

COMPLAINTS RECEIVED BY SUBJECT AND AUTHORITY 2025-26

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1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	45	0	45
Health	2,060	8	2,068
Housing Associations	649	1	650
Joint Health and Social Care	415	0	415
Local Authority	2,143	1	2,144
Other	87	316	403
Prisons	331	0	331
Scottish Government and Devolved Administration	405	2	407
Universities	300	1	301
Water	153	0	153
Total	6,588	16	6,917

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

2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	A College Unknown	Ayrshire College	Borders College
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0	0
	Progression / Articulation / Withdrawal	0	0	0
Course Related	Assessment / Exams / Certification	0	0	0
	Environment / Resources	0	0	0
	Learning and Teaching	0	0	0
	Providing Learning Support and Guidance (by curriculum	0	0	0
	Reasonable adjustments / accessibility	0	0	0
Customer Care	Reasonable adjustments / accessibility	0	0	0
	Staff Conduct	0	0	1
	Student Conduct	0	0	0
Other	Not otherwise covered	0	0	0
Services	Finance (course fees and refunds)	0	0	0
	Funding / Bursaries	0	0	0
	Quality (including complaint handling)	0	1	0
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	0	0
	Subject Unknown	1	0	0
Total		1	1	1

City Of Glasgow College	Dundee and Angus College	Edinburgh College	Fife College	Glasgow Clyde College	Glasgow Kelvin College	Inverness College	Moray College UHI	Newbattle Abbey College
1	0	0	0	0	0	0	0	0
1	0	1	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	0	1	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	1	3	0	0	0	0	0
0	2	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	1	1	0	0	0	0	0
0	1	0	0	0	0	1	0	0
0	0	0	0	1	0	0	0	0
2	3	5	5	2	1	2	1	1

North East Scotland College	South Lanarkshire College	West College Scotland	West Lothian College	Total
1	0	1	0	3
0	0	0	0	3
0	0	0	1	3
1	0	0	0	1
0	0	0	0	2
1	0	0	0	2
2	0	0	0	2
2	0	0	0	2
3	0	1	0	9
1	1	3	0	7
0	0	0	0	1
0	0	0	0	1
0	0	1	0	1
0	0	1	0	4
0	0	0	0	2
0	0	0	0	2
11	1	7	1	45

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	0	1
Adult Social Work Services (Highland NHS Only)	0	0	0	0	0
Adult support and protection / adults with incapacity	0	0	0	0	0
Appliances / equipment / premises	0	1	0	0	0
Appointments / admissions (delay / cancellation / waiting lists)	8	28	5	4	0
Clinical treatment / diagnosis	55	265	14	78	25
Communication / staff attitude / dignity / confidentiality	10	77	1	5	5
Complaints by NHS staff	0	0	0	0	0
Complaints handling	0	12	3	2	0
Continuing care	0	0	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)	10	23	0	0	0
Nurses / nursing care	0	1	0	0	1
Other	0	1	1	0	0
Out of jurisdiction	0	0	0	0	0
Policy / administration	5	19	1	1	0
Reasonable adjustments / accessibility	0	1	0	0	0
Record keeping	1	10	0	1	1
Subject unknown	2	12	12	6	2
Total	91	450	37	97	35

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
1	2	2	1	0	0	10	3	0
0	0	0	0	0	2	0	0	0
0	0	0	0	0	1	0	0	0
0	0	0	0	0	1	1	2	0
9	3	5	8	22	12	12	14	0
35	40	78	63	211	59	114	150	2
2	3	6	7	24	7	12	23	0
0	0	0	0	1	0	0	0	0
1	3	5	0	14	3	3	3	0
1	0	0	0	0	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	1	0	1	0	0
0	0	0	0	0	0	0	2	0
1	3	0	2	1	0	3	4	0
0	0	0	0	0	0	2	0	0
0	0	0	1	0	1	0	1	0
5	0	5	6	6	7	1	4	0
0	0	0	0	1	0	0	1	0
0	0	0	4	6	2	3	4	0
1	3	5	7	10	4	5	12	0
56	57	106	99	297	101	168	223	2

