

RECEIVED TABLES FOR SPSO ANNUAL REPORT STATISTICS 2024-25

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1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	25	0	25
Health	1,610	3	1,613
Housing Associations	496	0	496
Joint Health and Social Care	264	1	265
Local Authority	1,585	4	1,589
Other	67	489	556
Prisons	299	1	300
Scottish Government and Devolved Administration	278	0	278
Universities	289	0	289
Water	108	0	108
Total	5,021	498	5,519

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

2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	Ayrshire College	City Of Glasgow College
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0
Course Related	Assessment / Exams / Certification	0	1
	Course Management (including class cancellations)	0	0
	Environment / Resources	0	0
	Learning and Teaching	0	1
	Providing Learning Support and Guidance (by curriculum staff)	0	1
Customer Care	Diversity and Equality (other than support for learning)	0	0
	Health and Safety	0	0
	Staff Conduct	1	0
	Student Conduct	1	0
Services	Assessing and Providing Learning Support (by support staff)	0	0
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	2
Total		2	5

Dundee and Angus College	Edinburgh College	Fife College	Forth Valley College of Further and Higher Education	New College Lanarkshire	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland
0	0	0	1	0	0	0	0	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	1	0	0	0
0	1	0	0	0	0	0	0	0
1	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0
1	0	1	1	0	0	0	0	0
0	0	0	0	1	1	0	0	0
0	1	1	1	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0
0	0	0	0	1	0	0	0	0
2	2	2	3	2	2	1	2	1

West Lothian College	Total
0	2
0	1
0	1
0	1
1	4
0	1
0	3
0	2
0	5
0	1
0	1
0	3
1	25

3. HEALTH CASES RECEIVED

	Dentists and Dental Practices	GP and GP Practices			
Subject	Dentists and Dental Practices	GP and GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS Board
Admission / discharge / transfer procedures	0	0	0	1	1
Adult Social Work Services (Highland NHS Only)	0	0	0	0	0
Appliances / equipment / premises	0	0	0	0	0
Appointments / Admissions (delay / cancellation / waiting lists)	8	38	2	8	3
Clinical treatment / diagnosis	39	180	13	48	18
Communication / staff attitude / dignity / confidentiality	3	70	3	5	3
Complaints handling	4	13	0	3	0
Continuing care	0	1	0	0	0
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0
Hotel services - food / laundry etc	0	0	0	0	0
Hygiene / cleanliness / infection control	0	0	0	0	0
Lists (incl difficulty registering and removal from lists)	5	18	0	0	1
Nurses / nursing care	0	0	0	2	0
Other	1	2	0	3	0
Out of jurisdiction	0	1	0	1	0
Policy / administration	3	11	0	1	0
Record keeping	0	10	0	1	0
Subject unknown	1	17	10	8	0
Total	64	361	28	81	26

Health 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
0	0	2	0	4	2	0	2	0
0	0	0	0	0	4	0	0	0
0	0	1	0	0	1	0	1	0
4	3	4	12	18	8	7	25	0
22	38	54	48	156	43	84	135	3
5	3	3	6	15	5	12	16	0
2	0	3	0	10	1	2	4	0
0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	2	0
0	0	0	0	1	0	0	1	0
0	0	0	0	0	0	0	0	0
2	0	1	1	3	1	2	7	0
0	0	0	0	2	0	0	0	0
1	1	0	1	0	0	0	0	0
1	1	4	3	4	4	2	8	1
1	0	1	0	1	2	1	2	0
2	4	3	3	8	5	4	1	0
40	50	76	74	222	77	114	204	4

				Other Health Authority	Pharmacists and Pharmacy Services	Sp		
Patient Experience Team	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board	NHS Blood & Transplant Service	Pharmacists and Pharmacy Services	Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24
0	0	2	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	8	0	0	0	0	0	0
21	2	64	3	0	3	8	0	1
2	0	4	0	0	2	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	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	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	0	0	0	0
1	0	0	0	0	0	0	0	0
3	0	1	2	0	3	0	1	0
0	0	1	0	0	0	0	0	0
7	0	8	0	0	0	0	0	0
34	2	89	5	1	8	8	1	1

