

RECEIVED TABLES FOR SPSO ANNUAL REPORT STATISTICS 2023-24

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1. CASES RECEIVED BY SECTOR

Authority Sector	Complaint	Enquiry	Total
Colleges	28	0	28
Health	1,544	6	1,550
Housing Associations	476	2	478
Joint Health and Social Care	210	1	211
Local Authority	1,393	4	1,397
Other	86	475	561
Prisons	321	1	322
Scottish Government & Devolved Administration	251	0	251
Universities	285	0	285
Water	92	0	92
Total	4,686	489	5,175

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

2. SCOTTISH COLLEGE CASES RECEIVED

Subject Group	Subject	A College Unknown	Ayrshire College	Borders College	Edinburgh College	Fife College
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	0	0	0	1	1
Course Related	Assessment / Exams / Certification	0	0	0	0	0
	Course Management (including class cancellations)	0	0	0	0	0
	Learning and Teaching	0	0	2	0	0
	Providing Learning Support and Guidance (by curriculum staff)	0	0	0	0	0
Customer Care	Diversity and Equality (other than support for learning)	0	0	0	1	0
	Health and Safety	0	0	0	0	1
	Staff Conduct	0	2	0	2	0
	Student Conduct	0	1	0	0	0
Other	Not otherwise covered	0	0	0	0	0
Services	Funding / Bursaries	0	0	0	0	0
	Quality (including complaint handling)	0	0	0	0	0
Subject Unknown or Out Of Jurisdiction	Subject Unknown	2	0	0	0	0
Total		2	3	2	4	2

Forth Valley College of Further and Higher Education	Glasgow Clyde College	Glasgow Kelvin College	Moray College UHI	New College Lanarkshire	Newbattle Abbey College	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	Total
2	0	0	0	1	0	0	0	0	0	5
0	0	0	0	0	0	0	0	1	0	1
0	2	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	1	0	1	2
0	0	0	0	0	0	0	0	0	1	2
0	0	0	0	0	0	0	0	0	0	1
0	0	1	0	0	1	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	1
0	0	0	1	0	0	0	0	0	0	1
0	0	1	0	0	0	0	0	0	0	1
0	0	0	0	0	0	1	0	0	0	1
1	0	0	0	0	0	0	0	0	0	3
3	2	2	1	1	1	1	1	1	2	28

3. HEALTH CASES RECEIVED

Subject	Dentists & Dental Practices	GP & GP Practices	Health Board									
	Dentists & Dental Practices	GP & GP Practices	A Health Board Unknown	Ayrshire and Arran NHS Board	Borders NHS 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
Admission / discharge / transfer procedures	0	0	0	0	0	2	1	3	1	3	1	3
Adult Social Work Services (Highland NHS Only)	0	0	0	0	0	0	0	0	0	0	1	0
Appliances / equipment / premises	0	0	0	0	0	0	0	0	1	0	0	0
Appointments / admissions (delay / cancellation / waiting lists)	7	24	5	6	2	2	2	4	10	16	4	6
Clinical treatment / diagnosis	53	178	21	45	23	29	38	69	44	152	51	80
Communication / staff attitude / dignity / confidentiality	9	64	3	8	4	3	4	6	5	21	4	5
Complaints by NHS staff	0	0	0	0	0	0	0	0	1	0	0	0
Complaints handling	0	8	2	0	0	1	1	2	3	7	0	0
Continuing care	0	1	0	0	0	1	0	0	1	0	1	0
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	0	0	0	0	0	0
Hotel services - food / laundry etc	0	0	0	0	0	0	0	0	0	1	0	0
Hygiene / cleanliness / infection control	0	0	0	0	0	0	0	1	0	0	0	0
Lists (incl difficulty registering and removal from lists)	3	27	0	0	0	0	0	0	0	0	1	0
Nurses / nursing care	0	1	0	0	0	2	2	2	2	4	2	4
Other	0	1	1	0	0	0	0	0	0	0	0	0
Out of jurisdiction	0	0	0	0	0	0	0	0	0	0	0	1
Policy / administration	2	18	0	0	0	1	1	4	2	7	3	0
Record keeping	1	4	0	0	1	1	1	1	0	1	0	1
Subject unknown	1	10	14	5	1	1	3	4	0	7	2	3
Total	76	336	46	64	31	43	53	96	70	219	70	103