Special Health Board							
Golden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS Education for Scotland	NHS National Services Scotland	Scottish Ambulance Service	Total	
0	0	0	0	0	0	27	
0	0	0	0	0	0	2	
0	0	0	0	0	0	1	
0	0	0	0	0	0	5	
1	0	0	0	0	0	140	
8	1	4	0	0	13	1,314	
0	0	2	0	1	16	215	
0	0	0	1	0	0	2	
0	1	0	0	1	2	54	
0	0	0	0	0	0	6	
0	0	0	0	0	20	20	
0	0	0	0	0	0	1	
0	0	0	0	0	0	2	
0	0	0	0	0	0	36	
0	0	0	0	0	0	21	
0	0	0	0	0	1	5	
0	0	0	0	0	0	3	
0	0	0	0	1	6	79	
0	0	0	0	0	0	3	
0	0	0	0	1	0	36	
0	0	1	0	1	0	88	
9	2	7	1	5	58	2,060	

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
Hospitals	Clinical treatment / diagnosis	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0
HSCP - Health	Appliances / equipment / premises	0	0	0	1	0	0	0	0	0
	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	1	0	0
	Clinical treatment / Diagnosis	3	0	7	8	0	0	1	0	2
	Communication / staff attitude / dignity / confidentiality	2	0	0	0	0	0	0	0	0
	Continuing care	0	1	0	0	0	0	0	0	0
	Nurses / Nursing Care	0	0	0	0	0	0	0	0	0
	Policy / administration	0	0	0	0	0	0	1	0	1
	Record Keeping	0	0	0	0	0	0	0	0	0
	Total	5	1	7	9	0	0	3	0	3
HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	0	0	0	0	0
	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0
	Complaints handling	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0
HSCP - Social Work	Adoption / fostering	0	0	0	0	0	0	0	0	0
	Adult support and protection / adults with incapacity	1	5	2	1	2	1	4	1	0
	Assessments / self-directed support	2	2	0	3	0	0	0	7	2
	Care charges for homecare and residential care	1	2	0	0	1	0	0	1	0
	Carer's assessments	0	0	0	0	0	0	0	0	0
	Child protection	0	0	0	1	0	0	1	0	0
	Child services and family support	1	0	2	4	1	1	0	6	0
	Communication / staff attitude	0	0	1	2	0	0	0	2	0
	Community Mental health services	0	1	0	0	0	0	0	1	0
	Complaint handling	1	0	0	0	0	0	0	0	0
	Criminal justice	0	0	0	0	0	0	0	0	0
	Free personal care	0	1	0	0	0	0	0	0	0
	Kinship care	0	0	0	0	0	0	0	1	0
	Occupational therapy / assessment for equipment / adaptations	0	1	0	0	1	0	0	0	1
	Other	1	0	0	0	0	0	0	0	0
	Policy / administration	2	1	2	1	0	0	0	0	0
	Record keeping	0	0	0	0	0	0	0	1	0
	Sheltered housing / residential issues	0	0	0	0	0	0	0	0	0
	Standard of care	0	0	2	1	0	0	0	0	0
	Total	9	13	9	13	5	2	5	20	3
Integration Joint Boards	Policy / administration	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0
Social Work	Assessments / self-directed support	0	0	0	0	1	0	0	0	0
	Total	0	0	0	0	1	0	0	0	0
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	1	0	0	0	0	0	0	0
	Subject Unknown	0	1	1	0	0	0	0	0	0
	Total	0	2	1	0	0	0	0	0	0
Total		14	16	17	22	6	2	8	20	6