Special Health Board				
NHS Education for Scotland	NHS Health Scotland	NHS National Services Scotland	Scottish Ambulance Service	Total
0	0	0	2	16
0	0	0	0	4
0	0	0	0	3
0	0	0	0	148
0	0	1	9	993
0	0	0	8	165
0	0	0	0	42
0	0	0	0	2
0	0	0	12	12
0	0	0	0	2
0	0	0	0	2
0	0	0	0	24
0	0	0	0	19
0	0	0	1	11
0	0	0	0	6
1	1	2	1	58
0	0	1	0	21
0	0	0	1	82
1	1	4	34	1,610

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	Borders Health and Social Care Partnership	Clackmannanshire and Stirling 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
Community Nursing & Support Services	Communication / staff attitude / dignity / confidentiality	1	0	0	0	0	0	0	0	0	0
	Total	1	0	0	0	0	0	0	0	0	0
Hospitals	Clinical treatment / diagnosis	0	0	0	1	0	0	0	0	0	0
	Total	0	0	0	1	0	0	0	0	0	0
HSCP - Health	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	1	0	0	0	0	0	2
	Clinical treatment / Diagnosis	1	1	0	5	0	0	0	0	2	3
	Communication / staff attitude / dignity / confidentiality	2	0	0	3	0	0	0	0	0	3
	Complaints handling	0	0	1	0	0	0	0	0	0	0
	Continuing care	0	0	0	0	0	0	0	0	0	0
	Hotel services - food / laundry etc	0	0	0	0	0	0	0	0	0	0
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0	0
	Other	0	1	0	0	0	0	0	0	1	0
	Policy / administration	1	3	0	0	0	0	0	0	0	1
	Record Keeping	0	0	0	0	0	0	0	0	0	0
	Total	4	5	1	9	0	0	0	0	3	9
	Appliances / equipment / premises	0	0	0	0	0	0	0	0	0	0
HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	0	0	0	0
	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0
HSCP - Social Work	Access to files and information	0	0	0	0	0	0	0	0	0	0
	Adoption / fostering	0	0	0	0	0	0	0	0	0	0
	Adult support and protection / adults with incapacity	1	1	0	2	0	0	0	0	0	1
	Assessments / self-directed support	1	2	0	2	0	1	1	0	0	0
	Care charges for homecare and residential care	0	1	0	0	1	0	0	0	2	0
	Carer's assessments	0	1	0	0	0	0	0	0	1	1
	Child protection	0	0	0	0	0	0	0	0	0	0
	Child services and family support	0	0	0	1	0	0	1	2	0	0
	Communication / staff attitude / dignity / confidentiality	0	1	0	1	0	1	0	2	0	0
	Community Mental health services	0	0	0	0	0	0	0	0	0	0
	Complaints handling	0	0	0	0	0	0	0	0	0	0
	Criminal justice	0	0	0	0	0	0	0	2	0	0
	Free personal care	1	0	0	0	0	0	0	0	0	0
	Occupational therapy / assessment for equipment / adaptations	0	0	1	0	0	0	0	0	0	0
	Other	0	0	0	0	0	0	0	0	0	0
	Policy / administration	0	0	1	0	0	0	0	1	0	0
	Sheltered housing / residential issues	0	0	0	0	0	0	0	0	0	0
	Standard of care	0	0	0	0	0	0	0	0	0	2
	Total	3	6	2	6	1	2	2	7	3	4
Social Work	Adult support and protection / adults with incapacity	0	0	1	0	0	0	0	0	0	0
	Child services and family support	0	0	0	0	0	0	0	0	0	0
	Communication / staff attitude / dignity / confidentiality	0	1	0	0	0	0	0	0	0	0
	Occupational therapy / assessment for equipment / adaptations	0	0	0	0	0	0	0	0	0	0
	Total	0	1	1	0	0	0	0	0	0	0
Subject Unknown or Out Of Jurisdiction	Subject Unknown	0	0	0	0	0	0	0	1	0	0
	Total	0	0	0	0	0	0	0	1	0	0
Total		8	12	4	16	1	2	2	8	6	13

