# RECEIVED TABLES FOR SPSO ANNUAL REPORT STATISTICS 2022-23

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# 1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	20	0	20
Health	1,193	5	1,198
Housing Associations	361	2	363
Joint Health and Social Care	145	0	145
Local Authority	1,051	2	1,053
Other	54	1,033	1,087
Prisons	253	1	254
Scottish Government & Devolved Administration	174	0	174
Universities	208	1	209
Water	68	1	69
Total	3,527	1,045	4,572

<sup>\*</sup>Other includes unknown, out of jurisdiction, and premature enquiries

## 2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	A College Unknown	Ayrshire College	Borders College	City Of Glasgow College	Dumfries and Galloway College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	Glasgow Clyde College		Newbattle Abbey College	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0	0	(	0	0	0	1	0	0	0	1
Course Related	Assessment / Exams / Certification	1	0	0	(	0	1	0	(	0	0	0	2
	Course Management (including class cancellations)	0	0	0	(	0	0	1	(	0	1	0	2
	Learning and Teaching	1	0	1	1	1	0	2	(	1	1	0	8
Customer Care	Diversity and Equality (other than support for learning)	0	0	0	(	0	0	0	(	1	0	0	1
	Health and Safety	0	0	0	(	0	0	0	(	0	0	1	1
	Staff Conduct	0	0	0	1	0	0	0	(	0	1	0	2
Other	Not otherwise covered	0	0	0	(	0	1	0	(	0	0	0	1
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	1	0	(	0	0	0	(	0	0	0	1
	Subject Unknown	1	0	0	(	0	0	0	(	0	0	0	1
Total		3	1	1	2	1	2	3	1	2	3	1	20

### 3. HEALTH CASES RECEIVED

	Dentists & Dental Practices	GP & GP								Health									Opticiana	Pharmacists & Pharmacy Services			Paradal M	ealth Board			ī
Subject	Dentist & Dental Practices	GP & GP Practices	A Health Board Unknown	Ayrahire and Arran NHS Board	Borders NHS Board	Dumfries and Galloway NHS Board	File NHS Board	Forth Valley NHS Board	Grampian NHS Board	Greater Glasgow and		Lanarkshire NHS Board	Lothian NHS Board	Orkney NHS Board	Public Health Scotland	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	Opticians	Pharmacists & Pharmacy Services	Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	Total
Admission / discharge / transfer procedures	0		,		0	1 1				- 6	,	0		0		0		0		0		0 0					16
Adult Social Work Services (Highland NHS Only)					0	0 0																0 0					
Applianoss / equipment / premises	0				0	0	0	0	0	0	2	0	1	0		0		0		0		0 0			0		3
Appointments / Admissions (delay / cancellation / waiting lists)	2	21		2	1	2 4	0	5	2	15		6	7	1			4	1		0		1 0		0	0		79
Clinical treatment / disgnosis	31	15	1	2 3	6	5 17	35	40	43	119	29	58	85	3			50	3		2		9 0					761
Communication / staff attitude / dignity / confidentiality					1	1 4	5			10		9	19	0						2		0 0		1	2		144
Complaints handling	0		5		0	0			3	4	2	0	0	1				0		0		0 0		0	0		20
Failure to send ambulance / delay in sending ambulance	0		,		0	0	0	0	0	0	0	0	0	0		0		0		0		0 0				12	14
Lists (incl difficulty registering and removal from lists)	2	12			0	0			0			0		0								0 0					17
Nurses / nursing care	0				0	0	3	2	2	5	2	1	5	1			4	0		0		1 0		0	0		26
Other	0				0	0	0	0		3	0	0	0	0		0		0				0 0					
Out of striadiction					0	0 0																0 0					
Policy / administration	2	41		3	0	0 2		0	4	6		3	5	2				1		2		0 1		0	2		45
Record keeping					0	1 1			2											_		0 0					21
Subject unknown	- 1				1	1 2		4		5		3										1 0					37
Total	AL.	277	, ,		9 9	4 31	47	63	63	175	51	30	126			4	70				- 1	9 1	40		4	24	1 103