East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership	Edinburgh Health and Social Care Partnership	Edinburgh Integration Joint Board	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
0	0	0	0	0	0	1	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	1	0	1	0	0	0	0	0	0	0	0	0
1	0	2	0	0	0	8	0	0	0	0	0	0	1	0	0
1	3	5	0	0	0	30	2	0	2	0	0	0	1	0	0
2	0	2	0	0	1	3	0	0	1	0	0	0	2	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	1	0	0
1	0	1	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
5	4	10	0	1	1	43	2	0	3	0	0	0	6	0	0
0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
1	0	0	0	0	0	35	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	0	0	0	0	38	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	3	1	0	0	1	8	0	0	0	2	0	0	1	1	2
1	3	4	0	2	0	7	0	0	0	4	0	0	0	0	7
0	0	2	0	2	1	3	0	0	2	0	0	0	1	0	0
0	0	0	0	0	0	1	0	0	0	1	0	0	1	0	0
0	0	0	0	1	0	1	0	0	2	1	0	0	1	0	2
1	1	1	0	3	0	10	3	0	3	2	4	0	1	0	3
1	0	1	0	1	2	5	0	1	1	1	0	0	1	1	1
0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0
0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
1	0	2	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	2	0	1	0	0	0	0	0	0	1	0	1	0	0
0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
0	1	1	0	1	2	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	1	1	1	1	0	0	0	0	0	0	0	0
0	0	0	0	1	0	4	0	0	1	0	0	0	0	0	4
4	8	17	0	13	7	49	4	1	8	12	5	0	7	3	19
0	0	0	1	0	0	0	0	1	0	0	1	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	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	6	0	0	0	0	0	0	2	0	1
0	0	0	0	0	0	6	0	0	0	0	0	1	2	0	1
10	12	27	1	14	8	137	6	2	11	12	6	1	15	3	20

West Dunbartonshir e Health and Social Care Partnership	West Lothian Health and Social Care Partnership	Total
0	0	1
0	0	1
0	0	3
0	0	13
4	1	70
1	1	15
0	0	2
0	0	1
0	0	5
0	0	1
5	2	110
0	0	2
0	0	36
0	0	1
0	0	39
1	0	2
0	1	37
1	0	45
1	0	17
0	0	3
0	0	10
3	0	50
1	0	22
1	0	5
0	0	4
0	0	2
0	0	5
0	0	1
1	2	11
0	0	2
0	0	14
0	0	1
0	0	4
0	0	13
9	3	248
0	0	3
0	0	3
0	0	1
0	0	1
0	0	2
0	0	11
0	0	13
14	5	415

5. HOUSING ASSOCIATION CASES RECEIVED

Subject	A Housing Association Unknown	Aberdeenshire Housing Partnership	Abertay Housing Association Ltd	Albyn Housing Society Ltd	Almond Housing Association Ltd
Aids and adaptations	0	0	0	0	0
Applications / allocations / transfers / exchanges	0	0	0	0	0
Applications / allocations / transfers / exchanges / appeals	1	1	0	1	0
Common / joint owner repairs	0	0	0	0	0
Communication / staff attitude / dignity / confidentiality	2	0	0	0	0
Complaints handling	0	0	0	0	0
Decanting	0	0	0	0	0
Estate management / open spaces / environment work	1	0	0	0	0
Improvements and renovation	0	0	0	0	0
Mould / damp	1	0	0	1	0
Neighbour disputes and anti-social behaviour	4	0	0	2	0
Other	1	0	1	0	0
Out of jurisdiction	0	0	0	0	0
Pest control	0	0	0	0	0
Policy / administration	0	0	0	0	0
Reasonable adjustments / accessibility	1	0	0	0	0
Rent and/or service charges	0	0	0	0	0
Rent arrears	1	0	0	0	0
Repairs and maintenance	8	0	0	4	1
Shared ownership	0	0	0	0	0
Sheltered housing and community care	0	0	0	0	0
Subject unknown	3	0	1	1	0
Terminations of tenancy	0	0	1	0	0
Total	23	1	3	9	1

Angus Housing Association Ltd	Argyll Community Housing Association	Ark Housing Association Ltd	Ayrshire Housing	Barrhead Housing	Berwickshire Housing Association Ltd	Bield Housing & Care	Blackwood Homes and Care	Blochairn Housing Ltd
0	0	0	0	0	0	0	1	0
1	0	0	0	0	0	0	0	0
1	1	0	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	4	0	2	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	1
0	0	0	0	0	0	0	0	0
1	2	0	0	0	1	0	0	1
1	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	1	0	0
0	1	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	0
0	0	1	1	0	0	1	0	0
0	0	0	0	1	0	0	0	0
0	1	3	1	0	5	0	1	1
0	0	0	0	0	0	0	0	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
4	8	6	3	2	11	1	6	3

