

Scottish College Complaints Determined 2017-18

Stage	Outcome Group	A College Unknown	Ayr College	Ayrshire College	City Of Glasgow College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	Moray College UHI	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	West Lothian College	Total
Advice	Not duly made or withdrawn	2	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	5
	Premature	1	0	0	0	0	0	2	0	0	0	0	1	0	0	0	1	0	5
	Total	3	1	0	0	1	0	2	0	0	0	1	1	0	0	0	1	0	10
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	Out of jurisdiction (non-discretionary)	0	0	1	1	0	1	0	1	0	0	0	1	0	0	0	1	0	6
	Outcome not achievable	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	3
	Premature	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
	Proportionality	0	0	2	0	3	0	1	1	0	1	0	0	0	1	1	1	1	12
Total	0	0	4	1	5	1	1	2	0	1	0	2	0	1	1	3	1	23	
Investigation	Fully upheld	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	3
	Some upheld	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	1	0	4
	Not upheld	0	0	1	1	0	0	0	0	2	0	0	1	0	0	0	0	0	5
	Total	0	0	1	5	0	0	0	0	2	0	0	1	2	0	0	1	0	12
Total Complaints	3	1	5	6	6	1	3	2	2	1	1	4	2	1	1	5	1	45	

Scottish University Complaints Determined 2017-18

Stage	Outcome Group	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Queen Margaret University	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Abertay Dundee	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	Total
Advice	Not duly made or withdrawn	0	3	0	0	0	0	3	1	0	0	0	0	1	0	1	1	0	10
	Premature	2	2	1	1	0	0	1	0	0	1	1	0	1	1	0	0	0	11
	Total	2	5	1	1	0	0	4	1	0	1	1	0	2	1	1	1	0	21
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	0	2	1	0	0	1	0	0	0	0	0	3	7
	Out of jurisdiction (discretionary)	0	1	1	0	0	0	1	0	0	0	0	0	0	2	0	0	0	5
	Out of jurisdiction (non-discretionary)	0	4	3	1	1	0	4	6	1	0	4	4	2	1	3	0	8	42
	Outcome not achievable	0	0	0	1	0	0	1	1	0	0	2	1	0	0	1	0	1	8
	Premature	0	0	0	0	0	0	0	0	0	0	1	2	0	0	0	0	1	4
	Proportionality	0	2	0	4	1	1	2	2	0	0	3	2	1	0	1	2	3	24
	Resolved	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	0	7	4	6	2	1	10	10	1	0	12	9	3	3	5	2	16	91	
Investigation	Fully upheld	0	0	0	3	0	0	0	0	0	0	0	1	0	0	0	0	1	5
	Some upheld	0	0	2	1	0	0	1	0	0	0	1	2	0	0	0	0	1	8
	Not upheld	0	0	2	0	2	0	1	0	0	0	3	2	0	0	5	0	1	16
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Total	0	0	4	4	2	0	2	0	0	0	4	5	0	0	5	0	4	30	
Total Complaints	2	12	9	11	4	1	16	11	1	1	17	14	5	4	11	3	20	142	

Health Complaints Determined 2017-18

Stage	Outcome Group	Health Boards														Special Health Boards					Family Health Services				Total		
		A Health Board Unknown	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	Golden Jubilee National Hospital	NHS 24	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	The State Hospital Board for Scotland	Dentists & Dental Practices	GP & GP Practices		Opticians	Pharmacists & Pharmacy Services
Advice	Not duly made or withdrawn	20	13	1	2	9	6	19	42	6	18	39	1	2	23	0	0	0	0	4	0	11	40	0	0	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	2	
	Outcome not achievable	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Premature	9	17	1	7	2	17	17	30	4	8	28	0	0	16	0	0	2	0	0	6	0	13	62	1	2	242
	Total	30	30	2	9	11	23	36	72	10	26	67	1	2	40	0	0	2	1	0	10	0	24	102	1	2	501
Early Resolution	Not duly made or withdrawn	0	4	0	0	2	0	5	11	5	5	8	0	1	4	0	0	0	0	0	1	3	13	0	0	62	
	Out of jurisdiction (discretionary)	0	3	0	1	0	2	4	9	6	3	10	0	0	5	2	1	0	0	0	0	1	5	0	0	52	
	Out of jurisdiction (non-discretionary)	0	1	0	0	1	2	2	1	3	2	3	0	0	1	0	0	0	0	0	0	7	8	0	1	32	
	Outcome not achievable	0	0	0	0	4	2	1	9	2	0	2	0	0	3	0	0	0	1	0	0	4	7	0	1	36	
	Premature	0	3	1	3	3	0	1	9	7	2	10	0	0	8	0	0	0	0	2	0	2	8	0	0	59	
	Proportionality	0	5	0	6	3	9	12	37	13	16	22	0	1	9	1	1	1	0	0	6	1	8	42	1	1	195
	Resolved	0	0	1	1	3	0	1	1	0	0	4	0	0	0	0	0	0	0	0	0	1	2	0	0	14	
Total	0	16	2	11	16	15	26	77	36	28	59	0	2	30	3	2	1	0	1	8	2	26	85	1	3	450	
Investigation	Fully upheld	0	4	1	3	8	5	13	30	3	14	5	1	2	6	1	1	0	0	3	0	9	11	0	0	120	
	Some upheld	0	12	1	5	10	6	9	35	8	14	13	2	2	6	1	1	0	0	1	0	2	13	0	0	141	
	Not upheld	0	3	3	2	6	3	6	25	10	15	13	0	3	7	2	2	1	0	0	4	0	9	57	1	0	172
	Not duly made or withdrawn	0	0	0	1	0	1	1	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
	Resolved	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Total	0	19	6	11	24	15	29	90	22	43	33	3	7	19	4	4	1	0	1	7	0	20	81	1	0	440
Total Complaints	30	65	10	31	51	53	91	239	68	97	159	4	11	89	7	6	4	1	2	25	2	70	268	3	5	1,391	