### 4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Aberdeen City Health and Social Care Partnership		Angus Health and Social Care	and Social Care	Borders Health and Social Care	Clackmannans hire and Stirling Health and Social Care Partnership	Social Care	Health and Social Care	Health and Social Care	East Dunbartonshir e Health and Social Care Partnership	Health and Social Care	Health and Social Care	Health and Social Care	and Social Care	Health and Social Care	Health In Mind	Health and Social Care	Health and Social Care	Care	Health and Social Care	West Dunbartonshir e Health and Social Care Partnership	Health and Social Care	Total					
Hospitals	Appointments / Admissions (delay / cancellation / waiting lists)	(	(	0	0	0	0	0	0	0	0	0		0		)	1 (	) (	0		1	0	0	0	0	0	0	0 0	3
	Clinical treatment / diagnosis				0	0	0	0	0	0	0	0		0		)	1 (	) (	0		) (	) 0	0	0	0		0	a c	3
	Total			0	0	0	0	0	0	0	0	0		0		)	2 (	) (	0		) (	) 0	0	0	0	0	0	a c	5
HSCP - Health	Admission / discharge / transfer procedures			0	0	0	0	0	0	0	0	0		1		)	1 (	) (	0			) 0	0	0	0		0	0 0	3
	Appointments / Admissions (delay / cancellation / waiting lists)	1		0	0	0	0	0	0	0	0	1	0	2		) :	2 (	) (	0		) (	0	0	0	0	0	0	o c	3
	Clinical treatment / Diagnosis	1	(	0	5	0	0	0	0	0	2	0	2	3		)	3 (	) (	0		) (	1	0	0	1	0	1	1 0	J 1
	Communication / staff attitude / dignity / confidentiality	(		1	0	0	0	0	0	0	0	0		2		)	5 1		0		) (	0	0	0	0	0	1	1 0	J 1
	Continuing care			0	0	0	1	0	0	0	0	0		0		)	0 (	) (	1		) (	0	0	0	0	0	0	J C	j .
	Hygiene / cleanliness / infection control	(		0	0	0	0	0	0	0	0	0	0	1		)	0 0	) (	0		) (	0	0	0	0	0	0	٥ (د	
	Nurses / Nursing Care	(		0	0	0	0	0	0	0	0	0	0	0		)	1 (	) (	0		) (	0	0	0	0	0	0	٥ د	
	Other	1		0	0	0	0	0	0	0	0	0	0	0		)	0 (	) (	0		) (	0	0	0	0	0	0	3 0	
	Policy / administration	2		0	0	0	0	0	0	0	0	0	0	0		)	1 (	) (	0		) (	0	0	0	0	0	0	3 0	
	Total			1	5	0	1	0	0	0	2	1	2	9	_	1:	3 1		1		) (	1	0	0	1	0	2	2 0	5 4
HSCP - Prison Health Care	Clinical treatment / Diagnosis			0	0	0	0	0	0	0	0	0	0	0		)	9 (	) (	0		) (	0	0	1	0	0	0	3 0	1
	Policy / administration			0	0	0	0	0	- 1	0	0	0	0	0		)	0 (	) (	0		) (	0	0	0	0	0	0	3 0	
	Total			0	0	0	0	0	1	0	0	0	0	0			9 (		0			0	0	1	0	0	0	ن د	1
HSCP - Social Work	Adoption / fostering			0	0	0	0	0	0	0	0	0		0			1 (	) (	0		) 1		0	0	0	0	0	J 0	
	Adult support and protection / adults with incapacity			0	2	0	0	1	0	0	0	0		1		1	1 (	) (	0		) 2	2 0	0	0	0	0	0	J 0	
	Assessments / self-directed support			0	0	0	0	0	0		0	0		0		1 :	3 (	) (	0		) (	0	0	0	0	0	0	J 0	
	Care charges for homecare and residential care			0	0	0	1	0	0	0	0	0	1	1		)	0 (	) (	0		) (	0	0	0	0	0	0	J 0	
	Child protection			0	0	0	0	0	0	0	0	0		0			1 (	) (	0		) (	0	0	0	0	0	0	J 0	1
	Child services and family support			0	2	0	0	0	0	4		1		1		1 :	3 (	) (	0		) 1	1 1	1	0	1	0	0	J 1	1 1
	Communication / staff attitude		1	0	1	1	0	0	0	0		0		1		)	5 (	) (	0			1	0	0	1	0	0	J 0	) 1°
	Community Mental health services	1		0	1	0	0	0	0	0	0	1	1	0			4 (	) (	0		) (	0	0	0	0	0	2	2 0	) 10
	Complaint handling			0	0	0	0	0	0	0	0	0		1		)	0 (	) (	0		) (	0	0	0	0	0	0	J 0	1
	Criminal justice	1		0	0	0	0	0	0	0	0	0		0		)	0 (	) (	1		) (	0	0	0	0	0	0	J 0	
	Occupational therapy / assessment for equipment / adaptations	(		0	0	0	0	0	0	0	0	0	0	0		)	2 (	) (	0			0	0	0	0	0	0	J 0	,
	Other			0	0	0	0	0	0	0	0	0		0		)	1 (	) (	0		) (	0	0	0	0	0	0	J 0	
	Policy / administration	(		0	0	0	0	0	0	0	0	0	0	2		1	1 (	) 2	0			0	0	0	0	1	0	J 0	,
	Record keeping			0	0	0	0	0	0	1	0	0		0		)	0 (	) (	0		) (	0	0	0	0	0	0	J 0	
	Sheltered housing / residential issues			0	1	0	0	0	0	0	0	0		0		2	0 (	) (	0		) (	0	0	0	0	0	0	J 0	,
	Standard of care			0	0		0	1		0	0	0		2		)	0 (	) (	0		) (	0	0	0	0	0	0	J 0	1 /
	Total	3	1	0	7	1	1	2	0	6	2	2	2	9		3 2	2 (	) 2	1	1	4	2	1	0	2	1	2	4 1	8
Social Work	Record keeping			0	0	0	0	0	0	0	0	0	C	0		)	0 (	) (	0			1	0	0	0	0	0	. 0	1
	Total	(	(	0	0	0	0	0	0	0	0	0	0	0		)	0 (	) (	0		) (	) 1	0	0	0	0	0	4 0	4
Subject Unknown or Out Of Jurisdiction	Subject Unknown	-	1 0	0	0		0	0	0	0	0	0		2		)	1 (	) (	0	1		0	0	0	0	1	0	0	4^
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#### 6. LOCAL AUTHORITY CASES RECEIV

