

Scottish Further & Higher Education Complaints Received by Authority 2011-2012

Further Education

| Subject | A College Unknown (FE) | Aberdeen College of Further Education | Adam Smith College | Angus College of Further Education | Ayr College | Banff 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 | John Wheatley College | Langside College | Moray College | Motherwell College | Newbattle Abbey College | North Glasgow College | Stevenson College | Stow College | Further Education Total |
|--|------------------------|---------------------------------------|--------------------|------------------------------------|-------------|---|-----------------|-------------------------|-------------------|---------------------|----------------|-----------------------------|--|----------------------------|-----------------------|------------------|---------------|--------------------|-------------------------|-----------------------|-------------------|--------------|-------------------------|
| Academic appeal/exam results/degree classification | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Admissions | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 7 |
| Complaints handling | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Grants/allowances/bursaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 |
| Inappropriate staff/student relationship | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Personnel matters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Policy/administration | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 |
| Teaching and supervision | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 4 |
| Subject Unknown | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 11 |
| Total | 4 | 3 | 4 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 4 | 1 | 2 | 2 | 1 | 37 |

Higher Education

| Subject | 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 | Higher Education Total | FE & HE Total |
|--|---------------------------|--------------------------|-----------------------------|-------------------------------|-----------------------|------------------------|---------------------------|------------------------------|------------------------|----------------------|-------------------------|-----------------------|--------------------------|------------------------|---------------------------|---|------------------------------------|------------------------|---------------|
| Academic appeal/exam results/degree classification | 1 | 1 | 1 | 0 | 0 | 0 | 4 | 2 | 5 | 1 | 1 | 1 | 0 | 3 | 1 | 1 | 0 | 22 | 24 |
| Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Admissions | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 9 |
| Complaints handling | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 7 | 9 |
| Grants/allowances/bursaries | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Inappropriate staff/student relationship | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| Out Of Jurisdiction | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| Personnel matters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 3 |
| Plagiarism and intellectual property | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 2 |
| Policy/administration | 1 | 0 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | 4 | 2 | 1 | 2 | 1 | 2 | 0 | 0 | 26 | 32 |
| Property | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| Special needs - assessment and provision | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 |
| Subject Unknown | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 2 | 12 | 23 |
| Teaching and supervision | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 4 | 0 | 0 | 0 | 1 | 1 | 11 | 15 |
| Welfare | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | 5 | 1 | 5 | 4 | 3 | 4 | 6 | 7 | 11 | 5 | 8 | 10 | 4 | 9 | 4 | 2 | 5 | 93 | 130 |

Health Complaints Received by Authority 2011-2012

| Subject | 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 - 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 and Pharmacy Services | A Family Health Service Practitioner Unknown | A Health Board Unknown | A Hospital Unknown | Total |
|--|------------------------------|-------------------|---------------------------------|----------------|------------------------|--------------------|-------------------------------------|---|--------------------|-----------------------|-------------------|------------------------------------|---|--------|--------------------------------|------------------|----------------------------|--------------------|-------------------|--------------------------------------|---------------------------------------|-------------------------|-----------------------------|-------------------|-----------|----------------------------------|--|------------------------|--------------------|-------|
| Admission, discharge & transfer procedures | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 13 |
| Appliances, equipment & premises | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Appointments/Admissions (delay, cancellation, waiting lists) | 1 | 0 | 1 | 0 | 1 | 2 | 3 | 0 | 0 | 5 | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 4 | 0 | 0 | 0 | 1 | 8 | 0 | 0 | 0 | 0 | 0 | 32 |
| Clinical treatment / Diagnosis | 26 | 8 | 4 | 19 | 18 | 19 | 46 | 29 | 24 | 25 | 32 | 5 | 6 | 0 | 0 | 3 | 5 | 1 | 33 | 4 | 0 | 4 | 35 | 81 | 1 | 2 | 4 | 1 | 1 | 436 |
| Communication, staff attitude, dignity, confidentiality | 3 | 1 | 2 | 0 | 4 | 3 | 15 | 5 | 5 | 5 | 9 | 1 | 2 | 0 | 0 | 1 | 2 | 1 | 4 | 0 | 0 | 0 | 5 | 21 | 0 | 0 | 2 | 2 | 0 | 93 |
| Complaints handling | 0 | 1 | 1 | 0 | 2 | 5 | 4 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 5 | 0 | 0 | 0 | 4 | 3 | 0 | 1 | 0 | 0 | 34 | |
| Continuing care | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | |
| Failure to send ambulance/delay in sending ambulance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | |
| Hotel services - food, laundry etc | 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 | 1 | |
| Hygiene, cleanliness & infection control | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | |
| Lists | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 16 | 0 | 0 | 0 | 0 | 19 | |
| Nurses / Nursing Care | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | |
| Other | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 10 | |
| Policy/administration | 1 | 1 | 1 | 3 | 5 | 0 | 15 | 2 | 8 | 3 | 15 | 1 | 0 | 1 | 3 | 0 | 7 | 0 | 7 | 0 | 0 | 1 | 6 | 18 | 1 | 0 | 3 | 1 | 1 | 104 |
| Record Keeping | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 7 | |
| Subject Unknown | 8 | 5 | 6 | 4 | 8 | 8 | 26 | 15 | 13 | 13 | 13 | 14 | 0 | 2 | 2 | 2 | 2 | 0 | 25 | 0 | 0 | 2 | 12 | 22 | 0 | 3 | 0 | 10 | 2 | 217 |
| Out Of Jurisdiction | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 9 |
| Total | 42 | 18 | 16 | 28 | 39 | 42 | 114 | 57 | 53 | 54 | 76 | 22 | 9 | 6 | 5 | 8 | 28 | 2 | 85 | 4 | 1 | 10 | 67 | 179 | 2 | 6 | 9 | 16 | 4 | 1002 |

