

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	Complaint	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	2	2
Course Related	Assessment / Exams / Certification	1	1
	Course Management (including class cancellations)	1	1
	Environment / Resources	1	1
	Learning and Teaching	4	4
	Providing Learning Support and Guidance (by curriculum staff)	1	1
Customer Care	Diversity and Equality (other than support for learning)	3	3
	Health and Safety	2	2
	Staff Conduct	5	5
	Student Conduct	1	1
Services	Assessing and Providing Learning Support (by support staff)	1	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	3	3
Total		25	25

3. HEALTH CASES RECEIVED

Subject	Complaint	Enquiry	Total
Admission / discharge / transfer procedures	16	0	16
Adult Social Work Services (Highland NHS Only)	4	0	4
Appliances / equipment / premises	3	0	3
Appointments / Admissions (delay / cancellation / waiting lists)	148	0	148
Clinical treatment / diagnosis	993	1	994
Communication / staff attitude / dignity / confidentiality	165	0	165
Complaints handling	42	0	42
Continuing care	2	0	2
Failure to send ambulance / delay in sending ambulance	12	0	12
Hotel services - food / laundry etc	2	0	2
Hygiene / cleanliness / infection control	2	0	2
Lists (incl difficulty registering and removal from lists)	24	0	24
Nurses / nursing care	19	0	19
Other	11	0	11
Out of jurisdiction	6	0	6
Policy / administration	58	0	58
Record keeping	21	1	22
Subject unknown	82	1	83
Total	1,610	3	1,613

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Complaint	Enquiry	Total
Community Nursing & Support Services	Communication / staff attitude / dignity / confidentiality	1	0	1
	Total	1	0	1
Hospitals	Clinical treatment / diagnosis	2	0	2
	Total	2	0	2
HSCP - Health	Appointments / Admissions (delay / cancellation / waiting lists)	6	0	6
	Clinical treatment / Diagnosis	48	1	49
	Communication / staff attitude / dignity / confidentiality	20	0	20
	Complaints handling	1	0	1
	Continuing care	1	0	1
	Hotel services - food / laundry etc	1	0	1
	Nurses / Nursing Care	1	0	1
	Other	3	0	3
	Policy / administration	6	0	6
	Record Keeping	1	0	1
	Total	88	1	89
HSCP - Prison Health Care	Appliances / equipment / premises	1	0	1
	Appointments / Admissions (delay / cancellation / waiting lists)	2	0	2
	Clinical treatment / Diagnosis	27	0	27
	Total	30	0	30
HSCP - Social Work	Access to files and information	1	0	1
	Adoption / fostering	1	0	1
	Adult support and protection / adults with incapacity	13	0	13
	Assessments / self-directed support	31	0	31
	Care charges for homecare and residential care	11	0	11
	Carer's assessments	7	0	7
	Child protection	2	0	2
	Child services and family support	14	0	14
	Communication / staff attitude / dignity / confidentiality	18	0	18
	Community Mental health services	2	0	2
	Complaints handling	1	0	1
	Criminal justice	3	0	3
	Free personal care	6	0	6
	Occupational therapy / assessment for equipment / adaptations	4	0	4
	Other	1	0	1
	Policy / administration	11	0	11
	Sheltered housing / residential issues	2	0	2
	Standard of care	4	0	4
	Total	132	0	132
Social Work	Adult support and protection / adults with incapacity	2	0	2
	Child services and family support	1	0	1
	Communication / staff attitude / dignity / confidentiality	1	0	1
	Occupational therapy / assessment for equipment / adaptations	1	0	1
	Total	5	0	5
Subject Unknown or Out Of Jurisdiction	Subject Unknown	6	0	6
	Total	6	0	6
Total		264	1	265

5. HOUSING ASSOCIATION CASES RECEIVED

Subject	Complaint	Total
Aids and adaptations	5	5
Applications / allocations / transfers / exchanges	14	14
Communication / staff attitude / dignity / confidentiality	22	22
Complaints handling	10	10
Estate management / open spaces / environment work	12	12
Homeless person issues	1	1
Improvements and renovation	5	5
Mould / damp	34	34
Neighbour disputes and anti-social behaviour	77	77
Other	8	8
Out of jurisdiction	2	2
Policy / administration	38	38
Rent and/or service charges	18	18
Repairs and maintenance	216	216
Shared ownership	1	1
Sheltered housing and community care	2	2
Subject unknown	26	26
Terminations of tenancy	5	5
Total	496	496