Bridgewater Housing Association Ltd	Cadder Housing Association Ltd	Cairn Housing Association Ltd	Caledonia Housing Association	Calvay Housing Association Ltd	Cassiltoun Housing Association Ltd	Castlehill Housing Association Ltd	Cathcart and District Housing Association Ltd	Cloch Housing Association Ltd
0	0	0	0	1	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	1	2	0	0	0	0	0
0	0	1	0	0	0	0	0	0
1	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
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	0	0
0	0	3	1	0	0	1	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	1	0	0	0	1	1	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
1	0	4	1	0	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	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0
3	2	12	5	1	2	3	2	1

Clyde Valley Housing Association Ltd	Clydesdale Housing Association	Cunninghame Housing Association Ltd	Dunbritton Housing Association Ltd	East Lothian Housing Association Ltd	Eildon Housing Association Ltd	Elderpark Housing Association	Ferguslie Park Housing Association Ltd	Fife Housing Group
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	1	1	0	0	1	0	0	0
0	0	0	0	1	0	0	0	1
0	0	0	0	1	0	0	0	0
0	0	0	1	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	0	1	1	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
2	0	0	0	0	3	1	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
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	1	0	0
2	0	1	0	1	3	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	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	0
5	1	3	2	4	7	3	1	3

Fyne Homes	Glasgow West Housing Association Ltd	Glen 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	Harbour Homes
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	1	0
0	0	0	0	0	0	0	0	0
1	1	0	0	0	1	1	1	1
0	1	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	0	1	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	2	1	2
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	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
1	6	2	1	1	2	5	7	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	1	1	0	0	0	2	1	0
0	0	0	0	0	0	0	1	0
5	11	4	1	2	5	11	12	4

Larkfield Housing Association Ltd	Link Group Ltd	Link Housing Association Ltd	Link PSL	Linstone Housing Association Ltd	Linthouse Housing Association Ltd	Lister Housing Co-operative Ltd	Lochaber Housing Association Ltd	Loreburn Housing Association Ltd
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	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	0	0
0	0	0	0	0	0	0	0	0
0	2	0	0	2	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	1	0	0	1	0
1	3	1	0	0	0	0	0	1
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	2	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	0	0	0	0	0	1	0	0
0	7	0	0	0	2	0	5	1
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
1	18	1	2	4	2	1	7	3

Loretto Housing Association Ltd	Manor Estates Housing Association	Maryhill Housing Association Ltd	Melville Housing Association Ltd	Milnbank Housing Association Ltd	Molendinar Park Housing Association Ltd	Muirhouse Housing Association Ltd	New Gorbals Housing Association Ltd	North Glasgow Housing Association Ltd
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
1	0	0	1	0	0	1	2	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	1
0	0	0	0	0	0	0	1	0
0	0	0	0	0	0	0	0	0
0	1	1	0	0	0	0	0	2
0	0	1	2	0	1	0	4	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	2	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
1	6	5	0	0	0	0	1	4
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
2	0	2	0	0	0	0	2	1
0	0	0	0	0	0	0	1	0
4	7	11	3	1	1	1	12	9

Oak Tree Housing Association	Ochil View Housing Association Ltd	Ore Valley Housing Association Ltd	Orkney Housing Association Ltd	Osprey Housing	Paisley Housing Association	Paragon Housing Association Ltd	Parkhead Housing Association Ltd	Partick 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	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	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	0	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	0
0	0	0	0	0	0	0	0	1
1	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	0	0	0	1	0	0	0	0
0	1	0	1	0	3	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	1	0	0
0	0	0	0	0	0	0	0	0
1	1	1	2	2	4	3	2	3

