

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	Complaint	Total
Applications Admissions and Progression	Application / Admission / Interview / Enrolment / Induction	5	5
Course Related	Assessment / Exams / Certification	1	1
	Course Management (including class cancellations)	2	2
	Learning and Teaching	2	2
	Providing Learning Support and Guidance (by curriculum staff)	2	2
Customer Care	Diversity and Equality (other than support for learning)	2	2
	Health and Safety	1	1
	Staff Conduct	6	6
	Student Conduct	1	1
Other	Not otherwise covered	1	1
Services	Funding / Bursaries	1	1
	Quality (including complaint handling)	1	1
Subject Unknown or Out Of Jurisdiction	Subject Unknown	3	3
Total		28	28

3. HEALTH CASES RECEIVED

Subject	Complaint	Enquiry	Total
Admission / discharge / transfer procedures	16	0	16
Adult Social Work Services (Highland NHS Only)	1	0	1
Appliances / equipment / premises	3	0	3
Appointments / admissions (delay / cancellation / waiting lists)	115	0	115
Clinical treatment / diagnosis	987	3	990
Communication / staff attitude / dignity / confidentiality	179	0	179
Complaints by NHS staff	1	0	1
Complaints handling	28	0	28
Continuing care	6	0	6
Failure to send ambulance / delay in sending ambulance	9	0	9
Hotel services - food / laundry etc	1	0	1
Hygiene / cleanliness / infection control	1	0	1
Lists (incl difficulty registering and removal from lists)	32	0	32
Nurses / nursing care	24	0	24
Other	5	0	5
Out of jurisdiction	2	0	2
Policy / administration	53	0	53
Record keeping	18	0	18
Subject unknown	63	3	66
Total	1,544	6	1,550

4. JOINT HEALTH & SOCIAL CARE CASES RECEIVED

Subject Group	Subject	Complaint	Enquiry	Total
HSCP - Health	Admission / discharge / transfer procedures	1	0	1
	Appliances / equipment / premises	4	0	4
	Appointments / Admissions (delay / cancellation / waiting lists)	5	0	5
	Clinical treatment / Diagnosis	30	0	30
	Communication / staff attitude / dignity / confidentiality	10	0	10
	Complaints handling	2	0	2
	Continuing care	2	0	2
	Nurses / Nursing Care	2	0	2
	Total	56	0	56
HSCP - Prison Health Care	Appointments / Admissions (delay / cancellation / waiting lists)	4	0	4
	Clinical treatment / Diagnosis	19	0	19
	Communication / staff attitude / dignity / confidentiality	1	0	1
	Complaints handling	2	0	2
	Record keeping	1	0	1
	Total	27	0	27
HSCP - Social Work	Access to files and information	1	0	1
	Adult support and protection / adults with incapacity	18	0	18
	Assessments / self-directed support	15	0	15
	Care charges for homecare and residential care	11	0	11
	Carer's assessments	3	0	3
	Child protection	1	0	1
	Child services and family support	18	0	18
	Communication / staff attitude	10	0	10
	Community Mental health services	5	0	5
	Complaint handling	4	0	4
	Kinship care	2	0	2
	Occupational therapy / assessment for equipment / adaptations	9	0	9
	Policy / administration	14	0	14
	Standard of care	6	0	6
	Tendering / pre-contractual matters	1	0	1
Total	118	0	118	
Integration Joint Boards	Complaints handling	1	0	1
	Policy / administration	3	0	3
	Total	4	0	4
Subject Unknown or Out Of Jurisdiction	Subject Unknown	5	1	6
	Total	5	1	6
Total		210	1	211

5. HOUSING ASSOCIATION CASES RECEIVED

Subject	Complaint	Enquiry	Total
Aids and adaptations	3	0	3
Applications / allocations / transfers / exchanges	25	0	25
Communication / staff attitude / dignity / confidentiality	18	0	18
Complaints handling	22	0	22
Estate management / open spaces / environment work	23	0	23
Improvements and renovation	16	0	16
Mould / damp	25	0	25
Neighbour disputes and anti-social behaviour	61	0	61
Other	3	0	3
Out of jurisdiction	1	0	1
Policy / administration	30	1	31
Rent and/or service charges	14	0	14
Repairs and maintenance	194	1	195
Right to Buy	1	0	1
Shared ownership	1	0	1
Subject unknown	33	0	33
Terminations of tenancy	6	0	6
Total	476	2	478

