

**RECEIVED TABLES FOR SPSO ANNUAL REPORT STATISTICS 2021-22**

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## 1. CASES RECEIVED BY SECTOR

AUTHORITY SECTOR	COMPLAINT	ENQUIRY	TOTAL
Colleges	24	0	24
Health	1,238	4	1,242
Housing Associations	295	1	296
Joint Health and Social Care	188	0	188
Local Authority	1,189	2	1,191
Other	39	721	760
Prisons	235	1	236
Scottish Government & Devolved Administration	182	0	182
Universities	187	0	187
Water	88	0	88
<b>TOTAL</b>	<b>3,665</b>	<b>729</b>	<b>4,394</b>

*\*Other includes unknown, out of jurisdiction, and premature enquiries*

2. SCOTTISH COLLEGE CASES RECEIVED

SUBJECT GROUP	SUBJECT	A College Unknown	Borders College	City Of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	Lewis Castle College	New College Lanarkshire	North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	TOTAL
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Course Related	Assessment / Exams / Certification	0	0	0	0	0	0	1	0	0	1	0	0	0	0	1	0	3
	Course Management (including class cancellations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
	Learning and Teaching	0	0	0	1	2	0	0	1	0	1	0	0	0	0	0	0	5
Customer Care	Providing Learning Support and Guidance (by curriculum staff)	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Health and Safety	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Staff Conduct	0	1	1	0	0	2	0	0	0	0	1	1	0	1	1	0	8
Services	Finance (course fees and refunds)	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2
<b>TOTAL</b>		<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>24</b>



4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

SUBJECT GROUP	SUBJECT	Aberdeen City Health and Social Care Partnership	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership	Argyll and Bute Health and Social Care Partnership	Clackmannanshire and Stirling Health and Social Care Partnership	Dumfries and Galloway Health and Social Care Partnership	Dundee Health and Social Care Partnership	East Ayrshire Health and Social Care Partnership	East Dunbartonshire Health and Social Care Partnership	East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership	Edinburgh Health and Social Care Partnership	Falkirk Health and Social Care Partnership	Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Inverclyde Health and Social Care Partnership	Midlothian Health and Social Care Partnership	Moray Health and Social Care Partnership	North Ayrshire Health and Social Care Partnership	North Lanarkshire Health and Social Care Partnership	Perth and Kinross Health and Social Care Partnership	Renfrewshire Health and Social Care Partnership	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	West Lothian Health and Social Care Partnership	TOTAL	
Community Nursing & Support Services	Clinical treatment / Diagnosis	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	0	1	
	Total	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	0	1	
HSCP - Health	Admission / discharge / transfer procedures	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	3		
	Accommodations / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	0	0	1	1	0	2	0	0	1	0	0	0	0	0	0	2	0	0	0	7		
	Clinical treatment / Diagnosis	0	11	0	0	0	0	0	0	0	0	3	2	0	0	0	0	1	0	0	0	0	3	0	0	1	27		
	Communication / staff attitude / dignity / confidentiality	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	3	0	0	0	1	9	
	Outpatients care	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	1		
	Other	1	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		
	Policy / administration	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2		
	Record keeping	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	
	Total	3	2	0	7	0	0	0	1	2	1	6	2	0	0	2	12	0	1	1	0	0	8	1	1	1	2	52	
	HSCP - Prison Health Care	Clinical treatment / Diagnosis	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
Communication / staff attitude / dignity / confidentiality		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	0	1	
Policy / administration		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	
Total		0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	
HSCP - Social Work		Access to files and information	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
		Adoption / fostering	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
		Adult support and protection / adults with incapacity	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	6
		Assessments / self-directed support	0	0	1	0	0	0	0	1	2	0	0	4	0	2	0	0	0	0	2	1	0	1	1	2	1	0	27
		Care charges for homecare and residential care	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	1	1	2	1	9
		Care's assessments	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	1
	Child protection	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	1		
	Child services and family support	0	0	0	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
	Communication / staff attitude	2	1	0	0	0	0	2	0	0	2	0	0	0	0	2	3	2	0	0	0	2	0	0	0	0	0	16	
	Community Mental health services	1	1	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	6	
Complaint handling	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2		
Criminal justice	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		
Kinship care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	3		
Occupational therapy / assessment for equipment / adaptations	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4		
Other	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4		
Policy / administration	0	11	0	0	1	0	0	0	0	0	0	2	0	0	1	1	0	0	0	1	0	0	0	0	0	0	7		
Record keeping	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2		
Sheltered housing / residential issues	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		
Standard of care	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		
Total	3	4	2	6	1	2	4	1	2	4	1	11	1	1	7	26	3	1	1	4	2	4	2	3	2	3	106		
Prison Health Care	Clinical treatment / diagnosis	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		
	Total	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		
Social Work	Adult support and protection / adults with incapacity	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		
	Assessments / self-directed support	0	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		
	Standard of care	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		
	Total	0	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		
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	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	0		
	Subject Unknown	0	1	1	1	0	0	0	0	0	0	1	0	0	0	2	1	1	0	0	0	0	0	0	0	0	0		
	Total	0	1	1	1	0	0	0	0	0	0	1	0	0	0	3	1	1	0	0	0	0	0	0	0	0	0		
<b>TOTAL</b>		<b>6</b>	<b>4</b>	<b>3</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>16</b>	<b>2</b>	<b>7</b>	<b>68</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>13</b>	<b>3</b>	<b>8</b>	<b>4</b>	<b>188</b>		