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																		Council																	same	National Park Authority		_	er Local Author					
								$\overline{}$		-								Control																	PRACTICE AND	Loch Lomond			MI LOCAL PROPERTY.	-		-	Austion Joint Bo Dunbartonshir	
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								Dumb				Free		East							North	Orkney	Perth and		Scottlah	Phothesia	South	South		The City of			West		Fire and	Terresente				Leasebakke	Providence of	American	and Dute	
	A Course	Shouten Chr.	**********	ı	Annual and	Charles		Call Call				Combonismobile	Front I saleton	Dembership			Channel Ch	- boundade	Middellier	Marrie America	- Learning	blende	Vices	Rentrewshire	Desdess	Shetland Islands Council		Lemminaha	Distance	Edinburgh	The Minhiana	The Meses	Combanismah	West Lathier	Process.	Mattered Seek	Acception	Completion		Laborated	Destaurable	Makestine	Mahaatlaa	Vehentine
ert	Unknown	Aberdeen City Council	Council	Annua Council	Bute Council	hita Counc	d Elem S	Par Co	uncil C	Council	Council	a Council	Council	Council	Falkirk Coun	Elle Course	Glasgow Cit	Council	Council	North Ayrahir Council	Council	Islands Council	Council	Council	Borders Council	Council	Ayrahire	Lanarkshire	String	Council	Council	Council	a Council	West Lothlan Council	Rescue Service	Trossachs National Park Authority	Ponds Alliance	Scotland	Glassow I the	Culture	for Transport	Joint Board	Valuation Joint Board	Valuation . Board
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onmental Health & Cleansing			- 6			2	1	0	4	- 0					1	1	12		0	1	1	2 0			2		4	- 1	- 1	- 11						0	-			0		0		0
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Police Boards						0		0	0	- 0					0	0	0	d	0	6	0	0 0			0											0	-			0		0		0
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& Property						1	2	0	0	0					1	2	3	6	0	0	1	2 0	1	2	2			- 1		6				1 1			_		0	0	0	0		0
nal Park Authorities						0	0	0	0	0					0	0	0	0	0	0	0	0 0			0					0						2	_		0	0	0	0		0
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eaton & Leisure Is & Transport						0	0	0	2						1	2	4	1	0	0	0	0 0		9 0				- 1		- 1				9 0						- 1				4
h & Transport		1 2				1	0	0	2			-			5	1	5	4	1	0	1	2 1								22				1 4						0	- 1			4
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less Francis - Community Class Grants			_	_	1	0		0	6	- 0	- 0		_	_		d	0	6	0						- 6	- 6		- 6	- 0	- 6	-	_	_						-	- 0	-		- 4	.4
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## 7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

