

Health Complaints Determined 2011-2012

Stage	Closure Category	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	Greater Glasgow and Clyde NHS Board - Acute Services Division	Highland NHS Board	Lanarkshire NHS Board	Lothian NHS Board	Lothian NHS Board - Acute Division	Lothian NHS Board - Royal Edinburgh and Associated Services Division	Lothian NHS Board - University Hospitals Division	NHS 24	NHS National Services Scotland	Orkney NHS Board	Scottish Ambulance Service	Shetland NHS Board	Tayside NHS Board	The Golden Jubilee National Hospital	The State Hospital Board for Scotland	Western Isles NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacies & Pharmacy Services	A Family Health Service Practitioner Unknown	A Health Board Unknown	A Hospital Unknown	Total	
Advice	Body out of jurisdiction	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	1		
	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	1	0	4
	Matter out of jurisdiction (non-discretionary)	0	0	1	0	0	1	1	0	1	1	2	1	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	2	0	14	
	No decision reached	10	7	7	5	9	7	30	10	14	15	16	8	0	0	2	1	2	7	0	22	0	0	3	9	26	0	2	3	8	2	225	
	Outcome not achievable	0	0	0	0	1	0	2	1	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	9	
	Premature	6	4	5	5	13	9	29	10	8	8	23	8	0	0	1	2	0	7	1	21	0	0	2	27	55	1	3	6	5	2	261	
Advice Total		16	11	13	10	23	17	62	21	23	24	44	17	0	0	3	3	2	14	1	46	0	0	5	38	86	1	5	9	16	4	514	
Early Resolution 1	Matter out of jurisdiction (discretionary)	2	0	1	4	1	0	2	3	0	3	3	1	0	0	0	0	0	2	0	2	0	0	0	2	3	0	0	0	0	0	29	
	Matter out of jurisdiction (non-discretionary)	0	0	1	0	0	2	2	0	2	0	1	0	0	0	0	0	0	0	0	2	0	0	0	2	2	1	0	0	0	0	15	
	No decision reached	1	0	1	1	2	6	3	4	3	1	2	0	0	0	1	0	1	1	3	0	0	0	1	7	0	0	0	0	0	0	38	
	Outcome not achievable	1	0	0	0	0	0	3	0	2	2	2	0	0	0	0	0	0	0	0	2	0	1	0	0	2	0	1	0	0	0	16	
	Premature	1	1	0	1	3	2	4	2	0	0	5	0	0	0	0	1	0	2	0	3	0	0	0	1	3	0	0	0	0	0	29	
Early Resolution 1 Total		5	1	3	6	6	10	14	9	7	6	13	1	0	0	2	0	5	1	12	0	1	0	6	17	1	1	0	0	0	127		
Early Resolution 2	Fully Upheld	0	0	0	0	1	1	1	0	0	2	0	0	0	0	1	0	0	1	0	1	0	0	0	4	0	0	0	0	0	0	11	
	No decision reached	0	0	0	0	0	1	3	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	8	
	Not upheld	0	2	0	0	0	2	1	1	2	4	2	0	0	0	1	0	0	1	0	2	0	0	0	4	12	0	0	0	0	0	34	
	Partly Upheld	1	0	0	1	1	1	0	1	1	1	2	0	0	0	0	0	0	1	0	1	0	1	0	0	3	0	0	0	0	0	14	
Early Resolution 2 Total		1	2	0	1	1	5	5	3	3	5	6	0	0	1	1	0	1	2	0	5	0	0	0	4	21	0	0	0	0	0	67	
Investigation 1	Fully Upheld	1	0	0	2	0	1	4	1	2	2	1	0	0	1	0	0	0	3	0	6	0	0	0	4	5	0	0	0	0	0	33	
	No decision reached	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	
	Not upheld	7	1	0	2	2	4	8	8	6	4	2	1	0	2	1	0	0	0	0	7	0	0	4	4	21	0	0	0	0	0	84	
	Partly Upheld	5	2	0	4	3	2	13	4	5	1	4	2	1	1	1	0	1	0	0	4	1	0	1	2	10	0	0	0	0	0	67	
Investigation 1 Total		13	3	0	8	5	7	25	14	13	7	7	3	1	4	2	0	1	3	1	17	1	0	5	10	36	0	0	0	0	0	186	
Investigation 2	Fully Upheld	1	1	0	1	0	2	4	4	1	0	2	0	1	0	0	0	0	1	0	1	0	1	0	0	0	3	0	0	0	0	22	
	No decision reached	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	1	
	Not upheld	0	1	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	2	
	Partly Upheld	2	1	2	2	1	1	0	0	2	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	4	0	0	0	0	0	18	
Investigation 2 Total		3	3	2	3	1	3	4	5	3	0	3	0	1	0	0	0	1	0	3	0	0	0	1	7	0	0	0	0	0	43		
Total		38	20	18	28	36	42	110	52	49	42	73	21	2	5	6	5	4	25	3	83	1	1	10	59	167	2	6	9	16	4	937	