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	Renfrewshire Health and Social Care Partnership	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshir e Health and Social Care Partnership	West Lothian Health and Social Care Partnership	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	0	0	0	1
0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
0	1	0	0	0	0	0	0	0	1	0	0	1	0	6
1	5	0	0	15	1	4	0	1	2	0	0	7	0	48
1	2	0	0	7	0	0	0	0	0	1	0	0	1	20
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	1	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	1
0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
0	1	0	0	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
3	10	0	0	24	1	4	0	1	4	1	0	8	1	88
0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
0	0	0	0	27	0	0	0	0	0	0	0	0	0	27
0	0	0	0	30	0	0	0	0	0	0	0	0	0	30
0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
1	0	0	2	1	0	0	1	0	1	0	1	1	0	13
1	4	0	0	7	0	0	1	2	3	1	5	0	0	31
0	1	1	3	1	0	0	0	1	0	0	0	0	0	11
0	2	0	0	0	0	0	0	0	0	1	1	0	0	7
0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
0	0	0	0	3	2	0	0	1	0	1	3	0	0	14
1	1	2	0	3	2	0	1	2	0	0	0	1	0	18
0	0	0	0	0	0	0	0	0	0	0	1	1	0	2
0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
0	0	0	0	1	0	0	0	0	0	0	0	0	0	3
0	2	0	0	3	0	0	0	0	0	0	0	0	0	6
0	1	0	1	1	0	0	0	0	0	0	0	0	0	4
0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
1	0	0	0	4	0	0	0	1	1	1	0	1	0	11
0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
1	0	0	0	1	0	0	0	0	0	0	0	0	0	4
5	11	3	6	30	4	0	6	7	5	4	11	4	0	132
0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
0	1	0	1	0	0	0	0	0	0	0	1	0	0	5
0	0	0	0	5	0	0	0	0	0	0	0	0	0	6
0	0	0	0	5	0	0	0	0	0	0	0	0	0	6
8	23	3	7	89	5	4	6	8	9	5	12	12	1	264

5. HOUSING ASSOCIATION CASES RECEIVED

Subject	A Housing Association Unknown	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd	Angus Housing Association Ltd	Ark Housing Association Ltd	Ayrshire Housing	Barrhead Housing Association Ltd	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blochairs Housing Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Calvary Housing Association Ltd	Cassiltoun Housing Association Ltd
Aids and adaptations	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Applications / allocations / transfers / exchanges	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0
Communication / staff attitude / dignity / confidentiality	0	0	0	1	0	0	0	0	0	1	0	1	0	0	0	0
Complaints handling	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Estate management / open spaces / environment work	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0
Homeless person issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Improvements and renovation	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Mould / damp	1	0	2	1	2	0	1	0	1	0	0	0	0	0	0	0
Neighbour disputes and anti-social behaviour	1	0	2	0	0	0	0	0	0	0	3	1	1	2	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Policy / administration	1	0	0	0	1	0	0	0	2	0	0	0	0	4	0	0
Rent and/or service charges	1	1	0	0	0	1	1	0	0	0	0	0	0	0	1	0
Repairs and maintenance	6	3	5	0	0	0	2	1	2	1	2	0	3	3	0	1
Shared ownership	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sheltered housing and community care	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Subject unknown	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Terminations of tenancy	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Total	14	5	10	3	4	1	5	1	8	2	7	2	4	10	1	1

Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cernach Housing Association Ltd	Cloch Housing Association Ltd	Clyde Valley Housing Association Ltd	Clydesdale Housing Association	Craigdale Housing Association Ltd	Cunninghame Housing Association Ltd	Dunbritton Housing Association Ltd	East Lothian Housing Association Ltd	Eildon Housing Association Ltd	Elderpark Housing Association Ltd	Fife Housing Group	Fyne Homes	Glasgow West Housing Association Ltd	Glen Oaks Housing Association Ltd	Govan Housing Association Ltd	Govanhill Housing Association Ltd	Grampian Housing Association Ltd	Hanover (Scotland) Housing Association Ltd
0	1	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	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	0	0	0	1	0	1	1	2
0	0	0	0	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	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	0	0	0	0
0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
1	0	1	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	0	0	1	0	1	0	0	1	1	0	0	2	1	0	3	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	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	0	1	0	1	0	0	0	1	0	1	0	0	0	0	1	1	0	1	1
0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
2	0	0	0	2	0	0	0	2	0	2	0	1	0	1	1	1	4	9	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	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	0	0	0	0	0	1	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
3	3	2	1	4	2	2	2	3	1	6	1	1	1	5	5	3	8	12	6

Harbour Homes	Hebridean Housing Partnership Ltd	Hillcrest Housing Association	Hillhead Housing Association 2000	Home in Scotland	Irvine Housing Association Ltd	Kingdom Housing Association Ltd	Knowes Housing Association Ltd	Lanarkshire Housing Association Ltd	Langstane Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Loreburn Housing Association Ltd	Loretto Housing Association Ltd	Manor Estates Housing Association Ltd	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd
0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	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	0	0	0	0	1	0	0	1
0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	4	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	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	1	1	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0
0	0	3	0	1	0	1	0	0	0	4	1	1	1	1	0	0	0	1	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	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	0	0	0	0	0	0	0	0	1
0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
1	1	3	1	4	0	5	1	1	2	7	1	3	2	2	8	3	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	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
0	0	0	0	2	0	2	1	0	0	0	0	1	0	2	0	0	0	0	0
0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
2	2	6	2	10	1	11	3	1	4	18	3	7	3	7	8	4	1	1	2

North Glasgow Housing Association Ltd	Oak Tree Housing Association Ltd	Ochil View Housing Association Ltd	Orkney Housing Association Ltd	Osprey Housing	Paisley South Housing Association Ltd	Paragon Housing Association Ltd	Partick Housing Association Ltd	Places for People Scotland	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Riverside Scotland	Rural Stirling Housing Association Ltd	Rumerglen and Cambuslang Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd	Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd
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	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	3	1	0	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	2	1	0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	2	0	0	0	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	0	0
0	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	0	2	0	0	1	0	0	0	5	0	1	0	0
1	0	0	0	0	1	1	0	2	2	0	0	0	1	1	3	0	1	0	0
2	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	0	0	0	1	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	1	0	1	2	0	2	0	1	0	2	1	0
0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0
1	2	1	1	1	0	0	0	9	4	0	8	3	1	0	18	2	6	2	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	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	0	0	1	0	0	0	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
6	2	1	2	1	1	1	2	23	8	1	14	4	4	1	30	2	10	4	1

Southside Housing Association	Thenue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd	Trust Housing Association Ltd	Waverley Housing	West Highland Housing Association Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wheatley Homes East	Wheatley Homes Glasgow	Wheatley Homes South	Wheatley Housing Group Ltd	Williamsburgh Housing Association Ltd	Yorkhill Housing Association Ltd	Total
1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	14
0	0	0	0	0	0	0	0	0	1	5	1	1	0	0	22
0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	10
0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	12
0	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	0	0	0	0	5
0	0	0	0	1	0	0	1	0	2	1	2	0	0	0	34
0	1	3	0	1	0	0	2	1	4	12	1	4	0	0	77
0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	8
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
1	0	0	0	1	0	1	0	0	0	2	2	1	0	0	38
0	0	0	0	1	0	0	1	0	1	1	0	0	1	0	18
3	1	2	0	1	0	3	1	0	8	32	0	3	1	2	216
0	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	0	0	0	0	2
1	0	0	1	1	0	0	0	0	2	0	2	2	0	0	26
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
6	2	5	1	6	1	4	5	1	20	57	9	12	2	2	496