6. LOCAL AUTHORITY CASES RECEIVED

Subject	Complaint	Enquiry	Total
Building Control	9	0	9
Consumer Protection	2	0	2
Economic Development	3	0	3
Education	214	1	215
Environmental Health and Cleansing	90	0	90
Finance	102	0	102
Fire & Police Boards	4	0	4
Housing	457	0	457
Land and Property	29	0	29
Legal and Admin	88	1	89
National Park Authorities	2	0	2
Other	13	0	13
Personnel	1	0	1
Planning	142	0	142
Recreation and Leisure	31	0	31
Roads and Transport	151	0	151
Social Work	166	2	168
Subject unknown or Out of Jurisdiction	73	0	73
Valuation Joint Boards	5	0	5
Welfare Fund - Community Care Grants	2	0	2
Welfare Fund - Crisis Grants	1	0	1
Total	1,585	4	1,589

7. SCOTTISH GOVERNMENT AND DEVOLVED ADMINISTRATION CASES RECEIVED

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Complaint	Total
Non-Prison	Agriculture / environment / fishing / rural affairs	4	4
	Arts / culture / heritage / leisure / sport / tourism	3	3
	Care and health	3	3
	Courts administration	47	47
	Education	1	1
	Financial matters	86	86
	Governance	2	2
	Housing	4	4
	Justice	24	24
	Other	4	4
	Planning	4	4
	Records	5	5
	Roads and transport	5	5
	Subject unknown or Out of Jurisdiction	9	9
	Total	201	201

Scottish Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	6	6
Arts / culture / heritage / leisure / sport / tourism	4	4
Care and health	10	10
Commissioners and Ombudsmen	22	22
Education	7	7
Enterprise bodies	3	3
Financial matters	8	8
Justice	4	4
Other	4	4
Subject unknown or Out of Jurisdiction	4	4
Total	72	72

Cross-Border Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affairs	3	3
Financial matters	1	1
Justice	1	1
Total	5	5

Scottish Government & Devolved Administration Sub-Sector	Complaint	Total
Cross-Border Public Authority	5	5
Scottish Government & Scottish Administration	201	201
Scottish Public Authority	72	72
Scottish Government & Devolved Administration Total	278	278

8. PRISON CASES RECEIVED

Subject	Complaint	Enquiry	Total
Admission / transfers / discharge	21	0	21
Communication and records	35	0	35
Discipline	25	0	25
Health / Welfare / Religion	49	0	49
Leave from Prison (Including Home Detention Leave)	9	0	9
Other	2	0	2
Physical and personal environment	33	0	33
Privileges and prisoners property	29	0	29
Security / control / progression	34	0	34
Subject unknown or Out of Jurisdiction	52	1	53
Work / education / earnings / recreation	10	0	10
Total	299	1	300

***These are also included in Scottish Administration figures**

9. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	Complaint	Total
Universities	Academic appeal / exam results / degree classification	164	164
	Accommodation	3	3
	Admissions	10	10
	Antisocial behaviour	1	1
	Communication / staff attitude / dignity / confidentiality	21	21
	Complaints handling	6	6
	Grants / allowances / bursaries	1	1
	Inappropriate staff / student relationship	1	1
	Other	6	6
	Personnel matters	1	1
	Policy / administration	49	49
	Special needs - assessment and provision	2	2
	Student discipline	4	4
	Teaching and supervision	18	18
	Welfare	2	2
Total		289	289

10. WATER CASES RECEIVED

Subject	Complaint	Total
Billing and charging	86	86
Customer service	6	6
Environmental Concerns	2	2
Subject unknown or Out of Jurisdiction	1	1
Waste Water	6	6
Water Supply	7	7
Total	108	108

11. OTHER CASES RECEIVED

Subject	Complaint	Enquiry	Total
Signposting - Premature	0	151	151
Signposting - Out of Jurisdiction	0	336	336
General Enquiry	1	0	1
Subject Unknown or Out of Jurisdiction	66	2	68
Total	67	489	556

12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

Subject	Housing Associations	Local Authority	Total
Aids and adaptations	5	2	7
Applications / allocations / transfers / exchanges	14	59	73
Communication / staff attitude / dignity / confidentiality	22	23	45
Complaints handling	10	5	15
Estate management / open spaces / environment work	12	36	48
Homeless person issues	1	11	12
Housing statutory repair notices / HAA area / demolition orders	0	4	4
Improvements and renovation	5	6	11
Mould / damp	34	37	71
Neighbour disputes and anti-social behaviour	77	82	159
Other	8	2	10
Out of jurisdiction	2	0	2
Policy / administration	38	22	60
Pre-contractual or commercial matters (action post 01/04/2011 only)	0	1	1
Rent and/or service charges	18	5	23
Repairs and maintenance	216	161	377
Shared ownership	1	0	1
Sheltered housing and community care	2	1	3
Subject unknown	26	0	26
Terminations of tenancy	5	0	5
Total	496	457	953

***Complaints only**