Scottish Further & Higher Education Complaints Determined 2011-2012

Further Education

Stage	Closure Category	A College Unknown (FE)	Aberdeen College of Further Education	Adam Smith College	Angus College of Further Education	Ayr College	Bariff and Buchan College of Further Education	Borders College	City of Glasgow College	Clydebank College	Cumbernauld College	Dundee College	Edinburgh's Telford College	James Watt College of Further and Higher Education	Jewel & Esk Valley College	Langside College	Moray College	Motherwell College	Newbattle Abbey College	North Glasgow College	Stevenson College	Stow College	FE Total	
Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	No decision reached	2	2	2	0	1	1	0	2	1	1	0	0	0	0	1	0	1	0	0	0	0	0	14
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	2	1	1	1	0	0	0	0	0	0	1	0	0	0	1	0	1	1	0	2	1	1	13
Advice Total		4	3	3	1	1	1	0	2	1	1	1	0	0	1	1	1	2	1	2	1	1	28	
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No decision reached	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Premature	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Early Resolution 1 Total		0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	4	
Early Resolution 2	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
	Not upheld	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
	Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Early Resolution 2 Total		0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	
Investigation 1	Fully Upheld	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	No decision reached	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Investigation 1 Total		0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Investigation 2	Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Investigation 2 Total		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		4	3	4	1	1	1	1	2	1	1	1	1	1	1	1	1	4	1	2	2	1	35	

Higher Education

Stage	Closure Category	A University Unknown (HE)	Edinburgh College of Art	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	HE Total	FE & HE Total	
Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	3	3	3
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	0	0	1	0	1	1	0	0	4	5	5
	No decision reached	0	0	0	2	0	1	1	2	0	1	0	2	0	2	1	0	1	13	27	27
	Outcome not achievable	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	1
	Premature	5	0	0	1	1	2	0	3	1	3	1	3	4	3	4	2	0	1	21	34
Advice Total		5	0	0	3	1	3	2	2	5	2	4	4	3	4	2	0	2	42	70	70
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	4	4	4
	Matter out of jurisdiction (non-discretionary)	0	0	1	0	0	0	0	1	1	0	2	0	1	0	0	0	0	6	6	6
	No decision reached	0	2	0	0	1	1	1	0	0	0	1	1	1	0	0	0	0	8	10	10
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	2	2
	Premature	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	3	4
Early Resolution 1 Total		0	2	2	0	2	1	1	2	2	1	3	2	1	1	1	0	1	22	26	26
Early Resolution 2	Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Not upheld	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2	4	4
	Partly Upheld	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	1
Early Resolution 2 Total		0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	4	6	6	
Investigation 1	Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	2	2
	No decision reached	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
	Not upheld	0	0	0	0	0	0	0	1	1	0	0	2	0	1	1	0	0	6	6	6
	Partly Upheld	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	3	3	3
Investigation 1 Total		0	0	2	0	0	0	1	2	0	0	2	0	1	2	0	1	11	12	12	
Investigation 2	Partly Upheld	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	1
Investigation 2 Total		0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	1	1
Total		5	2	4	4	3	4	4	6	10	3	7	8	4	6	6	1	3	80	115	115

Scottish Government & Devolved Administration Complaints Determined by Authority 2011-2012