6. LOCAL AUTHORITY CASES RECEIVED

Subject	Complaint	Enquiry	Total
Building Control	15	0	15
Economic Development	1	0	1
Education	199	1	200
Environmental Health & Cleansing	128	0	128
Finance	76	0	76
Fire & Police Boards	1	0	1
Housing	354	0	354
Land & Property	20	0	20
Legal & Admin	63	0	63
National Park Authorities	5	0	5
Other	5	0	5
Personnel	5	0	5
Planning	147	0	147
Recreation & Leisure	21	0	21
Roads & Transport	145	1	146
Social Work	137	1	138
Subject unknown or Out of Jurisdiction	63	1	64
Valuation Joint Boards	4	0	4
Welfare Fund - Community Care Grants	2	0	2
Welfare Fund - Crisis Grants	2	0	2
Total	1,393	4	1,397

7. SCOTTISH GOVERNMENT & DEVOLVED ADMINISTRATION CASES

Scottish Government and Scottish Administration

Prison Case Indicator	Subject	Complaint	Total
Non-Prison	Agriculture / environment / fishing / rural affair	5	5
	Arts / culture / heritage / leisure / sport / tourism	3	3
	Care and health	4	4
	Courts administrator	41	41
	Education	1	1
	Financial matters	81	81
	Housing	3	3
	Justice	23	23
	Other	2	2
	Planning	4	4
	Records	3	3
	Roads and transport	2	2
	Subject unknown or Out of Jurisdiction	17	17
	Total		189

Scottish Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affair	4	4
Arts / culture / heritage / leisure / sport / tourism	5	5
Care and health	10	10
Commissioners and Ombudsman	17	17
Courts administrator	5	5
Education	1	1
Enterprise bodies	2	2
Financial matters	1	1
Governance	1	1
Justice	5	5
Other	3	3
Subject unknown or Out of Jurisdiction	5	5
Total	59	59

Cross-Border Public Authority

Subject	Complaint	Total
Agriculture / environment / fishing / rural affair	2	2
Financial matters	1	1
Total	3	3

Scottish Government & Devolved Sub-Sector	Complaint	Total
Cross-Border Public Authority	3	3
Scottish Government & Scottish Administration	189	189
Scottish Public Authority	59	59
Scottish Government & Devolved Administration Total	251	251

8. PRISON CASES RECEIVED

Subject	Complaint	Enquiry	Total
Admission / transfers / discharge	18	0	18
Communication and records	40	0	40
Discipline	27	0	27
Health / Welfare / Religion	60	0	60
Leave from Prison (Including Home Detention Leave)	5	0	5
Physical and personal environment	47	0	47
Privileges and prisoners property	40	0	40
Security / control / progression	20	0	20
Subject unknown or Out of Jurisdiction	52	1	53
Supervision levels	1	0	1
Work / education / earnings / recreation	11	0	11
Total	321	1	322

*These are also included in Scottish Administration figures

9. SCOTTISH UNIVERSITY CASES RECEIVED

Subject Group	Subject	Complaint	Total
Subject Unknown or Out Of Jurisdiction	Out Of Jurisdiction	1	1
	Subject Unknown	5	5
Universities	Academic appeal / exam results / degree classification	151	151
	Accommodation	4	4
	Admissions	13	13
	Communication / staff attitude / dignity / confidentiality	13	13
	Complaints handling	18	18
	Facilities	1	1
	Grants / allowances / bursaries	7	7
	Personnel matters	4	4
	Plagiarism and intellectual property	8	8
	Policy / administration	28	28
	Special needs - assessment and provision	6	6
	Student discipline	8	8
	Teaching and supervision	16	16
	Welfare	2	2
Total		285	285

10. WATER CASES RECEIVED

Subject	Complaint	Total
Billing and charging	65	65
Customer service	5	5
Environmental Concerns	3	3
New Connections	1	1
Subject unknown or Out of Jurisdiction	3	3
Waste Water	4	4
Water Supply	11	11
Total	92	92

11. OTHER CASES RECEIVED

Subject	Complaint	Enquiry	Total
Signposting - Premature	0	87	87
Signposting - Out of Jurisdiction	0	382	382
General Enquiry	0	2	2
Subject Unknown or Out of Jurisdiction	86	4	90
Total	86	475	561

12. HOUSING ASSOCIATION AND LOCAL AUTHORITY HOUSING CASES RECEIVED

Subject	Housing Associations	Local Authority	Total
Aids and adaptations	3	2	5
Applications / allocations / transfers / exchanges	25	38	63
Communication / staff attitude / dignity / confidentiality	18	14	32
Complaints handling	22	2	24
Estate management / open spaces / environment work	23	14	37
Homeless person issues	0	7	7
Improvements and renovation	16	5	21
Mould / damp	25	33	58
Neighbour disputes and anti-social behaviour	61	70	131
Other	3	0	3
Out of jurisdiction	1	0	1
Policy / administration	30	27	57
Rent and/or service charges	14	4	18
Repairs and maintenance	194	135	329
Right to Buy	1	1	2
Shared ownership	1	0	1
Sheltered housing and community care	0	2	2
Subject unknown	33	0	33
Terminations of tenancy	6	0	6
Total	476	354	830

*Complaints only