						Opticians	Pharmacists & Pharmacy Services	Special Health 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	The State Hospital Board for Scotland	Total
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	16
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	0	1	0	3
18	0	0	0	9	0	0	0	0	0	0	0	0	0	0	115
114	2	0	3	68	3	1	1	1	0	2	0	0	9	0	987
13	1	0	0	16	0	0	4	0	0	2	0	1	4	2	179
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	28
1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	9
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	1
0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	32
3	0	0	0	2	0	0	0	0	0	0	0	0	0	0	24
1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
3	0	1	0	3	0	0	2	0	1	0	0	1	3	1	53
2	0	0	0	2	0	0	2	0	0	0	0	0	1	0	18
6	0	0	0	5	0	0	1	0	0	0	0	0	0	0	63
165	4	1	3	106	3	1	12	1	1	4	1	4	28	3	1,544

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Aberdeenshire Health and Social Care Partnership	Angus Health and Social Care Partnership	Argyll and Bute 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	East Lothian Health and Social Care Partnership	East Renfrewshire Health and Social Care Partnership	Edinburgh Health and Social Care Partnership	Falkirk Health and Social Care Partnership	
HSCP - Health	Admission / discharge / transfer procedure:	0	0	0	0	0	0	0	0	0	0	0	
	Appliances / equipment / premise:	0	0	0	0	0	0	0	0	0	0	0	
	Appointments / Admissions (delay / cancellation / waiting lists:	0	0	1	0	0	0	0	0	0	1	1	
	Clinical treatment / Diagnosis:	2	0	2	0	1	1	0	2	0	5	0	
	Communication / staff attitude / dignity / confidentiality:	0	0	2	0	0	0	0	0	0	2	0	
	Complaints handling:	0	0	0	0	0	1	0	0	0	0	0	
	Continuing care:	0	0	0	0	0	0	0	0	0	0	0	
	Nurses / Nursing Care:	0	0	0	0	0	0	0	0	0	0	1	
	Total	2	0	5	0	1	2	0	2	0	2	9	0
	HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists:	0	0	0	0	0	0	0	0	0	0	0
Clinical treatment / Diagnosis:		0	0	0	0	0	0	0	0	0	0	0	
Communication / staff attitude / dignity / confidentiality:		0	0	0	0	0	0	0	0	0	0	1	
Complaints handling:		0	0	0	0	0	0	0	0	0	0	0	
Record keeping:		0	0	0	0	0	0	0	0	0	0	0	
Total		0	0	0	0	0	0	0	0	0	0	0	1
HSCP - Social Work		Access to files and information:	0	0	0	0	0	0	0	0	0	0	0
	Adult support and protection / adults with incapacit:	2	0	0	1	1	1	0	0	0	1	0	
	Assessments / self-directed suppor:	1	0	1	0	0	0	0	0	0	0	0	
	Care charges for homecare and residential car:	0	0	0	0	0	0	0	0	1	0	0	
	Carer's assessments:	0	0	0	0	0	1	0	0	0	1	0	
	Child protection:	0	0	0	0	0	0	0	0	0	0	0	
	Child services and family suppor:	0	0	3	0	0	2	1	0	0	0	1	
	Communication / staff attitude:	0	1	0	0	0	0	2	0	0	1	0	
	Community Mental health service:	0	0	1	0	0	0	0	0	1	0	0	
	Complaint handling:	0	0	0	0	0	0	0	0	0	0	0	
	Kinship care:	0	0	0	0	0	0	0	0	0	0	0	
	Occupational therapy / assessment for equipment / adaptations:	0	0	0	0	0	0	0	1	0	1	0	
	Policy / administration:	0	0	0	0	0	0	0	0	0	3	0	
	Standard of care:	0	1	0	0	1	0	1	0	0	0	0	
	Tendering / pre-contractual matter:	0	0	0	0	0	0	0	0	0	0	0	
	Total	3	2	5	1	2	4	4	1	2	7	1	
	Integration Joint Boards	Complaints handling:	0	0	0	0	0	0	0	0	0	0	0
Policy / administration:		1	0	0	0	0	0	0	0	0	1	0	
Total		1	0	0	0	0	0	0	0	0	1	0	
Subject Unknown or Out Of Jurisdiction	Subject Unknown:	0	0	0	0	0	1	0	0	0	1	0	
	Total	0	0	0	0	0	1	0	0	0	1	0	
Total		6	2	10	1	3	7	4	3	3	18	2	