6. LOCAL AUTHORITY CASES RECEIVED

Subject	A Council Unknown	Aberdeen City Council	Aberdeenshir e Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar
Building Control	0	0	1	0	1	0	0
Consumer Protection	0	0	0	0	0	0	0
Economic Development	0	0	0	0	0	0	0
Education	11	5	10	7	5	2	1
Environmental Health and Cleansing	2	1	4	1	4	1	0
Finance	1	10	2	1	3	1	0
Fire & Police Boards	0	0	0	0	0	0	0
Housing	13	13	11	9	1	4	0
Land and Property	0	3	0	0	1	0	0
Legal and Admin	1	6	3	0	5	1	0
National Park Authorities	0	0	0	0	0	0	0
Other	1	1	1	0	0	0	0
Personnel	0	0	0	0	0	0	0
Planning	2	2	9	3	1	0	2
Recreation and Leisure	1	2	1	0	0	1	0
Roads and Transport	4	5	5	1	3	1	0
Social Work	15	4	6	2	1	2	0
Subject unknown or Out of Jurisdiction	6	3	3	0	2	2	0
Valuation Joint Boards	0	0	0	0	0	0	0
Welfare Fund - Community Care Grants	0	0	0	0	0	0	0
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0
Total	57	55	56	24	27	15	3

										Council
Dumfries and Galloway Council	Dundee City Council	East Ayrshire Council	East Dunbartonshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Glasgow City Council	Inverclyde Council	Live Life Aberdeenshire
0	0	0	0	0	0	1	0	3	0	0
0	0	0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
6	2	2	4	6	1	9	17	17	2	0
3	2	2	1	1	0	1	3	7	2	0
0	2	3	0	1	2	2	4	13	3	0
0	0	0	0	0	0	0	0	0	0	0
2	9	9	6	18	6	31	32	6	0	0
1	0	2	0	1	0	2	0	1	0	0
2	0	2	3	1	1	5	6	6	1	0
0	0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	1	1	1	0
0	0	0	0	0	0	0	1	0	0	0
12	4	1	9	5	4	0	18	7	0	0
0	0	1	0	0	0	3	0	0	0	1
5	5	2	3	2	0	3	10	10	2	0
11	4	2	3	1	1	6	9	10	1	0
1	6	2	1	1	0	4	3	5	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	0	0	0	0	0	0	0	0
43	35	28	31	37	15	67	104	86	12	1

Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council
0	0	0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	1	0	0	0	0	1
2	7	24	1	5	4	3	0	2	12	3
1	2	8	0	2	4	1	0	2	5	1
2	6	3	1	3	1	1	0	3	4	1
0	0	0	0	0	0	0	0	0	0	0
22	14	25	1	16	18	1	2	8	34	9
2	0	2	0	3	5	0	0	0	2	1
1	0	2	0	2	2	3	0	3	4	2
0	0	0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	1	0	1
0	0	0	0	0	0	0	0	0	0	0
2	3	3	0	5	1	5	0	0	11	3
1	0	2	0	1	0	1	0	0	1	0
5	1	7	3	8	2	0	1	1	6	3
8	3	11	0	9	5	3	2	1	4	5
0	1	5	0	0	1	1	0	0	3	3
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	0	0	0	0	0	0
46	37	93	7	54	44	19	5	21	87	34

					Fire / Police / Safety Authority	National Park Authority	Other Local Authorities			
The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Loch Lomond and The Trossachs National Park Authority	Aberdeen Sports Village	ANGUS Alive	Fife Sports and Leisure Trust	Glasgow Life
1	0	0	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	0	0	0
13	16	3	0	12	0	0	0	0	0	0
16	4	1	0	8	0	0	0	0	0	0
14	7	3	1	4	0	0	0	0	0	0
0	0	0	0	0	4	0	0	0	0	0
51	23	8	20	35	0	0	0	0	0	0
1	1	0	1	0	0	0	0	0	0	0
13	8	0	0	5	0	0	0	0	0	0
0	0	0	0	0	0	2	0	0	0	0
0	1	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
10	13	3	3	1	0	0	0	0	0	0
1	2	2	0	1	0	0	2	1	3	1
39	5	0	2	4	0	0	0	0	0	0
16	7	2	3	9	0	0	0	0	0	0
7	5	1	3	4	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1	0	0	0	1	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0	0	0
184	93	23	33	85	4	2	2	1	3	1

