

Health Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Clinical treatment / Diagnosis	11	436	447
Policy/administration	5	104	109
Communication, staff attitude, dignity, confidentiality	3	93	96
Complaints handling	4	34	38
Appointments/Admissions (delay, cancellation, waiting lists)	2	32	34
Lists	0	16	16
Admission, discharge & transfer procedures	1	13	14
Nurses / Nursing Care	0	10	10
Other	1	10	11
Record Keeping	0	7	7
Continuing care	1	6	7
Appliances, equipment & premises	0	4	4
Failure to send ambulance/delay in sending ambulance	0	4	4
Hygiene, cleanliness & infection control	1	3	4
Lists (incl difficulty registering and removal from lists)	0	3	3
Hotel services - food, laundry etc	0	1	1
From Member of the Public	2	0	2
Out Of Jurisdiction	0	9	9
Subject Unknown	8	217	225
Total	39	1002	1041

Housing Association Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Repairs and maintenance of housing stock (incl dampness and infestations)	5	74	79
Neighbour problems	2	35	37
Policy/administration	3	29	32
Applications, allocations, transfers	2	22	24
Complaints handling	1	13	14
Factoring and other services	0	10	10
Improvements and alterations	0	10	10
Calculation of rent and/or service charges	0	7	7
Estate management	0	7	7
Shared ownership	0	2	2
Terminations	0	2	2
Acquisition, home loss, disturbance	0	1	1
Hedges & fences	0	1	1
Right to Buy	0	1	1
Out Of Jurisdiction	0	2	2
Subject Unknown	3	71	74
Total	16	287	303

Local Authority Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Building Control	3	42	45
Consumer protection	0	10	10
Education	4	77	81
Environmental Health & Cleansing	1	40	41
Finance	8	73	81
Fire & Police Boards	0	1	1
Housing	17	341	358
Land & Property	3	30	33
Legal & admin	1	44	45
National Park Authorities	0	1	1
Other	3	12	15
Personnel	2	11	13
Planning	7	210	217
Recreation & Leisure	1	23	24
Roads & Transport	5	96	101
Social Work	13	182	195
Valuation Joint Boards	0	9	9
General Enquiry	1	0	1
Subject Unknown or Out Of Jurisdiction	14	325	339
Total	83	1527	1610

Scottish Further Education Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Admissions	0	7	7
Policy/administration	0	6	6
Teaching and supervision	0	4	4
Academic appeal/exam results/degree classification	0	2	2
Complaints handling	0	2	2
Grants/allowances/bursaries	0	2	2
Inappropriate staff/student relationship	0	1	1
Other	0	1	1
Personnel matters	0	1	1
Subject Unknown	0	11	11
Total	0	37	37

Scottish Higher Education Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Policy/administration	0	26	26
Academic appeal/exam results/degree classification	1	22	23
Teaching and supervision	0	11	11
Complaints handling	0	7	7
Special needs - assessment and provision	1	3	4
Admissions	0	2	2
Personnel matters	0	2	2
Plagiarism and intellectual property	0	2	2
Accommodation	0	1	1
Grants/allowances/bursaries	0	1	1
Other	0	1	1
Property	0	1	1
Welfare	0	1	1
Out Of Jurisdiction	0	1	1
Subject Unknown	0	12	12
Total	2	93	95

Scottish Government & Scottish Administration Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Prisons	1	313	314
Agriculture, environment, fishing & rural affairs	0	3	3
Arts, culture, heritage, leisure, sport & tourism	0	3	3
Care & health	0	1	1
Courts administration	0	5	5
Education	1	9	10
Financial matters	0	14	14
Governance	0	1	1
Justice	2	17	19
Other	0	4	4
Planning	0	2	2
Records	0	8	8
Roads & Transport	0	6	6
General Enquiry	1	2	3
Subject Unknown or Out Of Jurisdiction	3	113	116
Total	8	501	509

Scottish Public Authority Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	4	4
Arts, culture, heritage, leisure, sport & tourism	0	4	4
Care & health	1	20	21
Education	0	11	11
Enterprise bodies	0	4	4
Financial matters	0	3	3
Governance	0	1	1
Justice	0	4	4
Ombudsmen	1	6	7
Other	0	6	6
Water	2	220	222
Subject Unknown or Out Of Jurisdiction	0	114	114
Total	4	397	401

Cross-Border Public Authority Cases Received 2011-2012

Subject	Enquiry	Complaint	Total
Agriculture, environment, fishing & rural affairs	0	2	2
Justice	0	1	1
Subject Unknown or Out Of Jurisdiction	0	2	2
Total	0	5	5

Prisons Cases Received 2011-2012

Subject Sector	Subject Group	Enquiries	Complaints	Total
Prisons	Admission, Transfers and Discharge	0	18	18
	Communication and Records	1	45	46
	Discipline	0	18	18
	Health, Welfare and Religion	0	45	45
	Leave from Prison (Including Home Detention Leave)	0	22	22
	Physical and Personal Environment	0	25	25
	Privileges and Prisoners Property	0	51	51
	Security, Control and Progression	0	65	65
	Supervision Levels	0	2	2
	Work, Education, Earnings and Recreation	0	23	23
	Total		1	314
General Enquiry	General Enquiry	1	1	2
	Total	1	1	2
Subject Unknown or Out Of Jurisdiction	Subject Unknown or Out Of Jurisdiction	2	70	72
	Total	2	70	72
Grand Total		4	385	389

Water Cases Received 2011-2012

Subject Group	Subject	Enquiries	Complaints	Total
Water	Billing and Charging	2	89	91
	Customer Service	0	17	17
	Environmental Concerns	0	6	6
	New Connections	0	4	4
	Other	0	17	17
	Waste Water	0	45	45
	Water Supply	0	42	42
Water Total		2	220	222
Subject Unknown or	Out Of Jurisdiction	0	0	0
Out Of Jurisdiction	Subject Unknown	0	98	98
Subject Unknown or Out Of Jurisdiction Total		0	98	98
Grand Total		2	318	320