Places for People Scotland	Prospect Community Housing	Queens Cross Housing Association Ltd	Reidvale Housing Association Ltd	River Clyde Homes	Riverside Scotland	Rosehill Housing Co-operative Ltd	Rural Stirling Housing Association Ltd	Sanctuary (Scotland) Housing Association Ltd
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	3
1	0	0	0	1	0	0	0	0
0	1	0	0	0	0	0	0	1
1	0	0	0	0	1	0	0	2
0	0	0	0	0	0	0	0	0
2	0	1	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
3	0	0	0	3	1	0	0	3
6	0	2	0	2	0	0	1	3
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1
3	0	0	0	0	0	0	0	1
1	0	1	2	0	1	0	0	0
0	0	0	0	0	0	0	0	0
1	0	1	0	0	0	0	1	1
0	0	0	0	0	0	0	0	1
18	0	6	0	9	4	0	1	22
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
6	0	0	0	0	1	0	1	0
0	0	1	0	0	0	0	1	0
43	1	12	2	15	8	1	5	40

Sanctuary Cumbernauld	Scottish Borders Housing Association Ltd	Shettleston Housing Association Ltd	Shire Housing Association Ltd	Southside Housing Association	Spire View Housing Association Ltd	Thenue Housing	Tollcross Housing Association Ltd	Trafalgar Housing Association Ltd
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	1	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	1
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	1	0	0	0	1	0	0	0
0	0	1	0	2	0	1	0	0
0	0	0	0	1	0	0	0	0
0	0	0	0	1	0	0	0	0
0	0	0	0	1	0	0	0	0
0	0	1	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	1	0	0	0	0	0	0	0
1	9	0	1	2	0	3	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	0	0	0	0
2	16	2	1	9	2	4	1	1

Trust Housing Association Ltd	Viewpoint Housing Association Ltd	Waverley Housing	Wellhouse Housing Association Ltd	West Granton Housing Co-operative Ltd	West of Scotland Housing Association Ltd	West Whitlawburn Housing Co-operative Ltd	Wheatley Homes East	Wheatley Homes Glasgow
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	2	0	6
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	1	7
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	3
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	3
1	0	0	1	0	0	0	9	19
0	0	0	0	0	0	0	1	1
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	1
0	0	1	1	0	0	1	1	6
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
5	1	0	0	1	5	0	5	14
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	1	1	0	1	0	3	5
0	0	0	0	0	0	0	1	0
6	1	2	3	1	9	1	21	68

Wheatley Homes South	Wheatley Housing Group Ltd	Whiteinch and Scotstoun Housing Association Ltd	Williamsburgh Housing Association Ltd	Yorkhill Housing Association Ltd	Total
0	0	0	0	0	3
0	0	0	0	0	1
1	0	0	0	0	43
0	0	0	0	0	5
0	1	1	0	0	41
0	0	0	0	0	11
0	0	0	0	0	2
1	0	0	0	0	24
0	0	0	0	0	3
1	0	0	0	0	36
2	2	0	0	0	110
0	0	0	0	0	7
0	0	0	0	0	3
0	0	0	0	0	10
0	0	0	0	1	38
0	0	0	0	0	2
0	0	0	0	0	15
0	0	0	0	0	8
1	2	0	1	0	231
0	0	0	0	0	1
0	0	0	0	0	1
1	4	1	0	0	48
0	0	0	0	0	6
7	9	2	1	1	649

6. LOCAL AUTHORITY CASES RECEIVED

Subject	A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	
Building Control	0	0	1	0	0	0	0	0
Consumer Protection	0	0	0	1	0	0	0	0
Economic Development	0	0	0	0	0	0	0	0
Education	5	9	24	0	9	3	0	0
Environmental Health and Cleansing	1	0	9	0	5	2	0	0
Finance	3	11	8	1	2	3	0	0
Fire and Police Boards	0	0	0	0	0	0	0	0
Housing	17	50	18	13	2	5	0	0
Land and Property	0	1	1	3	0	0	0	0
Legal and Admin	0	7	2	3	4	2	1	0
Local Authority	0	0	0	0	0	0	0	0
Other	1	2	0	0	1	0	0	0
Personnel	0	0	0	0	0	0	0	0
Planning	2	1	5	3	2	3	0	0
Recreation and Leisure	0	0	0	0	0	0	0	0
Roads and Transport	2	5	11	4	5	2	1	0
Social Work	5	13	12	5	4	3	3	0
Subject unknown or Out of Jurisdiction	6	2	3	1	1	0	0	0
Valuation Joint Boards	0	0	0	0	0	0	0	0
Welfare Fund - Community Care Grants	0	0	0	0	0	0	0	0
Welfare Fund - Crisis Grants	0	0	0	0	0	0	0	0
Total	42	101	94	34	35	23	5	