I Authority				Valuation Joint Board				
Live Borders	South Lanarkshire Leisure and Culture	Sport Aberdeen	Strathclyde Partnership for Transport	Ayrshire Valuation Joint Board	Dunbartonshir e and Argyll and Bute Valuation Joint Board	Grampian Valuation Joint Board	Lothian Valuation Joint Board	Total
0	0	0	0	0	0	0	0	9
0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	214
0	0	0	0	0	0	0	0	90
0	0	0	0	0	0	0	0	102
0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	457
0	0	0	0	0	0	0	0	29
0	0	0	0	0	0	0	0	88
0	0	0	0	0	0	0	0	2
1	0	0	0	0	0	0	0	13
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	142
0	1	1	0	0	0	0	0	31
0	0	0	3	0	0	0	0	151
0	0	0	0	0	0	0	0	166
0	0	0	0	0	0	0	0	73
0	0	0	0	1	1	1	2	5
0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	1
1	1	1	3	1	1	1	2	1,585

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES RECEIVED

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Court and Tribunal Service	Scottish Forestry	Scottish Government	Scottish Government D-G Learning & Justice
Non-Prison	Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	0	3	1	0
	Arts / culture / heritage / leisure / sport / tourism	0	0	0	3	0	0	0	0	0	0	0
	Care and health	0	0	0	0	0	0	0	0	0	3	0
	Courts administration	13	0	0	0	0	0	0	32	0	1	0
	Education	0	0	1	0	0	0	0	0	0	0	0
	Financial matters	0	0	0	0	0	2	0	0	0	3	0
	Governance	0	2	0	0	0	0	0	0	0	0	0
	Housing	0	0	0	0	0	0	1	1	0	2	0
	Justice	20	0	0	0	0	0	0	3	0	0	1
	Other	0	0	0	0	0	0	1	0	0	3	0
	Planning	0	0	0	0	0	0	0	0	0	0	0
	Records	0	0	0	0	3	0	2	0	0	0	0
	Roads and transport	0	0	0	0	0	0	0	0	0	0	0
	Subject unknown or Out of Jurisdiction	1	0	0	0	0	0	0	2	0	2	0
	Total	34	2	1	3	3	2	4	38	3	15	1

Scottish Public Authority

Subject	Architecture+ Design Scotland	Care Inspectorate	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	Lands Tribunal for Scotland	Mental Welfare Commission for Scotland	NatureScot	Office of the Scottish Charity Regulator	Pensions Appeal Tribunal for Scotland	Police Investigations & Review Commissioner
Agriculture / environment / fishing / rural affairs	0	0	0	0	2	0	1	0	1	0	0	0
Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	0	0	0	1	0	0	0
Care and health	0	9	0	0	0	0	0	0	0	0	0	0
Commissioners and Ombudsmen	0	6	1	0	0	0	0	1	0	5	0	3
Education	0	0	0	0	0	0	0	0	0	0	0	0
Enterprise bodies	0	0	0	0	0	3	0	0	0	0	0	0
Financial matters	0	0	0	0	0	0	0	0	0	0	1	0
Justice	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	0	0
Subject unknown or Out of Jurisdiction	1	0	0	0	0	0	0	0	0	0	0	1
Total	1	15	1	1	2	3	1	1	2	5	1	5

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	1	1
Justice	0	1	1
Total	3	2	5

