



REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2018/2019: FOURTH QUARTER (JUNE – AUGUST 2019)

1. Background

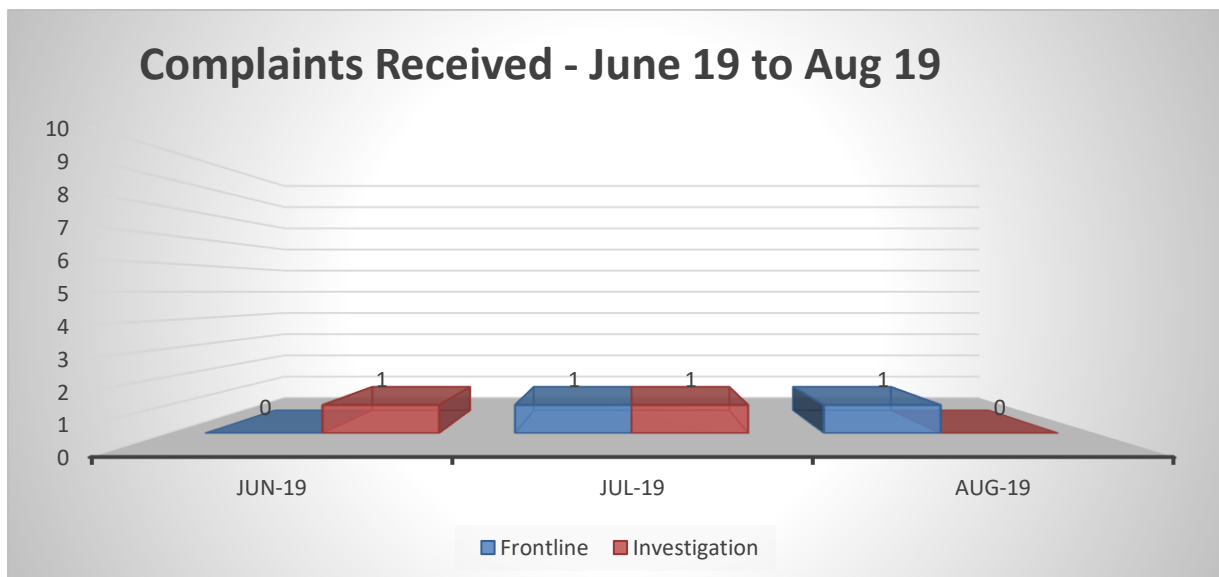
In common with all other Scottish Universities, SRUC introduced a new Complaints Handling Procedure (CHP) on 30 August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO).

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 quarterly reporting 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.

2. Quarterly Complaints Data

2.1 Number of Complaints

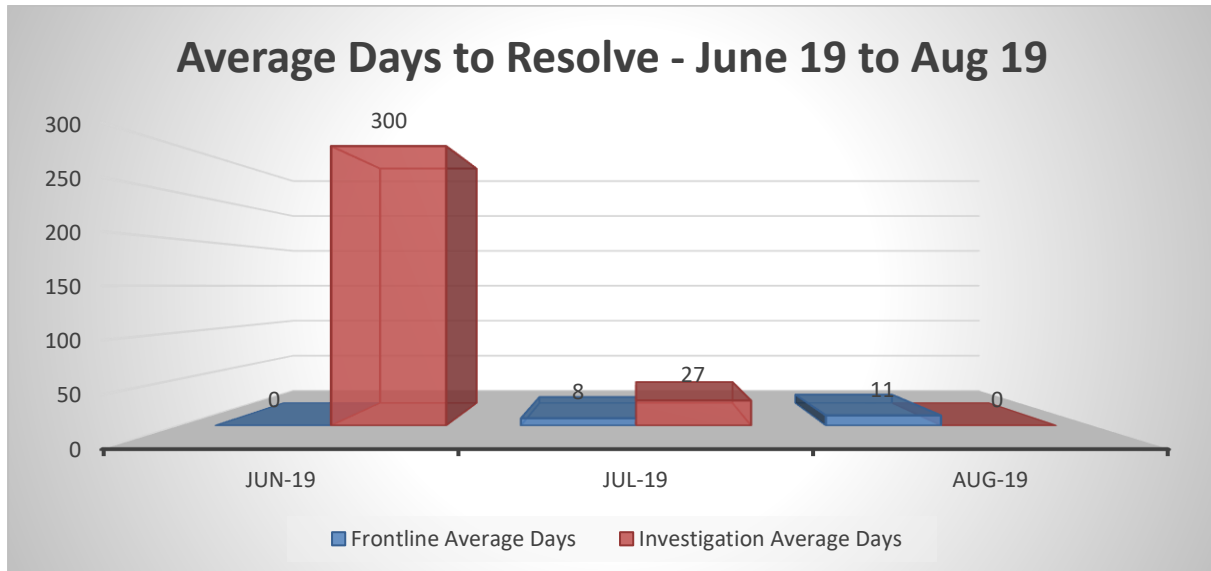


2.2 Time taken to deal with complaints

The SPSO target timescales for resolving 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.



2.3 Decisions made

- There were two stage one complaints received this quarter. They were both investigated with one Upheld and one not Upheld.
- Two stage two complaints were received and investigated. Both complaints were Partially Upheld.

2.4 Nature of Complaints

Stage 1 complaints:

- One related to lack of Tutor support
- One was an issue with what was believed to be poor service.

Stage 2 complaints:

- One concerned poor response to an enquiry regarding student progression.
- One was a complaint regarding a staff member's behaviour.

3. Learning Points

The low number of complaints received to date does not allow any particular conclusions to be drawn in relation to the CHP.

In all instances the target dates for resolution were exceeded, but in all cases there have been extenuating circumstances - in particular, this being the summer term and most of our staff members were on holiday either when these complaints were received or during the investigation. One of the complaints took almost a year to investigate as both parties concerned could not reach a mutually acceptable conclusion.