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### Received

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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

<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	Edinburgh College	Fife College
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Inductio	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 staf	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 Jurisdictior	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		Newbattle Abbey College	North East Scotland College	Perth College UHI	South Lanarkshire College	West College Scotland	Total
2	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

	Dentists & Dental Practices	GP & GP Practices								Health	n Board	
Subject	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		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			Sp	ecial Health Boa	ard			
Lothian NHS Board	Orkney NHS Board	Public Health Scotland	Shetland NHS Board	Tayside NHS Board	Western Isles NHS Board		Pharmacists & Go Pharmacy Services	olden Jubilee National Hospital	Healthcare Improvement Scotland	NHS 24	NHS Education for Scotland	NHS National Services Scotland		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	Ü	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		East Ayrshire Health and Social Care Partnership	East Dunbartonshire Health and Social Care Partnership	East Lothian Health and Social Care Partnership	Health and Social Care	Health and Social Care	Falkirk Health and Social Care Partnership
HSCP - Health	Admission / discharge / transfer procedures	. 0	. 0	. 0	. 0	0	. 0	. 0	. 0	. 0		0
	Appliances / equipment / premise:	0	0	0	0	0	0	0	0	0	(	0
	Appointments / Admissions (delay / cancellation / waiting lists	Ö	0	1	0	Ö	0	0	0	1	1	C
	Clinical treatment / Diagnosis	2	0	2	0	1	1	0	2	0	5	j ()
	Communication / staff attitude / dignity / confidentiality	0	0	2	0	0	0	0	0	0	2	0
	Complaints handling	Ö	0	0	0	Ö	1	0	0	0	C	O C
	Continuing care	0	0	0	0	0	0	0	0	0	(	0
	Nurses / Nursing Care	Ö	0	0	0	Ö	0	0	0	0	1	C
	Total	2	0	5	0	1	2	0	2	1	ç	0
HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists	0	0	0	0	0	0	0	0	0	(	o c
	Clinical treatment / Diagnosis	0	0	0	0	0	0	0	0	0	Ċ	o c
	Communication / staff attitude / dignity / confidentiality	0	0	0	0	0	0	0	0	0	(	j 1
	Complaints handling	0	0	0	0	0	0	0	0	0	(	o c
	Record keeping	0	0	0	0	0	0	0	0	0	Ċ	o c
	Total	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	(	i c
TIOOT GOOIGI TTOIN	Adult support and protection / adults with incapacit	2	Ő	0	1	1	1	0	0	Ő	1	ıl ç
	Assessments / self-directed support	1	0	1	0	0	0	0	0	0	(	o c
	Care charges for homecare and residential care	0	n n	0	n	0	0	0	0	1	(	n c
	Carer's assessments	0	Ő	0	Ő	0	1	0	0	Ó	1	ıl ç
	Child protection	0	n n	0	n	0	0	0	0	0	(	n c
	Child services and family suppor	0	0	3	Ů	0	2	1	0	0	ì	1 1
	Communication / staff attitude	0	1	0	Ő	0	0	2	0	Ő	1	ıl c
	Community Mental health service:	0	0	1	0	0	, o	0	0	1		) 0
	Complaint handling	0	Ő	0	Ő	0	Ů Ů	0	0	Ó	Ò	o č
	Kinship care	0	0	0	0	0	, o	0	0	0	ì	) 0
	Occupational therapy / assessment for equipment / adaptations	0	0	0	0	Ö	0	0	1	0	1	0
	Policy / administration	0	0	0	0	0	0	0	0	0	3	3 0
	Standard of care	0	1	0	0	1	0	1	0	0	(	o c
	Tendering / pre-contractual matter:	0	0	0	Ő	Ö	Ŏ	0	0	Ő	Č	i č
	Total	3	2	5	1	2	4	4	1	2	7	/1 1
Integration Joint Boards	Complaints handling	0	0	0	0	Ō	0	0	0	0	(	ol c
3	Policy / administration	1 1	Ő	0	Ő	Ö	Ŏ	0	0	Ő	1	il č
	Total	1 1	0	0	0	0	0	0	0	0	1	1 0
Subject Unknown or Out Of Jurisdiction	Subject Unknowr	n	n	0	n	0	1	n	0	n	1	ı c
	Total	1 0	0	0	0	0	1	0	0	0	1	ıl ç
Total		Č	·	10	· ·						40	, <del> </del>