Joint Health and Social Care Complaints Determined 2017-18

Stage	Outcome Group	Aberdeen City HSCP	Aberdeenshire HSCP	Angus HSCP	Argyll and Bute HSCP	Dundee HSCP	East Lothian HSCP	East Renfrewshire HSCP	Edinburgh HSCP	Falkirk HSCP	Fife HSCP	Glasgow City HSCP	Inverclyde HSCP	Moray HSCP	North Ayrshire HSCP	North Lanarkshire HSCP	Orkney HSCP	Renfrewshire HSCP	South Ayrshire HSCP	South Lanarkshire HSCP	West Lothian HSCP	Total	
Advice	Not duly made or withdrawn	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	2	
	Premature	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	3
	Total	0	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	0	1	5	
Early Resolution	Not duly made or withdrawn	0	0	0	1	0	0	0	0	0	0	2	0	0	1	0	0	0	1	0	0	5	
	Out of jurisdiction (discretionary)	0	0	0	0	1	0	1	1	0	0	1	1	0	1	1	0	0	0	0	0	2	9
	Out of jurisdiction (non-discretionary)	1	0	0	0	0	0	0	1	0	0	4	1	1	0	0	0	0	0	0	0	8	
	Outcome not achievable	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2	
	Premature	2	0	0	0	0	1	0	4	0	0	1	0	0	0	0	0	0	0	0	1	9	
	Proportionality	0	1	1	2	0	2	0	2	1	0	16	1	1	0	2	1	5	0	3	2	40	
	Resolved	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Total	4	1	1	3	1	4	1	8	1	0	24	3	2	3	3	1	5	1	4	4	74		
Investigation	Fully upheld	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	1	0	0	0	3	
	Not upheld	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	3	
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	
	Total	0	0	0	0	0	0	0	1	0	1	1	1	0	1	0	0	1	0	2	0	8	
Total Complaints	4	1	1	3	1	4	1	9	2	1	28	4	2	4	3	1	6	1	6	5	87		

Scottish Government & Devolved Administration Complaints Determined 2017-18

Cross-Border Public Authority

Stage	Outcome Group	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Total
Advice	Not duly made or withdrawn	0	1	1
	Out of jurisdiction (non-discretionary)	0	0	0
	Premature	1	0	1
	Total	1	1	2
Early Resolution	Not duly made or withdrawn	0	0	0
	Out of jurisdiction (discretionary)	0	0	0
	Out of jurisdiction (non-discretionary)	0	0	0
	Outcome not achievable	0	0	0
	Premature	0	0	0
	Proportionality	0	0	0
	Resolved	0	0	0
Total	0	0	0	
Investigation	Fully upheld	0	0	0
	Some upheld	0	0	0
	Not upheld	0	0	0
	Not duly made or withdrawn	0	0	0
	Total	0	0	0
Total Complaints		1	1	2

