



REPORT TO ELT ON COMPLAINTS HANDLING
ACADEMIC YEAR 2021/22: THIRD QUARTER
MARCH 2022 – MAY 2022

1. Background

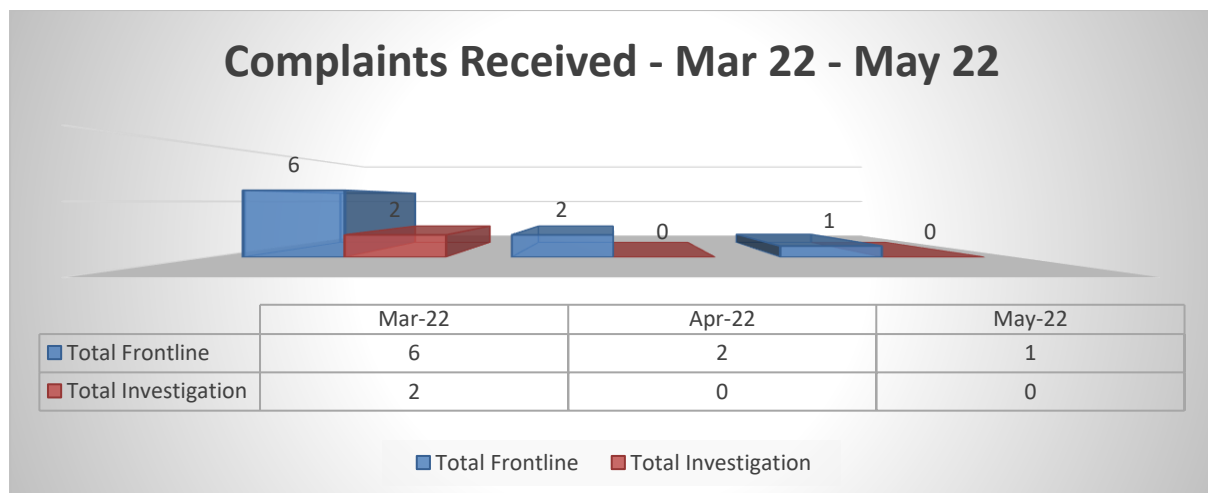
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

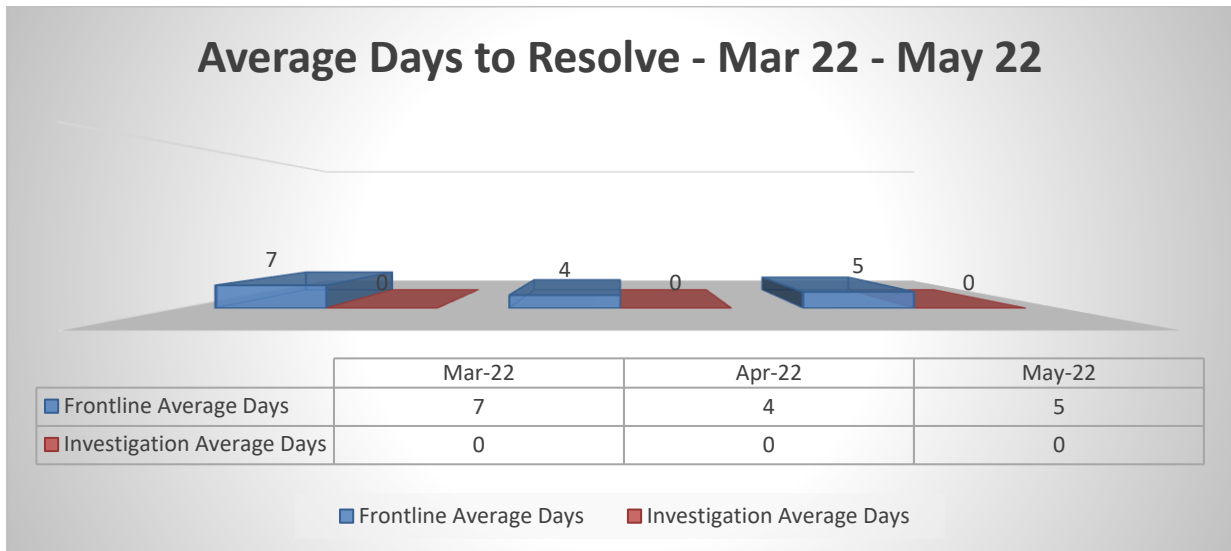
2.1 Number of Complaints Received this quarter



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.

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



2.3 Decisions made

- There were eleven stage one complaints received this quarter, two of which escalated to a Stage 2 complaint.
- All Stage 1 complaints were investigated with;
 - 7 reported as Not Upheld
 - 1 reported as Upheld
 - 1 reported as Partially Upheld
 - 2 escalated to Stage 2 and still under investigation

2.4 Nature of Complaints

Stage 1 complaints:

- The Stage 1 complaints fell under the following categories
 - Teaching and/or Assessment (Quality or Quantity) – 2 with 1 Upheld, 1 Not Upheld
 - Provision of reasonable adjustments– 1 Partially Upheld
 - Student Accommodation – 2 Not Upheld
 - Staff Attitude and/or conduct – 2 with 1 Upheld, 1 Not Upheld
 - Facilities (not including student accommodation) 1 Not Upheld
 - Other (Various) – 1 Not Upheld

Stage 2 complaints:

- Both Stage 2 complaints are ongoing and continue being investigated at the time of this report.
 - One of the Stage 2 complaints was delayed as the complainant became ill and still cannot fully participate at present.
 - The second of the Stage 2 complaints has been delayed due to the large scale investigation required and the delayed feedback from the group of complainants.

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.

1 June 2022