Case No.	Complainant Name	Respondent	Subject	Date of Complaint	Date of Decision	Final Outcome	Value of Claim	Value of Award	Costs Awarded	Time to Resolution	Case Status	Notes
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7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

SCOTTISH GOVERNMENT AND SCOTTISH ADMINISTRATION

PRISON CASE INDICATOR	SUBJECT	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Office of the Accountant in Bankruptcy	Office of the Public Guardian (Scotland)	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Government	Scottish Government - Rural Payments and Inspections Division	Scottish Government D G Learning & Justice	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (Via SAAS)	Transport Scotland	TOTAL
Non-Prison	Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
	Arts / culture / heritage / leisure / sport / tourism	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Care and health	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	5
	Courts administration	10	0	0	0	0	24	0	0	0	0	0	0	0	0	0	34
	Education	0	0	2	0	0	0	0	0	0	1	0	0	0	0	0	3
	Financial matters	0	0	0	3	0	0	0	4	0	0	5	2	2	1	0	17
	Governance	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	3
	Justice	18	0	0	0	2	0	2	2	0	0	0	0	0	0	0	24
	Other	0	0	0	0	0	1	0	7	0	0	0	0	0	0	0	8
	Planning	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
	Records	0	0	0	0	0	1	0	2	0	0	0	0	0	0	0	3
	Roads and transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	4
	<b>TOTAL</b>	<b>28</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>26</b>	<b>29</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>108</b>

SCOTTISH PUBLIC AUTHORITY

SUBJECT	Audit Scotland	Care Inspectorate	Children's Hearings Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Mental Welfare Commission for Scotland	National Galleries of Scotland	National Library of Scotland	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	sportscotland	VisitScotland	TOTAL
Agriculture / environment / fishing / rural affairs	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	4	0	0	0	0	0	0	7
Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	1	0	1	1	3	0	0	0	0	0	0	0	0	0	0	1	4	11
Care and health	0	6	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	11
Commissioners and Ombudsmen	0	7	0	0	0	0	1	0	0	0	4	0	3	0	0	0	0	0	1	0	0	0	16
Courts administration	0	0	1	0	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	6
Education	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	3
Enterprise bodies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	3
Financial matters	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	4
Justice	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3	0	0	0	0	0	4
Other	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	2
<b>TOTAL</b>	<b>1</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>69</b>

CROSS-BORDER PUBLIC AUTHORITY

SUBJECT	Forestry and Land Scotland	Criminal Injuries Compensation Authority	TOTAL
Agriculture / environment / fishing / rural affairs	3	0	3
Financial matters	0	2	2
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>5</b>



8. SCOTTISH UNIVERSITY CASES RECEIVED

SUBJECT GROUP	SUBJECT	A University Unknown	Abertay University	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	TOTAL	
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	0	0	0	0	0	0	0	1	3	0	0	0	0	0	4	
Universities	Academic appeal / exam results / degree classification	0	0	2	5	1	8	2	3	5	2	16	4	2	6	4	2	17	79	
	Accommodation	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	3	
	Admissions	0	0	1	0	0	0	0	0	1	0	1	3	0	0	0	0	0	6	
	Antisocial behaviour	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	
	Communication / staff attitude / dignity / confidentiality	0	0	1	0	1	2	0	1	0	0	1	4	0	0	0	2	0	12	
	Complaints handling	0	0	1	0	0	0	0	1	0	0	0	3	1	0	1	0	0	7	
	Grants / allowances / bursaries	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	
	Other	0	0	0	1	0	1	0	0	1	0	5	0	0	0	0	0	0	8	
	Personnel matters	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	3	
	Plagiarism and intellectual property	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
	Policy / administration	2	0	0	0	2	1	3	1	3	1	2	5	1	1	1	1	1	23	
	Special needs - assessment and provision	0	0	0	1	0	1	3	0	0	1	1	3	0	0	0	0	1	11	
	Student discipline	0	1	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	6	
	Teaching and supervision	0	1	0	1	1	3	0	0	2	0	5	1	0	1	2	2	0	19	
	Welfare	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	2	
	<b>TOTAL</b>		<b>2</b>	<b>2</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>16</b>	<b>5</b>	<b>6</b>	<b>14</b>	<b>6</b>	<b>35</b>	<b>30</b>	<b>4</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>19</b>	<b>187</b>

## 9. WATER CASES RECEIVED

SUBJECT	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Pure Utilities	Scottish Water	Source for Business	Water Plus Select Ltd	Wave	TOTAL
Billing and charging	1	18	2	25	1	1	1	1	6	4	60
Customer service	0	3	0	2	3	0	2	0	0	0	10
New Connections	0	0	0	1	0	0	0	0	0	0	1
Subject unknown or Out of Jurisdiction	0	1	0	1	0	0	1	0	2	0	5
Waste Water	0	0	0	0	0	0	6	0	0	0	6
Water Supply	0	0	0	0	0	0	6	0	0	0	6
<b>TOTAL</b>	<b>1</b>	<b>22</b>	<b>2</b>	<b>29</b>	<b>4</b>	<b>1</b>	<b>16</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>88</b>