



COMPLAINTS HANDLING ANNUAL REPORT

ACADEMIC YEAR 2013/14

1. Background

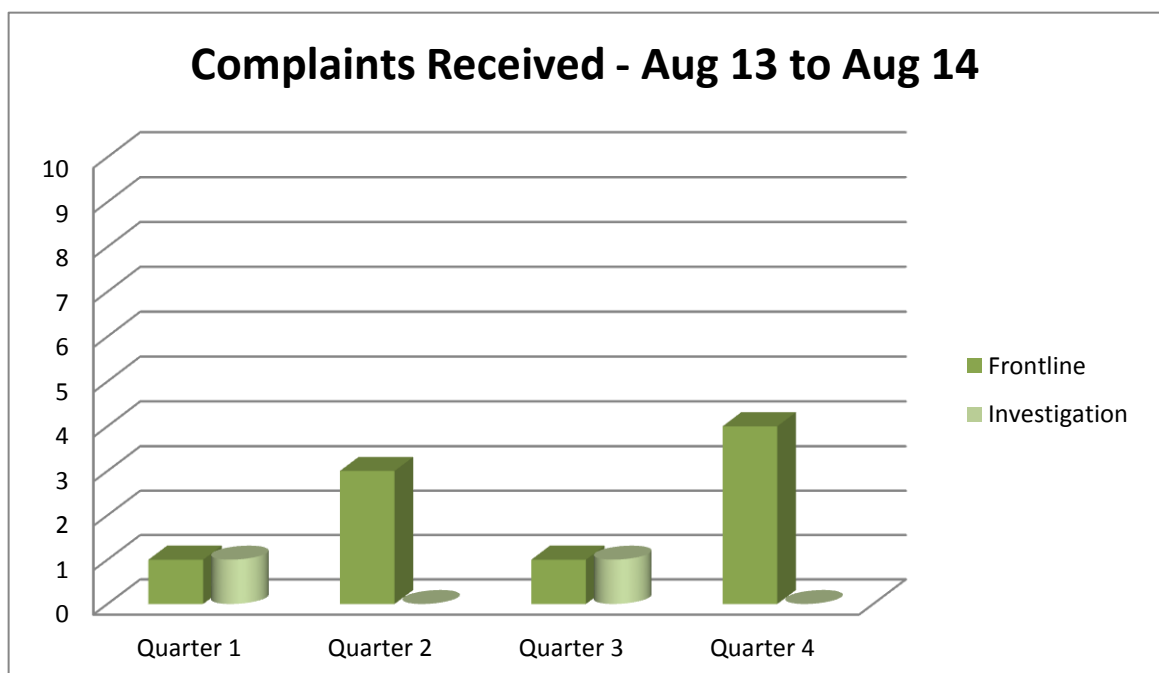
In common with all other Scottish Universities, SRUC introduced a new Complaints Handling Procedure (CHP) on 30 August 2013. The introduction and content of the CHP was driving by the Scottish Public Services Ombudsman (SPSO).

The new procedure is intended to streamline the handling of complaints as it has only two internal stages, Frontline Resolution (Stage 1) and Investigation (Stage 2). When these two internal stages have been completed the complainant, if not satisfied, can ask the SPSO to review the handling of the complaint.

The SPSO requires institutions to report on the numbers of complaints and that Universities carry out an analysis of the CHP including the type of complaints, length of time to respond and learning outcomes. Quarterly reports are on our website.

2. Annual Complaints Data

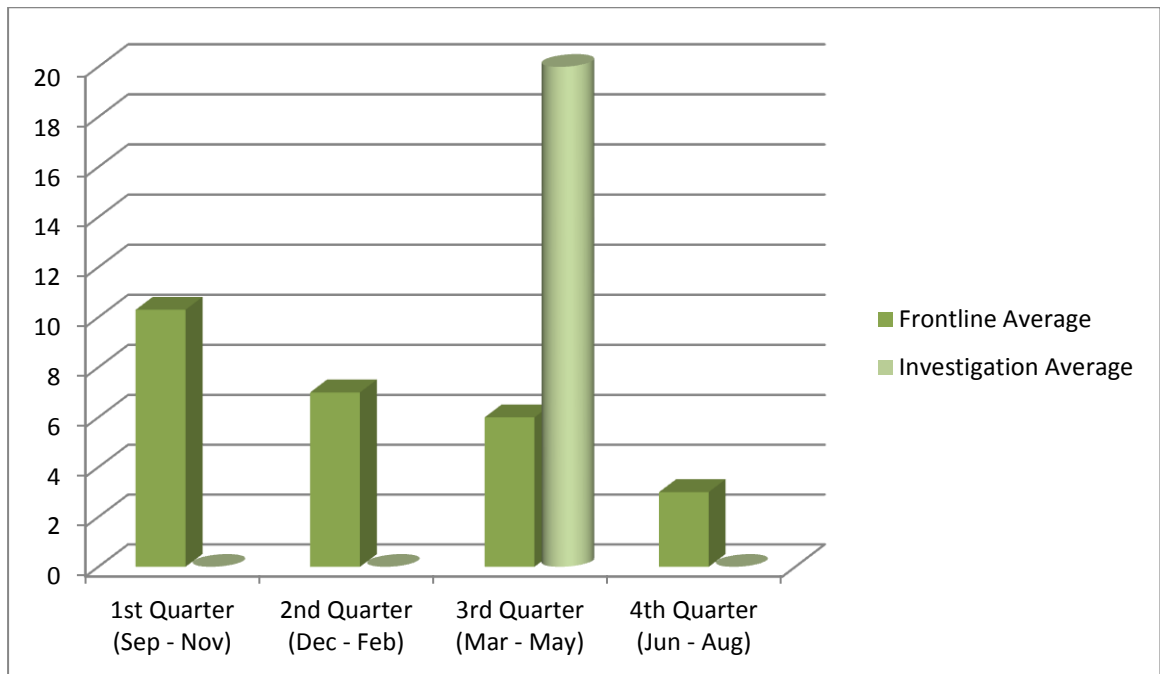
2.1 Number of Complaints



2.2 Time taken to deal with complaints

The SPSO target timescales for dealing with complaints are 5 working days for Frontline Resolution and 20 working days for Investigation cases.

This chart sets out the average number of working days taken to resolve complaints.



The resolution of the Investigation complaint shown in the third quarter of this year was complicated by the complainant being overseas and difficulties in making contact with her.

2.3 Nature of complaints

The complaints received during the academic year 2013/14 have all been made within the Education Division. The complaints have related to the delivery and quality of teaching, staff behaviour and attitude, and teaching assessment.

2.4 Learning points

The low level of complaints received makes it difficult to draw overall learning points from this first year of operation of the Complaints Handling Procedure however in some instances action points have been identified and these were addressed as part of the investigation process.