Fife Health and Social Care Partnership	Glasgow City Health and Social Care Partnership	Health In Mind	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	Shetland Health and Social Care Partnership	South Ayrshire Council Health and Social Care Partnership	South Ayrshire Health and Social Care Partnership	South Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	West Lothian Health and Social Care Partnership	Total
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	4
0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
2	8	0	1	2	0	0	0	0	2	0	0	0	0	1	1	30
0	2	0	0	0	0	0	0	0	2	0	0	0	2	0	0	10
0	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	1	0	0	2
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
3	14	0	2	2	0	1	1	0	4	0	0	0	3	3	1	56
0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
0	19	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
0	2	0	0	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	0	0	1
0	26	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
1	6	0	2	1	0	1	0	0	0	0	0	1	0	0	0	18
0	2	0	1	1	0	0	0	0	0	0	1	3	4	1	0	15
0	0	0	0	0	0	1	0	1	0	0	2	3	3	0	0	11
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
0	3	0	1	1	1	1	0	0	1	0	0	1	0	2	0	18
0	4	0	1	0	0	0	0	0	0	0	0	0	0	1	0	10
0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	5
0	2	1	1	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	1	0	1	2
0	2	0	0	1	0	1	0	0	2	0	0	0	0	1	0	9
1	5	0	0	0	1	0	0	0	0	1	0	0	1	2	0	14
0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0	6
0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
2	29	1	6	4	3	4	0	1	5	2	3	7	11	7	1	118
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	1	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	4
0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	5
5	71	1	8	7	3	5	1	1	10	2	3	7	14	11	2	210

6. LOCAL AUTHORITY CASES RECEIVED

Subject	Council																						
	A Council Unknown	Aberdeen City Council	Aberdeenshire Council	Angus Council	Argyll and Bute Council	Clackmannanshire Council	Comhairle nan Eilean Siar	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	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council	
Building Control	0	0	1	0	0	0	0	0	0	0	2	0	1	1	1	2	0	0	0	0	0	1	0
Economic Development	0	0	0	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Education	24	4	10	1	4	2	2	7	1	4	2	5	6	20	6	3	5	1	11	4	2	0	0
Environmental Health & Cleansing	0	3	7	1	3	2	0	4	1	1	0	1	3	2	9	15	3	1	1	10	0	0	1
Finance	0	5	1	0	2	0	0	0	0	0	0	1	0	3	5	2	1	2	2	0	0	0	1
Fire & Police Boards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Housing	7	28	10	8	1	2	0	1	13	5	8	6	4	35	27	5	0	13	7	22	0	0	7
Land & Property	0	1	1	2	0	0	0	0	1	1	0	0	0	3	2	0	0	0	2	0	0	0	0
Legal & Admin	1	6	1	1	3	1	0	1	2	1	1	3	2	0	4	5	0	1	1	3	0	0	2
National Park Authorities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	11	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Personnel	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0
Planning	2	0	7	1	2	2	0	6	4	8	2	4	5	2	14	8	0	1	2	5	0	0	5
Recreation & Leisure	0	1	0	0	0	0	0	0	0	0	1	0	2	0	1	0	0	0	0	1	0	0	0
Roads & Transport	2	3	8	0	2	1	1	3	2	0	4	5	1	3	5	25	3	2	1	7	1	1	2
Social Work	9	18	7	7	0	3	0	5	4	1	1	0	0	2	9	5	0	3	1	12	0	0	3
Subject unknown or Out of Jurisdiction	5	2	3	1	0	1	0	1	3	1	1	2	0	5	3	4	1	4	1	0	1	0	3
Valuation Joint Boards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Welfare Fund - Community Care Grant	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Welfare Fund - Crisis Grants	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	50	72	56	24	17	15	3	28	31	23	23	21	22	62	98	81	12	31	18	76	8	26	