	The state of the s		Crown Office		Historic	National	Office of the	Office of the Public		Scottish Court				Scottish Government D-			Student Awards	Student Loans		
Prison Case		Crown Estate	and Procurator Fiscal Service		Environment		Accountant in	Guardian	Registers of	and Tribunal	Scottish	Scottish	G Health &			Social Security	Agency for	Company (via	Transport	
	Subject	Scotland	Fiscal Service	Scotland	Scotland	Scotland (NRS)	Bankruptcy	(Scotland)	Scotland	Service	Forestry	Government	Social Care	Justice	Appeals	Scotland	Scotland	SAAS)	Scotland	Total
	Agriculture / environment / fishing / rural affairs	1	0	- 0	0		- 0	- 0	0	0	3	1	0	0	1	0		0	- 0	- 6
	Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	0	0	0	0	C	1	0	0		0		0	0	2
	Care and health	0	0	0	0	0	0	0	0	0	C	0	1	0		0	(	0	0	. 1
	Courts administration	0	15	0	0	0	0	0	0	20		1	0	0		0	(	0	0	36
	Education	0	0	0	0	0	0	0	0	0	C	1	0	0		0	(	0	0	1
	Financial matters	0	0	0	0	0	3	1	0	0	C	0	0	0		5	8	2	0	19
	Governance	0	0	1	0	0	0	0	0	0	C	1	0	0		0	(	0	0	. 2
	Housing	0	0	0	0	0	0	0	0	0	C	1	0	0		0	(	0	0	. 1
	Justice	0	17	0	0	0	0	1	0	4	C	1	0	1	C	0	(	0	0	24
	Other	0	0	0	0	0	0	0	0	0	C	2	0	0		0	(	0	0	. 2
	Planning	0	0	0	0	0	0	0	0	0	C	0	0	0	1	0	(	0	0	. 1
	Records	0	0	0	0	2	0	0	4	0		0	0	0		0		0	0	. 6
	Roads and transport	0	0	0	0	0	0	0	0	0	C	0	0	0		0	(	0	2	. 2
	Subject unknown or Out of Jurisdiction	0	3	0	0	0	0	0	1	0	C	0	0	0		0	(	0	0	4
	Total		35	1	1	2	3	2	5	24	3	g	1	1	2	5	8	2	2	107
	Total	1	35	1	1	2	3	2	5	24	3	9	1	1	2	5	8	2	2	107

Scottish Public Authority

									Office of the		Police				Scottish	Scottish		Scottish			The		1	
			Children's			Highlands &	Mental Welfare	National	Scottish		Investigations				Children's	Environment		Parliamentary	Scottish	Scottish Social	Independent	The Scottish		
		Care	Hearings	Creative	Crofting	Islands	Commission	Galleries of	Charity	Parole Board	& Review	Quality Meat	Redress	Scottish	Reporter	Protection	Scottish Legal	Corporate	Qualifications	Services	Living Fund	Housing	Information	
Subject	Audit Scotland	Inspectorate	Scotland	Scotland	Commission	Enterprise	for Scotland	Scotland	Regulator	for Scotland	Commissioner	Scotland	Scotland	Canals	Administration	Agency	Aid Board	Body	Authority	Council	Scotland	Regulator	Commissioner	Total
Agriculture / environment / fishing / rural affairs	0	0	0		0	) (	0	0	(	0	0	1	(	2	2 0	2	0	0	0	0	0	0	0	5
Arts / culture / heritage / leisure / sport / tourism	0	0	0		C	) (	0	1	(	0	0	0	0	0	0 0	0	0	0	0	0	0	0	0	2
Care and health	0	6	1		0	) (	0	0	1	0	0	0	0	0	0 0	0	0	0	0	2	0	0	0	10
Commissioners and Ombudsmen	0	2	0		1		0 2	0	(	0	5	0	0	0	0 0	0	0	0	0	2	0	1	2	15
Courts administration	0	0	1		0	) (	0	0	(	0	0	0	0	0	7	0	0	0	0	0	0	0	0	8
Education	0	0	0		0	) (	0	0	-	0	0	0	) (	0	0	C	0	0	4	0	0	C	0	4
Enterprise bodies	0	0	0	(	0	3	3 0	0		0	0	0	0		0	0	0	0	0	0	0	C	0	3
Financial matters	2	0	0		0	) (	0	0	(	0	0	0	1		0 0	0	1	0	0	1	1	0	0	6
Housing	0	0	0		0	) (	0	0	(	0	0	0	0	0	0 0	0	0	0	0	0	0	1	0	1
Justice	0	0	0		0	) (	0	0	(	2	0	0	0	0	0 0	0	3	0	0	0	0	0	0	5
Other	0	0	1		0	) (	0	0	(	0	0	0	0	0	0 1	0	0	1	0	0	0	0	0	3
Subject unknown or Out of Jurisdiction	0	0	0	(	0	) (	0	0		0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Total	2	- 8	3		1	1	3 2	1		2	- 5	1	1		2 0	2	4	1	- 4	5		2	2	63