Scottish Government D-G Planning and Environmental Appeals	Scottish Public Pensions Agency	Social Security Scotland	Student Awards Agency for Scotland	Student Loans Company (via SAAS)	The Accountant of Court	Transport Scotland	Total
0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	3
0	0	0	0	0	1	0	47
0	0	0	0	0	0	0	1
0	4	60	16	1	0	0	86
0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	24
0	0	0	0	0	0	0	4
4	0	0	0	0	0	0	4
0	0	0	0	0	0	0	5
0	0	0	0	0	0	5	5
1	0	3	0	0	0	0	9
5	4	63	16	1	1	5	201

Redress Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Funding Council	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	sportscotland	The Independent Living Fund Scotland	The Scottish Housing Regulator	The Scottish Information Commissioner	The Water Industry Commission for Scotland	Total
0	0	0	2	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	2	0	0	0	0	4
0	0	0	0	0	0	0	0	1	0	0	0	0	0	10
0	0	0	1	0	0	0	0	0	0	0	1	3	1	22
0	0	0	0	0	0	0	7	0	0	0	0	0	0	7
0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
1	0	0	0	1	2	0	0	2	0	1	0	0	0	8
0	0	2	0	0	1	0	0	0	0	0	0	0	0	4
0	1	2	0	0	0	1	0	0	0	0	0	0	0	4
1	0	0	0	0	0	0	0	1	0	0	0	0	0	4
2	1	4	3	1	3	1	7	4	2	1	1	3	1	72

8. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University
Universities	Academic appeal / exam results / degree classification	1	3	6	0	19
	Accommodation	0	0	0	0	0
	Admissions	0	0	2	1	1
	Antisocial behaviour	0	0	0	0	0
	Communication / staff attitude / dignity / confidentiality	0	3	0	2	1
	Complaints handling	0	0	0	0	1
	Grants / allowances / bursaries	0	0	1	0	0
	Inappropriate staff / student relationship	0	0	0	0	0
	Other	0	0	0	0	0
	Personnel matters	0	0	0	0	0
	Policy / administration	2	5	3	0	2
	Special needs - assessment and provision	0	0	0	0	0
	Student discipline	0	0	0	0	1
	Teaching and supervision	0	1	1	1	2
	Welfare	1	0	0	0	0
Total		4	12	13	4	27

Queen Margaret University	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling
1	0	14	15	0	28	33	5	6
0	0	0	0	0	1	0	0	2
0	0	1	0	0	0	3	0	1
0	0	0	1	0	0	0	0	0
1	0	0	1	0	4	2	2	1
0	0	0	0	2	0	2	0	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	1	0	0
0	0	0	1	1	1	3	0	0
0	0	0	0	0	0	0	0	0
0	0	3	5	4	6	9	1	6
0	0	0	0	1	0	0	0	0
0	1	0	0	1	0	1	0	0
1	0	0	1	1	0	1	0	1
0	1	0	0	0	0	0	0	0
3	2	18	24	10	40	55	8	18

University of Strathclyde	University of the Highlands and Islands	University of the West of Scotland	Total
19	1	13	164
0	0	0	3
0	0	1	10
0	0	0	1
2	2	0	21
0	0	0	6
0	0	0	1
0	0	0	1
0	0	0	6
1	0	0	1
1	1	1	49
1	0	0	2
0	0	0	4
4	1	3	18
0	0	0	2
28	5	18	289

9. WATER CASES RECEIVED

Subject	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Intelligent Business Water Ltd	Pure CGV Limited	Scottish Water
Billing and charging	34	3	20	1	1	5	2
Customer service	0	0	3	0	0	1	2
Environmental Concerns	0	0	0	0	0	0	2
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	1
Waste Water	0	0	0	0	0	0	6
Water Supply	1	0	0	0	0	0	6
Total	35	3	23	1	1	6	19

SES Business Water	Water Plus Ltd	Wave	Total
1	5	14	86
0	0	0	6
0	0	0	2
0	0	0	1
0	0	0	6
0	0	0	7
1	5	14	108

10. OTHER CASES RECEIVED

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
General Enquiry	0	1	1
Subject Unknown or Out of Jurisdiction	25	41	66
Total	25	42	67