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Crown Office and Procurator Fiscal Service	Historic Environment Scotland	National Records of Scotland (NRS)	Office of the Accountant in Bankruptcy	Queen's & Lord Treasurer's Remembrancer	Registers of Scotland	Revenue Scotland	Scottish Court and Tribunal Service	Scottish Government
Non-Prison	Agriculture / environment / fishing / rural affairs	0	0	0	0	0	0	0	0	4
	Arts / culture / heritage / leisure / sport / tourism	0	1	2	0	0	0	0	0	0
	Care and health	0	0	0	0	0	0	0	0	2
	Courts administration	22	0	0	0	0	0	0	18	0
	Education	0	0	0	0	0	0	0	0	1
	Financial matters	0	0	0	3	0	0	1	0	2
	Housing	0	0	0	0	0	0	0	1	2
	Justice	20	0	0	0	0	0	0	2	1
	Other	0	0	0	0	1	0	0	0	0
	Planning	0	0	0	0	0	0	0	0	1
	Records	0	0	1	0	0	2	0	0	0
	Roads and transport	0	0	0	0	0	0	0	0	0
	Subject unknown or Out of Jurisdiction	3	0	0	0	0	0	0	6	6
	Total	45	1	3	3	1	2	1	27	19

Scottish Public Authority

Subject	Care Inspectorate	Children's Hearings Scotland	Commissioner for Ethical Standards in Public Life in Scotland	Creative Scotland	Crofting Commission	Highlands & Islands Enterprise	NatureScot	Office of the Scottish Charity Regulator	Parole Board for Scotland	Police Investigations & Review Commissioner
Agriculture / environment / fishing / rural affairs	0	0	0	0	1	0	1	0	0	0
Arts / culture / heritage / leisure / sport / tourism	0	0	0	1	0	0	0	0	0	0
Care and health	5	1	0	0	0	0	0	0	0	0
Commissioners and Ombudsmen	9	0	1	0	1	0	0	3	0	2
Courts administration	0	0	0	0	0	0	0	0	1	0
Education	0	0	0	0	0	0	0	0	0	0
Enterprise bodies	0	0	0	0	0	1	0	0	0	0
Financial matters	0	0	0	0	0	0	0	0	0	0
Governance	0	0	0	0	0	0	0	0	0	0
Justice	0	1	0	0	0	0	0	0	1	0
Other	0	0	0	0	0	0	0	1	0	0
Subject unknown or Out of Jurisdiction	0	0	0	0	0	0	0	1	0	2
Total	14	2	1	1	2	1	1	5	2	4

Cross-Border Public Authority

Subject	Criminal Injuries Compensation Authority	Forestry and Land Scotland	Total
Agriculture / environment / fishing / rural affairs	0	2	2
Financial matters	1	0	1
Total	1	2	3

Scottish Government - Rural Payments and Inspections Division	Scottish Government D-G Enterprise, Environment & Digital	Scottish Government D-G Health & Social Care	Scottish Government D-G Learning & Justice	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)	Transport Scotland	Total
1	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	3
0	0	1	0	0	0	0	1	0	0	4
0	0	0	1	0	0	0	0	0	0	41
0	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	6	50	14	5	0	81
0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	0	23
0	1	0	0	0	0	0	0	0	0	2
0	0	0	0	3	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	2	2
0	0	0	0	0	0	2	0	0	0	17
1	1	1	1	3	6	53	14	5	2	189
1	1	1	1	3	6	53	14	5	2	189