Cross-Border Public Authority

Subject	Criminal Injuries Compensation Authority	Total
Courts administration	1	1
inancial matters	3	3
Total	4	4

## 8. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	A University Unknown	Abertay University	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 Dundee	University of Edinburgh	University of	University of St Andrews			University of the Highlands and Islands		Total
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	Olikilowii	Oniversity	Oniversity	Oniversity	Oniversity	Oniversity	College	Offiversity	Aberdeen	Dundee	Lumburgii	Olasyow	Ot Allulews	Juling 1	Ottatilolyde	and islands	Ocotiana	10101
Subject Officiowit of Out Of Surfaction	Subject Unknown	3	0		) 0		-	0	0	0		0	0				0	0	
Universities		3	0	-	, ,			0		0		0	40				0	47	440
Universities	Academic appeal / exam results / degree classification	3	1	- /	3	4		U	4	9		26	16	5	9		0	17	112
	Accommodation	0	0	(	0	1	(	0	0	0	0	2	1	0	U	0	0	0	4
	Admissions	1	0	(	0	0		0	0	0	0	1		1	1	1	0	0	5
	Communication / staff attitude / dignity / confidentiality	0	0	(	0	1	C	0	0	0	1	2	5	0	1	0	1	1	12
	Complaints handling	0	0	1	0	0		0	1	1	2	2	1	0	0	0	0	0	8
	Grants / allowances / bursaries	0	0		0	0		0	0	0	0	1	0	0	0	0	1	0	2
	Inappropriate staff / student relationship	0	0		0	0	C	0	0	0	) C	0	0	1	C	0	0	0	. 1
	Other	0	0		0	0		0	0	0	0	0	1	0		0	0	0	. 1
	Personnel matters	0	0		0	0	C	0	0	1	C	0	0	0	0	0	0	1	2
	Plagiarism and intellectual property	0	0		0	0		0	0	0	0	0	0	0	0	0	0	2	2
	Policy / administration	0	0	2	2 0	1	0	1	4	2	1	3	4	0	2	2	0	2	25
	Special needs - assessment and provision	1	0		1	0		0	0	1	2	0	2	0	0	0	0	0	7
	Student discipline	0	0		0	0	C	0	0	0	0	1	1	0	0	0	0	0	2
	Teaching and supervision	0	0	1	1	2		0	1	2	C	3	3	1	0	1	1	2	18
	Welfare	0	0		1	0		0	0	0	0	1	0	0	0	0	0	0	2
Total		8	1	11	6	9	2	1	10	16	7	42	34	. 8	14	11	3	25	208

# 9. WATER CASES RECEIVED

Subject	Blue Business Water Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Pure Utilities	Scottish Water	SES Business Water	Water Plus Select Ltd	Total
Billing and charging	1	25	2	15	2	1	1	1	2	50
Customer service	0	0	0	0	1	0	1	0	1	3
Other	0	0	0	0	0	0	1	0	0	1
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	2	0	0	2
Waste Water	0	0	0	0	0	0	5	0	0	5
Water Supply	0	0	0	1	0	0	6	0	0	7
Total	1	25	2	16	3	1	16	1	3	68

# 10. OTHER CASES RECEIVED

Subject	A Body Out of Jurisdiction	A Body Unknown	Wellbeing Scotland	Total
Community Nursing & Support Services	0	1	0	1
General Enquiry	0	1	0	1
Subject Unknown or Out of Jurisdiction	26	25	1	52
Total	26	27	1	54