Scottish Government & Scottish Administration

Stage	Outcome Group	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Historic Environment Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Revenue Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D-G Health & Social Care	Scottish Government D-G Planning and Environmental Appeals	Scottish Prison Service	Scottish Public Pensions Agency	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	Transport Scotland	Total
Advice	Not duly made or withdrawn	1	15	0	0	1	1	0	0	5	1	0	0	0	1	68	2	0	0	0	95
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
	Premature	0	12	0	0	0	0	0	0	2	6	1	0	0	0	54	1	1	1	0	78
	Total	1	27	0	0	1	1	0	0	7	7	1	0	0	1	124	3	1	1	0	175
Early Resolution	Not duly made or withdrawn	0	0	0	0	1	0	0	1	0	0	0	0	0	0	9	0	0	0	0	11
	Out of jurisdiction (discretionary)	0	1	0	0	1	0	0	0	0	0	0	0	0	0	5	2	1	0	0	10
	Out of jurisdiction (non-discretionary)	0	24	1	1	0	2	1	0	9	1	0	1	0	1	35	0	1	0	1	77
	Outcome not achievable	0	1	0	0	1	0	0	1	0	1	1	0	0	1	30	0	0	0	0	36
	Premature	0	0	0	1	0	1	0	0	1	0	0	0	0	1	9	0	0	0	0	13
	Proportionality	0	3	0	0	0	0	0	1	0	5	3	2	0	2	49	2	1	0	0	70
	Resolved	0	1	0	0	0	0	0	0	0	0	0	0	0	0	12	0	0	0	0	13
Total	0	30	1	2	1	3	2	2	2	16	5	2	1	4	149	4	3	0	3	230	
Investigation	Fully upheld	0	1	0	0	0	0	0	1	3	1	0	0	0	0	3	1	0	0	0	10
	Some upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	Not upheld	0	0	1	0	0	0	0	1	0	0	1	0	0	0	8	0	0	0	0	11
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10	0	0	0	0	10
	Total	0	1	1	0	0	0	0	1	1	3	2	0	0	0	22	1	0	0	0	32
Total Complaints		1	58	2	2	2	4	2	5	1	26	14	3	1	5	295	8	4	1	3	437

Scottish Public Authority

Stage	Outcome Group	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Commissioner for Environmental Standards in Public Life in Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Lands Tribunal for Scotland	Mental Health Tribunal Scotland	Mental Welfare Commission for Scotland	Police Investigations & Review Commissioner	Quality Meat Scotland	Scottish Canals	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Natural Heritage	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	sportscotland	Total
Advice	Not duly made or withdrawn	0	2	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	1	1	0	0	0	9
	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
	Premature	0	1	0	0	0	0	0	0	0	0	2	0	0	0	2	0	0	0	1	0	0	0	6
	Total	0	3	0	0	0	0	0	0	0	0	5	0	0	0	2	0	1	1	2	1	0	0	16
Early Resolution	Not duly made or withdrawn	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Out of jurisdiction (discretionary)	1	1	1	0	0	0	0	1	0	0	1	0	0	1	0	2	0	0	1	0	0	0	9
	Out of jurisdiction (non-discretionary)	0	0	3	2	0	1	0	1	1	0	0	1	0	0	0	0	0	0	2	1	1	0	13
	Outcome not achievable	0	4	0	0	0	0	0	0	0	0	1	0	0	0	0	5	0	0	1	0	3	0	14
	Premature	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
	Proportionality	1	3	0	2	0	1	0	0	0	0	0	0	0	0	2	1	2	0	0	2	0	0	14
	Resolved	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Total	2	10	4	4	1	2	1	1	1	1	2	1	1	1	2	8	3	0	5	3	4	0	57	
Investigation	Fully upheld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
	Some upheld	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	5
	Not upheld	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2	0	0	0	3
	Not duly made or withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10
	Total	1	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	3	0	0	0	7
Total Complaints		3	13	4	4	1	2	1	1	1	7	1	2	2	1	6	8	4	1	10	4	4	1	80

SG&DA Grand Total
105
3
85
193
14
19
90
50
15
84
15
287
10
5
14
10
39
519

Water Complaints Determined 2017-18

Stage	Outcome Group	Aimera Ltd	Anglian Water Business	Business Stream	Castle Water Ltd	Clear Business Water	Scottish Water	Thames Water (Commercial Services) Ltd	Total
Advice	Not duly made or withdrawn	1	0	10	0	5	7	0	23
	Premature	0	0	17	0	10	10	0	37
	Total	1	0	27	0	15	17	0	60
Early Resolution	Not duly made or withdrawn	0	1	2	0	0	0	0	3
	Out of jurisdiction (discretionary)	0	0	3	0	0	0	0	3
	Out of jurisdiction (non-discretionary)	0	0	1	0	2	0	0	3
	Outcome not achievable	0	0	2	0	1	0	0	3
	Premature	0	1	2	1	1	0	0	5
	Proportionality	0	0	4	1	3	3	0	11
	Resolved	0	0	4	0	1	0	0	5
Total	0	2	18	2	8	3	0	33	
Investigation	Fully upheld	0	0	2	0	0	0	0	2
	Some upheld	1	0	3	0	0	2	0	6
	Not upheld	0	0	1	0	1	0	1	3
	Resolved	0	0	4	0	0	0	0	4
	Total	1	0	10	0	1	2	1	15
Total Complaints	2	2	55	2	24	22	1	108	

Other Complaints Determined 2017-18

Stage	Outcome Group	A Body Out of Jurisdiction	A Body Unknown	Total
Advice	Not duly made or withdrawn	0	36	36
	Out of jurisdiction (non-discretionary)	15	1	16
	Premature	0	5	5
	Total	15	42	57
Early Resolution	Out of jurisdiction (non-discretionary)	2	0	2
	Total	2	0	2
Total Complaints		17	42	59