Scottish Canals	Scottish Children's Reporter Administration	Scottish Environment Protection Agency	Scottish Legal Aid Board	Scottish Parliamentary Corporate Body	Scottish Qualifications Authority	Scottish Social Services Council	Skills Development Scotland	South of Scotland Enterprise	sportscotland	The Scottish Information Commissioner	VisitScotland	Total
1	0	1	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	2	0	2	5
0	0	0	0	0	0	4	0	0	0	0	0	10
0	0	0	0	0	0	0	0	0	0	1	0	17
0	4	0	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	1	0	0	0	0	0	0	1
0	0	0	0	0	0	0	1	0	0	0	0	2
0	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	3	0	0	0	0	0	0	0	0	5
0	0	1	0	1	0	0	0	0	0	0	0	3
0	0	0	0	1	0	1	0	0	0	0	0	5
1	4	2	3	3	1	5	1	1	2	1	2	59

8. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	A University Unknown	Edinburgh Napier University	Glasgow Caledonian University	Glasgow School of Art	Heriot-Watt University
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	0	0	0	0	0
	Subject Unknown	1	0	0	0	0
Universities	Academic appeal / exam results / degree classificatic	2	2	2	0	12
	Accommodator	0	1	0	0	0
	Admissions	0	0	2	0	0
	Communication / staff attitude / dignity / confidentialii	1	3	0	0	0
	Complaints handling	0	0	0	0	2
	Facilities	0	0	0	0	0
	Grants / allowances / bursaries	1	1	0	0	0
	Personnel matters	0	1	0	0	0
	Plagiarism and intellectual propert	0	0	0	0	3
	Policy / administrator	0	0	1	1	1
	Special needs - assessment and provisio	0	0	0	0	0
	Student discipline	0	1	1	0	0
	Teaching and supervisor	0	0	3	0	1
	Welfare	0	0	0	0	0
Total		5	9	9	1	19

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
0	0	0	0	0	1	0	0	0	0	0	1
0	0	1	0	1	0	0	0	1	1	0	5
1	8	14	0	47	29	6	12	13	1	2	151
0	0	0	0	1	2	0	0	0	0	0	4
0	2	0	1	3	1	0	2	1	0	1	13
0	0	2	1	1	4	0	1	0	0	0	13
0	0	2	0	3	4	4	3	0	0	0	18
0	0	0	0	1	0	0	0	0	0	0	1
0	0	0	1	2	0	0	0	2	0	0	7
0	0	0	2	0	0	0	0	1	0	0	4
0	0	0	0	0	4	1	0	0	0	0	8
2	1	3	0	6	6	0	2	2	1	2	28
0	1	0	1	1	0	1	0	1	1	0	6
0	0	0	0	1	1	0	1	0	1	2	8
0	0	3	2	1	3	0	0	2	0	1	16
0	0	0	0	1	0	0	1	0	0	0	2
3	12	25	8	69	55	12	22	23	5	8	285

9. WATER CASES RECEIVED

Subject	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Intelligent Business Water Ltd
Billing and charging	2	24	5	16	4	1
Customer service	0	1	0	0	0	0
Environmental Concerns	0	0	0	0	0	0
New Connections	0	0	0	0	0	0
Subject unknown or Out of Jurisdiction	0	1	0	0	0	0
Waste Water	0	0	0	0	0	0
Water Supply	0	1	0	0	0	0
Total	2	27	5	16	4	1

Pure Utilities	Scottish Water	Water Plus Select Ltd	Wave	Total
3	3	3	4	65
1	3	0	0	5
0	3	0	0	3
0	1	0	0	1
0	1	0	1	3
0	4	0	0	4
0	10	0	0	11
4	25	3	5	92

10. OTHER CASES RECEIVED

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
Subject Unknown or Out of Jurisdiction	18	68	86
Total	18	68	86