Local Authority Complaints Received by Authority 2011-2012

| Subject Group | Councils | | | | | | | | | | | | | | | | | | | | | | | | | | Other | | | | | | Total | | | | | | | | | | | | | | | | |
|--|-----------------------|-----------------------|---------------|-------------------------|--------------------------|---------------------------|-------------------------------|---------------------|-----------------------|-----------------------------|----------------------|---------------------------|-----------------|--------------|----------------------|--------------------|--------------------|------------------------|---------------------------|------------------------|---------------------------|----------------------|--------------------------|--------------------------|------------------------|---------------------------|------------------|-------------------------------|----------------------|-------------------|-----------------------------|----------------------|-------|-------------------|--|---------------------------|---|-----------------------------------|---|-------------------------------|---------------------------------------|------|---|---|---|-----|-----|----|----|
| | Aberdeen City Council | Aberdeenshire Council | Angus Council | Argyll and Bute Council | Clackmannanshire Council | Comhairle nan Eilean Siar | Dumfries and Galloway Council | Dundee City Council | East Ayrshire Council | East Dunbartonshire Council | East Lothian Council | East Renfrewshire Council | Falkirk Council | Fife Council | Glasgow City Council | Inverclyde Council | Midlothian Council | North Ayrshire Council | North Lanarkshire Council | Orkney Islands Council | Perth and Kinross Council | Renfrewshire Council | Scottish Borders Council | Shetland Islands Council | South Ayrshire Council | South Lanarkshire Council | Stirling Council | The City of Edinburgh Council | The Highland Council | The Moray Council | West Dunbartonshire Council | West Lothian Council | | A Council Unknown | A Local Authority Body Unknown (Not A Council) | Culture and Sport Glasgow | Highlands & Islands Fire & Rescue Service | Lanarkshire Valuation Joint Board | Loch Lomond and The Trossachs National Park Authority | Lothian Valuation Joint Board | Strathclyde Partnership for Transport | | | | | | | | |
| Building Control | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 28 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| Consumer protection | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |
| Education | 1 | 3 | 3 | 1 | 0 | 5 | 3 | 1 | 0 | 0 | 2 | 2 | 0 | 4 | 7 | 3 | 0 | 2 | 1 | 0 | 3 | 1 | 4 | 0 | 1 | 5 | 0 | 11 | 5 | 2 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 77 | |
| Environmental Health & Cleansing | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 3 | 1 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 2 | 0 | 2 | 2 | 1 | 0 | 1 | 3 | 0 | 11 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 40 |
| Finance | 2 | 2 | 1 | 2 | 0 | 1 | 2 | 0 | 1 | 3 | 1 | 0 | 1 | 2 | 4 | 3 | 0 | 3 | 6 | 0 | 2 | 1 | 0 | 1 | 1 | 9 | 0 | 19 | 3 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 73 | |
| Fire & Police Boards | 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 | 1 | 1 | |
| Housing | 13 | 9 | 6 | 1 | 3 | 1 | 4 | 14 | 9 | 8 | 14 | 6 | 20 | 27 | 14 | 3 | 12 | 8 | 21 | 0 | 13 | 14 | 0 | 1 | 6 | 22 | 1 | 43 | 13 | 4 | 9 | 16 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 341 | | | |
| Land & Property | 3 | 1 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 2 | 0 | 1 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 2 | 0 | 4 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | |
| Legal & admin | 1 | 0 | 0 | 4 | 0 | 0 | 2 | 2 | 0 | 1 | 0 | 0 | 0 | 3 | 6 | 0 | 1 | 0 | 3 | 1 | 1 | 0 | 1 | 1 | 0 | 2 | 1 | 8 | 1 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 44 | | |
| National Park Authorities | 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 | 1 | 0 | 0 | 1 | | |
| Other | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | | |
| Personnel | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | | |
| Planning | 8 | 19 | 1 | 3 | 5 | 0 | 8 | 3 | 0 | 7 | 3 | 4 | 7 | 30 | 5 | 2 | 3 | 4 | 6 | 0 | 10 | 2 | 13 | 0 | 7 | 18 | 1 | 18 | 10 | 2 | 1 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 210 | | |
| Recreation & Leisure | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 5 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 23 | | |
| Roads & Transport | 1 | 2 | 0 | 5 | 2 | 0 | 1 | 6 | 1 | 1 | 1 | 1 | 1 | 6 | 16 | 0 | 0 | 1 | 2 | 0 | 4 | 6 | 3 | 0 | 0 | 7 | 2 | 13 | 2 | 1 | 1 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 96 | | | |
| Social Work | 3 | 9 | 2 | 8 | 0 | 2 | 7 | 6 | 6 | 3 | 4 | 2 | 4 | 14 | 28 | 1 | 7 | 2 | 15 | 1 | 5 | 5 | 4 | 0 | 5 | 8 | 1 | 7 | 8 | 2 | 1 | 3 | 8 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 182 | | | |
| Valuation Joint Boards | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 0 | 0 | 0 | 0 | 4 | 0 | 2 | 0 | 9 | |
| Subject Unknown or Out Of Jurisdiction | 13 | 9 | 5 | 5 | 3 | 2 | 7 | 3 | 12 | 6 | 5 | 3 | 12 | 23 | 33 | 3 | 11 | 8 | 22 | 3 | 7 | 11 | 8 | 2 | 3 | 21 | 9 | 35 | 17 | 6 | 5 | 9 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 325 | | | |
| Total | 50 | 57 | 21 | 32 | 13 | 11 | 44 | 36 | 35 | 33 | 32 | 20 | 48 | 117 | 122 | 17 | 37 | 29 | 81 | 5 | 48 | 43 | 35 | 7 | 25 | 100 | 16 | 204 | 67 | 24 | 23 | 58 | 20 | 2 | 2 | 1 | 5 | 2 | 2 | 2 | 3 | 1527 | | | | | | | |