Cou

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
0	0	0	1	0	0	1	1	3	1
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
11	2	12	11	9	6	10	15	24	2
4	1	0	2	2	1	5	4	13	2
1	1	1	1	0	3	2	7	12	3
0	0	0	0	0	0	0	0	0	0
4	18	13	10	19	14	47	56	18	2
1	1	1	0	0	0	4	1	1	0
3	2	0	2	2	1	4	4	10	1
0	0	0	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	0
4	0	3	9	3	7	3	13	4	2
1	0	0	1	0	0	1	2	2	0
3	4	2	4	4	2	6	12	23	2
6	8	4	3	1	2	6	18	18	0
1	1	0	3	0	0	4	5	8	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	1
39	39	36	47	40	36	93	140	137	17

incil

Live Life Aberdeenshire	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
0	0	0	0	1	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	9	6	21	4	12	17	11	6	2
0	1	1	27	0	5	17	2	0	5
0	2	6	1	0	2	7	8	0	0
0	0	0	0	0	0	0	0	0	0
0	24	17	39	2	26	28	3	3	15
0	2	0	5	0	4	1	1	0	0
0	4	3	5	0	1	1	3	0	5
0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	1
0	0	0	1	1	0	0	0	1	2
0	2	1	5	0	4	4	5	1	2
1	3	0	2	1	1	1	0	0	3
0	5	6	4	0	13	3	2	2	0
0	8	4	17	0	10	12	7	1	6
0	3	5	3	1	5	3	2	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
1	63	50	131	10	83	94	44	15	42

							Fire / Police / Safety Authority		
South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dunbartonshire Council	West Lothian Council	The Scottish Fire and Rescue Service	Ayrshire Roads Alliance	Culture Perth and Kinross
2	0	2	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
15	4	27	23	12	3	5	0	0	0
4	1	10	2	0	3	9	0	0	0
5	0	16	9	3	8	5	0	0	0
0	0	0	0	0	0	0	3	0	0
32	12	57	28	10	18	37	0	0	0
4	0	4	0	0	1	1	0	0	0
2	3	12	10	2	3	6	0	0	0
0	0	0	0	0	0	0	0	0	0
1	0	3	0	0	0	1	0	0	0
2	0	1	0	0	0	0	0	0	0
8	4	8	6	4	0	1	0	0	0
1	0	1	1	0	0	0	0	0	1
5	6	27	7	0	4	4	0	4	0
13	6	20	13	5	3	7	0	0	0
3	2	10	7	1	4	3	1	0	0
0	0	0	0	0	0	0	0	0	0
0	0	2	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
97	38	200	108	39	47	79	4	4	1

Valuation Joint Board						
Ayrshire Valuation Joint Board	Central Scotland Valuation Joint Board	Dunbartonshir e and Argyll and Bute Valuation Joint Board	Grampian Valuation Joint Board	Lothian Valuation Joint Board	Renfrewshire Valuation Joint Board	Total
0	0	0	0	0	0	16
0	0	0	0	0	0	3
0	0	0	0	0	0	1
0	0	0	0	0	0	329
0	0	0	0	0	0	138
0	1	0	0	0	0	132
0	0	0	0	0	0	3
0	0	0	0	0	0	658
0	0	0	0	0	0	37
0	0	0	0	0	0	108
0	0	0	0	0	0	1
0	0	0	0	0	0	12
0	0	0	0	0	0	8
0	0	0	0	0	0	119
0	0	0	0	0	0	44
0	0	0	0	0	0	187
0	0	0	0	0	0	243
0	0	0	0	0	0	88
1	1	2	1	3	1	10
0	0	0	0	0	0	5
0	0	0	0	0	0	1
1	2	2	1	3	1	2,143

