



REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2024/25: THIRD QUARTER

MARCH 2025 – MAY 2025

1. Background

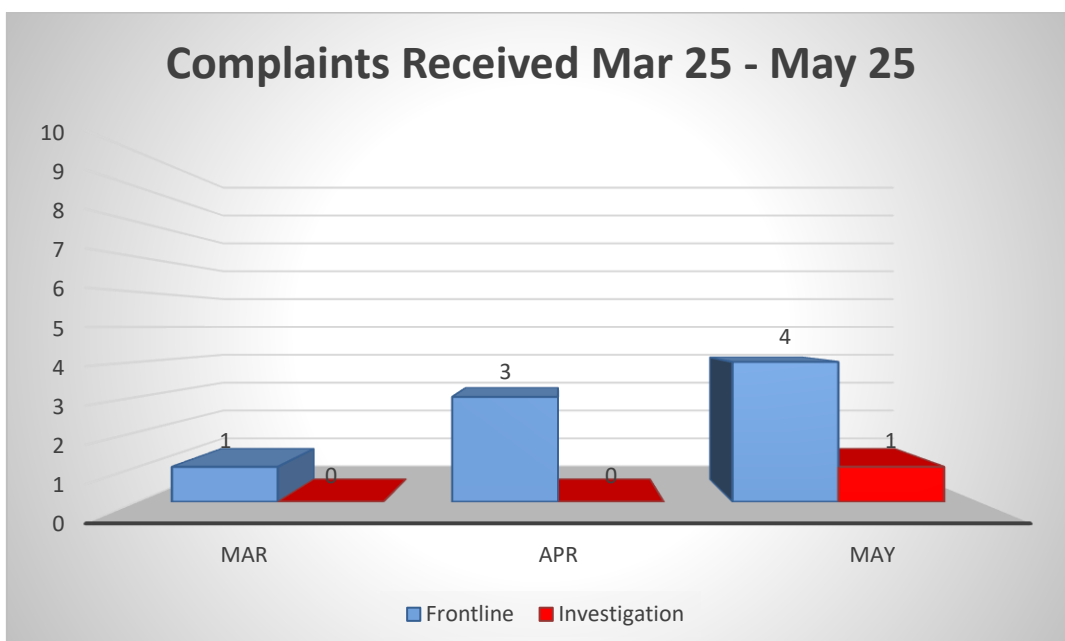
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced by SPSO and implemented by SRUC in April 2021.

The updated procedure continues to use the two internal stages, Frontline Resolution (Stage 1) by the service provider and Investigation (Stage 2) by a neutral independent investigation officer. 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 Received this quarter

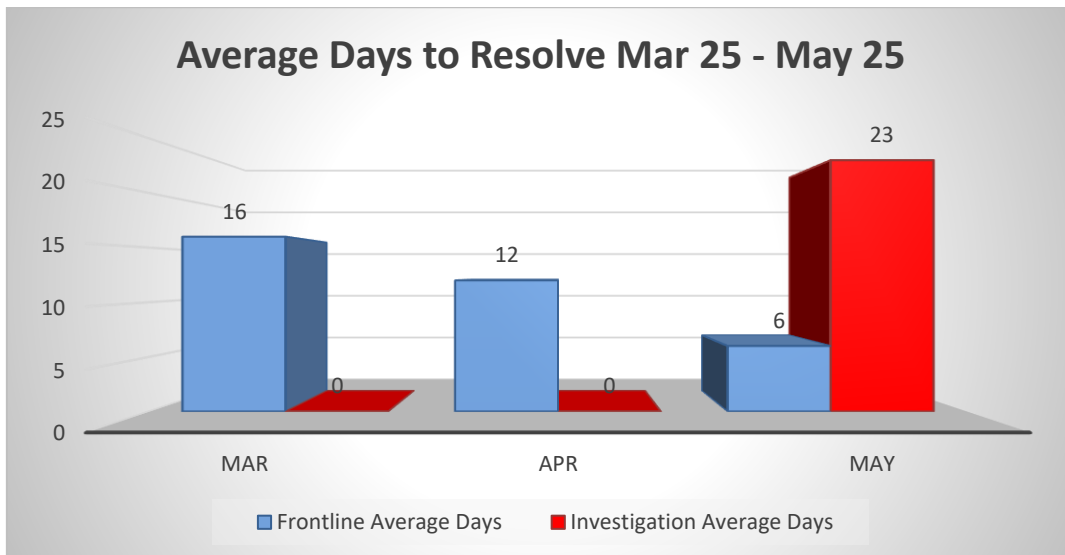


2.2 Time taken to deal with complaints

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

The following chart sets out the average number of working days taken to resolve complaints during this quarter.

- The Stage 2 complaint received late May escalated from a Stage 1 initially received in early May and has now reached an outcome.



2.3 Decisions made

- Of the eight Stage 1 complaints received this quarter
 - 2 were Upheld
 - 2 were Not Upheld
 - 3 were Partially Upheld
 - 1 escalated to Stage 2
- The Stage 2 complaint was Not Upheld

2.4 Nature of Complaints

The complaints received fell under the following categories

- Teaching and or Assessment including quality or quantity
- Quality or level of service provided
- University Policy, Procedures and or Administration
- Other

3. Complaint Referred to SPSO

No complaints have been referred to SPSO from this quarter.

4. Learning Points/Comments

This quarter saw 8 complaints received, increasing in number towards the end of term which is in line with numbers/trends of complaints.

Unusually, there was one complaint about training (and there was also a complaint received in June which will be reported in the next report) – it is highly unusual to get a complaint related to training activity. The complaint related to the student not being able to retake their exam at a time suitable to them. Any delays were due to unavailability of administration team members and dealing with an external workplace.

Apart from the above regarding training activity, the number of complaints received to date does not allow any particular conclusions to be drawn in relation to the CHP.

July 2025