown	0	0	0	0	0	0	0	0	0	0	0
Scottish Public Authority Total		17	3	21	1	16	2	3	0	0	0	63
Cross Border Public Authority	Agriculture, environment, fishing & rural affairs	1	0	0	0	0	2	1	0	0	0	4
	Justice	2	0	0	0	1	0	0	0	0	0	3
Cross Border Public Authority Total		3	0	0	0	1	2	1	0	0	0	7
Grand Total		116	19	28	2	34	5	7	1	0	1	213

Scottish Further and Higher Education complaints determined by outcome and subject in 2008-09

Sector	Subject	Assessment				Examination	Investigation					total
		Complaint Premature	Complaint Out of Jurisdiction	Withdrawn / Failed to provide information before investigation	Discontinued or suspended before investigation	Determined after detailed consideration	Report issued: not upheld	Report issued: partially upheld	Report issued: fully upheld	Withdrawn or failed to provide info during investigation	Discontinued or suspended during investigation	
Further Education	Academic appeal/exam results/degree classification	0	1	1	0	2	0	0	0	0	0	4
	Complaints handling	3	0	0	0	1	0	0	0	0	0	4
	Grants/allowances/bursaries	1	0	0	0	1	0	0	0	0	0	2
	Personnel matters	0	1	0	0	0	0	0	0	0	0	1
	Policy/administration	10	1	1	0	6	0	0	0	0	0	18
	Special needs - assessment and provision	0	0	0	0	1	0	0	0	0	0	1
	Student discipline	2	0	0	0	0	0	0	0	0	0	2
	Teaching and supervision	1	0	1	0	0	0	1	0	0	0	3
	Welfare	1	0	0	0	0	0	0	0	0	0	1
	Out of Jurisdiction	0	1	0	0	0	0	0	0	0	0	1
Further Education Total		18	4	3	0	11	0	1	0	0	0	37
Higher Education	Academic appeal/exam results/degree classification	6	1	4	0	7	2	2	0	0	0	22
	Complaints handling	1	0	1	0	0	0	0	0	0	0	2
	Grants/allowances/bursaries	0	0	0	0	0	0	0	0	0	0	0
	Personnel matters	0	0	1	0	0	0	0	0	0	0	1
	Plagiarism and intellectual property	0	0	0	0	1	0	0	0	0	0	1
	Policy/administration	10	3	1	2	4	0	0	0	0	0	20
	Special needs - assessment and provision	0	0	0	0	0	0	0	0	0	0	0
	Student discipline	0	0	0	0	1	1	0	0	0	0	2
	Teaching and supervision	2	0	0	0	1	1	2	0	0	0	6
	Welfare	0	0	0	0	1	0	0	0	0	0	1
Subject Unknown	0	0	1	0	0	0	0	0	0	0	1	
Higher Education Total		19	4	8	2	15	4	4	0	0	0	56
Grand Total		37	8	11	2	26	4	5	0	0	0	93