Scottish Government & Scottish Administration

Stage	Closure Category	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Directorate for Planning and Environmental Appeals	Dispute Scotland	Education Scotland	Her Majesty's Inspectorate of Constabulary for Scotland (HMICS)	Historic Scotland	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court Service	Scottish Government	Scottish Government D-G Enterprise & Environment	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	Scottish Prison Service	Scottish Public Pensions Agency	Scottish Awards Agency for Scotland	Transport Scotland	Total
Advice	Matter out of jurisdiction (discretionary)	0	0	0	0	0	0	1	1	0	0	0	0	0	4	0	0	0	0	7
	Matter out of jurisdiction (non-discretionary)	0	1	0	0	0	0	2	0	2	0	0	0	0	0	26	2	0	0	33
	No decision reached	1	6	2	0	0	0	1	4	0	1	1	0	0	74	1	3	1	95	
	Outcome not achievable	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	0	0	4	
	Premature	2	12	0	2	0	0	0	2	3	6	6	0	1	0	54	1	14	3	108
<b>Advice Total</b>		3	19	2	2	0	0	2	4	10	6	8	1	1	162	4	17	4	245	
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	2	0	0	0	0	1	2	1	1	0	0	0	5	0	0	0	12	
	Matter out of jurisdiction (non-discretionary)	0	3	0	0	1	1	0	0	1	0	0	0	0	14	1	2	1	25	
	No decision reached	0	0	0	0	0	0	1	0	0	0	0	0	0	1	44	0	0	46	
	Outcome not achievable	0	0	0	0	0	0	0	0	1	0	0	0	0	0	13	0	2	0	16
	Premature	0	1	0	0	0	0	0	0	0	0	0	0	0	0	25	0	0	0	26
<b>Early Resolution 1 Total</b>		0	6	0	0	1	1	0	2	3	2	1	1	0	101	1	4	1	125	
Early Resolution 2	Fully Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	9
	No decision reached	0	0	0	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	5
	Not upheld	0	2	0	0	0	0	0	0	1	1	0	0	0	0	88	0	0	0	92
	Partly Upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	9
<b>Early Resolution 2 Total</b>		0	3	0	0	1	0	0	0	1	1	0	0	0	99	0	0	0	103	
Investigation 1	No decision reached	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	1	0	14
	Partly Upheld	0	0	0	0	1	0	0	0	0	1	0	0	0	0	2	0	1	0	5
<b>Investigation 1 Total</b>		0	0	0	0	1	0	0	0	0	1	0	0	0	16	0	2	0	20	
Investigation 2	Partly Upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>Investigation 2 Total</b>		0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>Total</b>		3	28	2	2	3	1	2	6	13	9	11	2	1	1	389	5	23	5	506

Scottish Public Authority

Stage	Closure Category	Audit Scotland	Business Stream Ltd	Care Inspectorate (SCS/IB)	Creative Scotland	Crofters Commission	General Teaching Council for Scotland	Highlands and Islands Enterprise	Media Wales Commission for Scotland	Office of the Scottish Charity Regulator	Police Complaints Commissioner for Scotland	Public Standards Commissioner	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Qualifications Agency	Scottish Social Services Council	Scottish Water	Skills Development Scotland	The Auditor General for Scotland	The Scottish Information Commissioner	VisitScotland	Waterwatch Scotland	Total		
Advice	Matter out of jurisdiction (discretionary)	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	
	Matter out of jurisdiction (non-discretionary)	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	4
	No decision reached	0	32	8	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	27	0	1	0	0	0	76	
	Outcome not achievable	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	3	
	Premature	0	75	1	0	1	0	0	1	0	2	0	1	0	2	3	0	1	0	75	0	0	0	2	0	0	164	
<b>Advice Total</b>		0	108	10	0	1	2	2	1	0	3	0	1	3	3	0	1	1	104	0	0	1	2	0	0	248		
Early Resolution 1	Matter out of jurisdiction (discretionary)	0	0	0	0	0	1	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	0	4	
	Matter out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	1	1	1	0	0	0	8	
	No decision reached	1	1	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	16	
	Outcome not achievable	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	4	
	Premature	0	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	
<b>Early Resolution 1 Total</b>		2	4	4	1	1	1	1	1	1	2	0	0	1	1	0	1	0	14	1	1	0	0	0	0	37		
Early Resolution 2	Fully Upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	
	No decision reached	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	6	
	Not upheld	0	5	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	17	
	Outcome not achievable	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	1	
	Partly Upheld	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	4	
<b>Early Resolution 2 Total</b>		0	10	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	14	0	0	0	0	0	0	30		
Investigation 1	Fully Upheld	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	6		
	Not upheld	1	3	4	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	12		
	Partly Upheld	0	4	0	0	1	0	0	0	0	0	0	0	1	0	0	1	1	0	2	0	0	0	0	0	0	10	
<b>Investigation 1 Total</b>		1	11	4	0	1	0	1	0	0	0	0	1	0	0	1	2	0	6	0	0	0	0	0	0	28		
<b>Total</b>		3	133	20	1	3	3	2	3	1	5	2	1	4	4	4	1	6	1	138	1	1	1	2	3	343		

Cross-Border Public Authority

Stage	Closure Category	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Advice	Matter out of jurisdiction (discretionary)	1	0	1
	Premature	1	1	2
<b>Advice Total</b>		2	1	3
<b>Total</b>		2	1	3