Fife Health and Social Care Partnership	Social Care	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 Lanarkshire Health and Social Care Partnership	West Dunbartonshire Health and Social Care Partnership	West Lothian Health and Social Care Partnership	Total
1	1	0	0	0	0	1	1	0	0		0	0	0	1	0	1
0	2	0	0		0	0	0	0			0		0	0	0	
2	8	0	1	2	0	0	0	0	2		0	0	0	1	1	30
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0	0	0	1	0	0	0	0	0	0	C	0	0	1	0	0	2
0	1	0	0	0	0	0	0	0	0	C	0	•	0	0	0	2
3	14	0	2	2	0	1	1	0	4	0	0	_	3	3	1	56
0	4	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	19
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0	26	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	1
1	6	0	2	1	0	1	0	0	0	C	0	0	1	0	Ō	18
0	2	0	1	1	0	0	0	0	0	C	1	3	4	1	0	15
0	0	0	0	0	0	1	0	1	0	C	2	3	3	0	0	11
0	1	0	0	0	0	0	0	0	0	C	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	1	C	0	0	0	0	0	1
0		0	1	1	1	1	0	0	1	0	0		0	2	0	18
0	4	0	1	0	0	0	0	0	0	0	0	0	0	1	0	10
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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	C	0	U	0	1	0	1
0	0	0	0	0	0	0	0	0	1	C	0		0	0	0	3
0	0	0	0		0	0	0	0	1	C	0	_	0	1	0	4
0	2	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	5
5	71	1	8		3	5	1	1	10	2	3	7	14	11	2	210

E UNIONO ASSOCIATION CASES BECEN

		Aberdeenshire			Almond	Argyll Community		Berwickshire		actesed Brid			Caledonia		Cassitous	Carbonii District	Cernach	Clyde Va		Clydesdale Craigdale	Cunninghame	Dalmuir Park	Dunbritton East Lot			Giango				Hanover (Scotland) He			Haltland	Hortzon	Kingdom	Lanarkshire	Langutane Lankfield		Linetone
	Association	mousing	Housing		Housing Angus Ho	using Housing	Ayrabire	Housing	Bield Housing Hor	Care Associ		g Cars Hou	ing Housing	Housing	Housing	Housing Housing	Housing Clock Ha	nusing Housin	ng Housing	Housing Housing	Housing	Mousing	Housing House		Endon Housing P	Fife Housing Hou	ung Gles House	ing Govan Housing	Housing	Housing H	weening House	ing Association	on Housing	Housing Styline House		Mousing	Housing Housing	Link Housing	
				no Society Ltd					& Care		lation Ltd Associatio													on Ltd operative										Association Ltd.Association					to Link PSL Association Ltd
Ferminations of tenancy																																							

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	inthouse 5	ochaber	London	Location	Manor Estates	Manadill	Marketta	Minhael	New Contracts	North Glasson	CON TOWN	OWNER		on Matter	Other		Parkhead	- Partici	Places 1	for Box			Santa Cones	September 1		Rosentill	Provid Strict	ing Cambusian				Shetlest		Southside		Tellcron	ns Trafalge	- 1	Viewpoint		Wellbouse				Wheeler	y Westiny	Williamsty	and.	Yorkhill	
					Mousing	Mousing	Veusing	Mounting	Heusing	Housing	Housing	Mousin			Meusing	Oserwy	Heasing	Housing	g People				Mousing	Housing	Street Charles	Mousine C	e- Housing															Mousing				Weating Gro				
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#### 6. LOCAL AUTHORITY CASES RECEIVED