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

Scottish Government & Scottish Administration

| Subject Group | Scottish Government or Devolved Administration body | Unknown | Police Office and Procurator Fiscal Service | Directorate for Planning and Environmental Appeals | Disclosure 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 | Student Awards Agency for Scotland | Transport Scotland | Total | |
|---|---|---------|---|--|---------------------|--------------------|---|-------------------|--|-----------------------|------------------------|---------------------|--|--|--|-------------------------|---------------------------------|------------------------------------|--------------------|-------|-----|
| Agriculture, environment, fishing & rural affairs | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Arts, culture, heritage, leisure, sport & tourism | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Care & health | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Courts administration | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Education | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 9 |
| Financial matters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 7 | 0 | 14 |
| Governance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Justice | 0 | 14 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 17 |
| Other | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Planning | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Records | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| Roads & Transport | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| Prisons | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 313 | 0 | 0 | 0 | 313 |
| Subject Unknown or Out Of Jurisdiction Total | 1 | 12 | 2 | 1 | 0 | 0 | 1 | 1 | 3 | 3 | 2 | 4 | 1 | 0 | 0 | 71 | 3 | 10 | 1 | 1 | 113 |
| General Enquiry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| Total | 3 | 28 | 2 | 2 | 2 | 2 | 1 | 3 | 6 | 13 | 8 | 10 | 2 | 1 | 2 | 385 | 5 | 22 | 6 | 501 | |

Scottish Public Authority

| Subject Group | Audit Scotland | Business Stream Ltd | Care Inspectorate (SCSWIS) | Creative Scotland | Crofters Commission | General Teaching Council for Scotland | Highlands and Islands Enterprise | Mental Welfare 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 Authority | Scottish Social Services Council | Scottish Water | Skills Development Scotland | The Auditor General for Scotland | The Scottish Information Commissioner | VisitScotland | Waterwatch Scotland | Total |
|---|----------------|---------------------|----------------------------|-------------------|---------------------|---------------------------------------|----------------------------------|--|--|---|-------------------------------|---|---------------------|--|--------------------------|---------------------------|-----------------------------------|----------------------------------|----------------|-----------------------------|----------------------------------|---------------------------------------|---------------|---------------------|-------|
| Agriculture, environment, fishing & rural affairs | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Arts, culture, heritage, leisure, sport & tourism | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 4 |
| Care & health | 0 | 0 | 14 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 20 |
| Education | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 11 |
| Enterprise bodies | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Financial matters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Governance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Justice | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Ombudsmen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 6 |
| Other | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 6 |
| Water | 0 | 108 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 112 | 0 | 0 | 0 | 0 | 0 | 0 | 220 |
| Subject Unknown or Out Of Jurisdiction | 0 | 48 | 8 | 0 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 50 | 0 | 0 | 1 | 0 | 0 | 1 | 114 |
| Total | 2 | 156 | 22 | 1 | 3 | 3 | 3 | 4 | 1 | 5 | 4 | 1 | 5 | 3 | 4 | 1 | 7 | 1 | 162 | 2 | 1 | 1 | 2 | 3 | 397 |

Cross-Border Public Authority

| Subject Group | Criminal Injuries Compensation Authority | Forestry Commission Scotland | Total |
|---|--|------------------------------|-------|
| Agriculture, environment, fishing & rural affairs | 0 | 2 | 2 |
| Justice | 1 | 0 | 1 |
| Subject Unknown or Out Of Jurisdiction | 1 | 1 | 2 |
| Total | 2 | 3 | 5 |