

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	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	0	3
	Admissions	0	0	1	0	0	0	0	0	1	0	1	3	0	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	0	1
	Communication / staff attitude / dignity / confidentiality	0	0	1	0	1	2	0	1	0	0	1	4	0	0	0	2	0	0	12
	Complaints handling	0	0	1	0	0	0	0	1	0	0	0	3	1	0	1	0	0	0	7
	Grants / allowances / bursaries	0	0	1	0	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	0	8
	Personnel matters	0	0	0	1	0	0	0	0	0	1	0	1	0	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	0	1
	Policy / administration	2	0	0	0	2	1	3	0	1	3	1	2	5	1	1	1	1	2	23
	Special needs - assessment and provision	0	0	0	1	0	1	3	0	0	1	1	3	0	0	0	0	1	0	11
	Student discipline	0	1	0	0	0	0	0	0	0	0	2	2	0	1	0	0	0	0	6
	Teaching and supervision	0	1	0	1	1	3	0	0	2	0	5	1	0	1	2	2	0	0	19
	Welfare	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	2
	TOTAL		2	2	6	9	6	16	5	6	14	6	35	30	4	10	10	7	19	187

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
TOTAL	1	22	2	29	4	1	16	1	8	4	88