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES RECEIVED

Planning

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	A Scottish Government or Devolved Administration body unknown	Crown Office and Procurator Fiscal Service	Disclosure Scotland	Education Scotland	Environmental Standards Scotland	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Registers of Scotland	Scottish Courts and Tribunal Service	Scottish Forestry
Non-Prison	Agriculture / environment / fishing / rural affairs	0	0	0	0	1	0	0	0	0	0	1
	Arts / culture / heritage / leisure / sport / tourism	0	0	0	0	0	1	0	0	0	0	0
	Care and health	0	0	0	0	0	0	0	0	0	0	0
	Courts administration	0	18	0	0	0	0	0	0	0	47	0
	Education	0	0	0	2	0	0	0	0	0	1	0
	Financial matters	0	0	0	0	0	0	0	5	0	0	0
	Governance	0	0	0	0	0	0	0	0	0	0	0
	Housing	1	0	0	0	0	0	0	0	0	0	0
	Justice	0	22	0	0	0	0	0	0	0	1	0
	Other	0	0	1	0	0	0	0	0	0	0	0
	Planning	0	0	0	0	0	0	0	0	0	0	0
	Records	0	0	1	0	0	0	4	0	3	0	0
	Roads and transport	0	0	0	0	0	0	0	0	0	0	0
	Subject unknown or Out of Jurisdiction	1	6	0	0	0	1	1	0	0	1	0
	Total	2	46	2	2	1	2	5	5	3	50	1

Scottish Public Authority

Subject	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland	Crofting Commission	Mental Welfare Commission for Scotland	National Galleries of Scotland	National Library of Scotland	National Museums of Scotland	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland
Agriculture / environment / fishing / rural affairs	0	0	0	0	1	0	0	0	0	2	0	0
Arts / culture / heritage / leisure / sport / tourism	0	0	0	2	0	0	4	4	1	1	0	0
Care and health	12	0	0	0	0	0	0	0	0	0	0	0
Commissioners and Ombudsmen	11	0	1	0	0	2	0	0	0	0	9	0
Education	0	0	0	0	0	0	0	0	0	0	0	0
Financial matters	0	0	0	0	0	0	0	0	0	0	0	0
Governance	0	0	0	0	0	0	0	0	0	0	2	0
Justice	0	1	0	0	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	0	0	0	0	0	0	0
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0
Total	23	1	1	2	1	2	4	4	1	3	11	2

Cross-Border Public Authority

Subject	Criminal Injuries Compensation Authority	Forestry Commission Scotland	Forestry and Land Scotland	Total
Agriculture / environment / fishing / rural affairs	0	1	3	4
Financial matters	3	0	0	3
Justice	1	0	0	1
Total	4	1	3	8

Scottish Government	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Health & Social Care	Scottish Government D-G Planning and Environmental Appeals	Scottish Government - Rural Payments and Inspections	Scottish Public Pensions Agency	Social Security Scotland	Student Loans Company	Transport Scotland	Total
4	0	0	0	2	0	0	0	0	8
0	0	0	0	0	0	0	0	0	1
3	0	1	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	65
1	0	0	0	0	0	0	0	0	4
8	1	0	0	0	21	65	1	0	128
6	0	0	0	0	1	0	0	0	7
15	0	0	0	0	0	0	0	0	16
2	0	0	0	0	0	0	0	0	25
9	0	0	0	0	0	0	0	0	10
2	0	0	2	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	8
1	0	0	0	0	0	0	0	1	2
3	0	0	0	0	0	3	0	0	16
54	1	1	2	2	22	68	1	1	298

Police Investigations & Review Commissioner	Qualifications Scotland	Revenue Scotland	Scottish Canals	Scottish Children's Reporter Administration	Scottish Enterprise	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	The Independent Living Fund Scotland	The Scottish Information Commissioner	Total
0	0	0	0	0	0	6	0	0	0	0	0	0	9
0	0	0	1	0	0	0	0	0	0	0	0	0	13
0	0	0	0	0	0	0	0	0	0	2	0	0	14
6	0	0	0	0	0	0	0	0	0	1	0	0	32
0	2	0	0	1	0	0	0	0	7	0	0	0	10
0	0	1	0	0	0	0	5	0	0	0	2	0	9
0	0	0	0	0	0	0	0	1	0	0	0	0	3
1	0	0	0	1	0	0	0	0	0	0	0	0	5
0	0	0	0	0	1	0	1	0	0	0	0	0	2
1	0	0	0	0	0	0	1	0	0	0	0	0	2
8	2	1	1	2	1	6	7	1	7	3	2	2	99

8. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	A University Unknown	Abertay University	Edinburgh Napier University
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	0	0
	Subject Unknown	1	0	0
Universities	Academic appeal / exam results / degree classification	1	1	2
	Accommodation	0	0	0
	Admissions	0	0	0
	Communication / staff attitude / dignity / confidentiality	0	0	0
	Complaints handling	0	0	1
	Facilities	0	0	0
	Fees / refunds	0	0	2
	Grants / allowances / bursaries	0	0	0
	Inappropriate staff / student relationship	0	0	0
	Other	0	0	0
	Personnel matters	1	0	0
	Plagiarism and intellectual property	0	0	0
	Policy / administration	0	1	3
	Property	0	0	1
	Reasonable adjustments / accessibility	0	0	0
	Special needs - assessment and provision	0	0	0
	Student discipline	0	0	2
Teaching and supervision	0	0	0	
Welfare	0	0	0	
Total		3	2	11

Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University	Queen Margaret University	Royal Conservatoire of Scotland	Scotland's Rural University College	The Robert Gordon University	University of Aberdeen	University of Dundee
0	0	1	0	0	0	0	0	0
0	0	1	0	0	0	0	0	0
2	2	9	4	0	0	4	18	2
0	0	0	0	0	0	0	0	1
1	0	0	0	0	0	0	2	1
2	1	0	0	0	0	0	2	0
1	0	0	0	2	0	0	0	1
0	0	0	0	0	0	0	0	0
3	0	4	0	0	0	1	2	8
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	0
0	0	0	0	0	0	0	0	0
0	0	2	0	0	0	0	0	0
4	1	3	1	0	0	0	2	2
0	0	0	0	0	0	0	0	0
0	1	0	0	0	0	0	0	1
0	0	0	0	0	2	1	0	0
0	0	1	0	0	0	0	0	0
3	0	2	1	0	0	0	1	0
0	0	0	0	0	0	1	0	0
16	5	24	6	2	2	7	28	16

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
0	0	0	0	0	0	0	1
0	0	0	1	1	0	0	4
25	32	3	8	12	1	11	137
2	2	1	1	0	0	0	7
3	2	1	1	0	0	2	13
0	3	1	0	4	0	1	14
0	4	0	2	0	0	1	12
1	0	0	0	0	0	0	1
2	1	0	2	5	0	4	34
3	0	0	0	0	0	0	3
0	0	1	0	0	0	0	1
0	0	2	0	0	0	0	4
0	1	0	0	1	0	0	3
0	0	0	0	0	0	0	2
3	5	1	1	1	1	2	31
0	0	0	0	0	0	0	1
1	0	0	0	3	0	3	9
0	1	0	0	0	0	0	4
1	1	0	1	0	1	0	7
0	1	0	0	0	0	1	9
0	0	1	0	0	1	0	3
41	53	11	17	27	4	25	300

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	35	8	49	7	2	4	2
Customer service	1	0	3	0	0	1	2
New Connections	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	1
Subject unknown or Out of Jurisdiction	3	0	0	0	0	0	1
Waste Water	0	0	0	0	0	0	6
Water Supply	0	0	0	0	0	0	11
Total	39	8	52	7	2	5	24

SES Business Water	Water Plus Ltd	Water2business	Wave	Total
1	7	0	7	122
0	0	0	0	7
0	0	0	0	1
0	0	0	0	1
0	0	0	0	4
0	0	0	0	6
0	0	1	0	12
1	7	1	7	153

10. OTHER CASES RECEIVED

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
General Enquiry	1	2	3
Subject Unknown or Out of Jurisdiction	46	38	84
Total	47	40	87