																	Council					i
Subject	A Council Unknown	Aberdeen City	y Aberdeenshire Council			Clackmannans		Dumfries and Galloway Council		East Ayrshire Council	East Dunbartonshir e Council	East Lothian Council	East Renfrewshire Council	Falkirk Counci	I Fife Council	Glasgow City Council	Inverciyde Council	Midlothian Council	North Ayrshire Council	North Lanarkshire Council	Orkney Islands Council	Perth and Kinross Council
Building Contro	(	)	0 1		)	0 (	0	0		C	2		0	1 1	1	2		) (	0	0	1	
Economic Development	(	)	0 (		1	0 (	0	0		C		)	0	0 (	) (			) (	0	0	0	
Education	24	1	4 10	)	1	4 2	2	7	1	4	. 4		2	5 6	3 20	6	3		5 1	11	4	
Environmental Health & Cleansin	(	)	3	,	1	3 2		4	1	1	C	)	1	3 2	2	15	3	1	1	10	0	
Finance	(	)	5 1	1	)	2 (	0	0				)	0	1 (	) 3	5	2	1	2	2	0	
Fire & Police Boards	(	)	0 (	) (	)	0 (	0	0		C		)	0	0 (	) (	C		) (	0	0	0	
Housing		7 2	8 10	) (	3	1 2		1	13	5	8	1	6	4 35	5 27	5	C	13	7	22	. 0	
Land & Property	(	)	1 1	1 2	2	0 (	0	0	1	1	C	)	0	0 3	3	0	C	) (	0	2	. 0	i
Legal & Admin		1	6 1		1	3	0	1	2	1	1		0	2 (	) 4	5		1	1	3	. 0	i
National Park Authorities	(	)	0 (	) (	)	0 (	0	0	(	0	C	)	0	0 (	) (	C	C	(	0	0	. 0	i
Other	(	)	0 (		1	0 1	0	0		0	C	)	0	0 (	) (	0	C	) (	0	0	. 0	i
Personnel	(	)	0 (	) (	)	0 (	0	0		0	C	)	0	0 1	1	0	C	) (	0	0	1	i
Planning	- 2	2	0 7		1	2 2		6	4	8	2		4	5 2	2 14	8	C	1	2	5	. 0	
Recreation & Leisure	(	)	1 (	) (	)	0 (	0	0		0	C	)	1	0 2	2	1	C	(	0	1	0	
Roads & Transpor		2	3 8	3 (	)	2 1		3	2	0	4		5	1 3	3 5	25	3	1 2	1	7	1	
Social Work	9	1	8	7	7	0 3		5	4	1	1		0	0 2	2	5	C	) 3	1	12	. 0	ı.
Subject unknown or Out of Jurisdictio		5	2 3	3	1	0 1	0	1	3	1	1		2	0 5	5 3	4	1	4	1	0	1	
Valuation Joint Boards	(	)	0 (	) (	)	0 (	0	0		0		)	0	0 (	) (	0		) (	0	- 0	0	
Welfare Fund - Community Care Grant	(	)	0 (	) (	)	0 (	0	0		0		)	0	0 (	) (	0		) (	1	1	0	
Welfare Fund - Crisis Grants	(	)	1 (	) (	)	0 (	0	0		1		)	0	0 (	) (	0		) (	0	- 0	0	
Total	50	7	2 56	3 24	1	7 15	3	28	31	23	23	2	1 2	2 62	98	81	12	31	18	76	8	2

											Fire / Police /													
											Safety													
											Authority	National Da	rk Authority				Other Loca	LAuthority				Valuation	Joint Board	
											Authority	National Fa	I Additionty			1	Other Loca	Additionty	1			valuation	Joint Doard	
													Loch Lomond											
											The Scottish		and The	A Local				South						
	Scottish	Shetland		South		The City of			West		Fire and	Cairngorms		Authority Body		Eifo Sporte	North Ayrshire		Strathclyde		West	Grampian	Lothian	
Renfrewshire	Borders	Islands	South Ayrshire		Stirling	Edinburgh	The Highland	The Moray	Dunbartonshir	West Lathian				Unknown (Not		and Leisure				Ctrotholudo	Dunbartonshir			
	Council				Council						Service											Board		T-4-1
Council	Councii	Council	Council	Council	Council	Council	Council	Council	e Council	Council	Service	Authority	Authority	A Council)	Roads Alliance	Trust	KA Leisure)	Culture	Transport	Pension Fund	e Leisure Trust	Board	Board	Total
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#### 7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

Scottish Government and Scottish Administration

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Prison Case Indicator	Subject	Crown Office and Procurator Fiscal Service		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
	Total	45	1	3	3	1	2	1	27	19

Scottish Public Authority

Subject	Care Inspectorate	Children's Hearings Scotland	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

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

Scottish Government - Rural Payments and Inspections Division	Scottish Government D- G Enterprise, Environment & Digital		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	1	0	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		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 classificatio	2	2	2	0	12
	Accommodatior	0	1	0	0	0
	Admissions	0	0	2	0	0
	Communication / staff attitude / dignity / confidentialil	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 / administratior	0	0	1	1	1
	Special needs - assessment and provisio	0	0	0	0	0
	Student discipline	0	1	1	0	0
	Teaching and supervisior	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

				Clear		Intelligent
	Bright Water	Business	Castle Water	Business		Business
Subject	Services Ltd	Stream	Ltd	Water	Everflow Ltd	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

		Water Plus		
Pure Utilities	Scottish Water	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