



REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2020/21: THIRD QUARTER (MARCH 2021 – MAY 2021)

1. Background

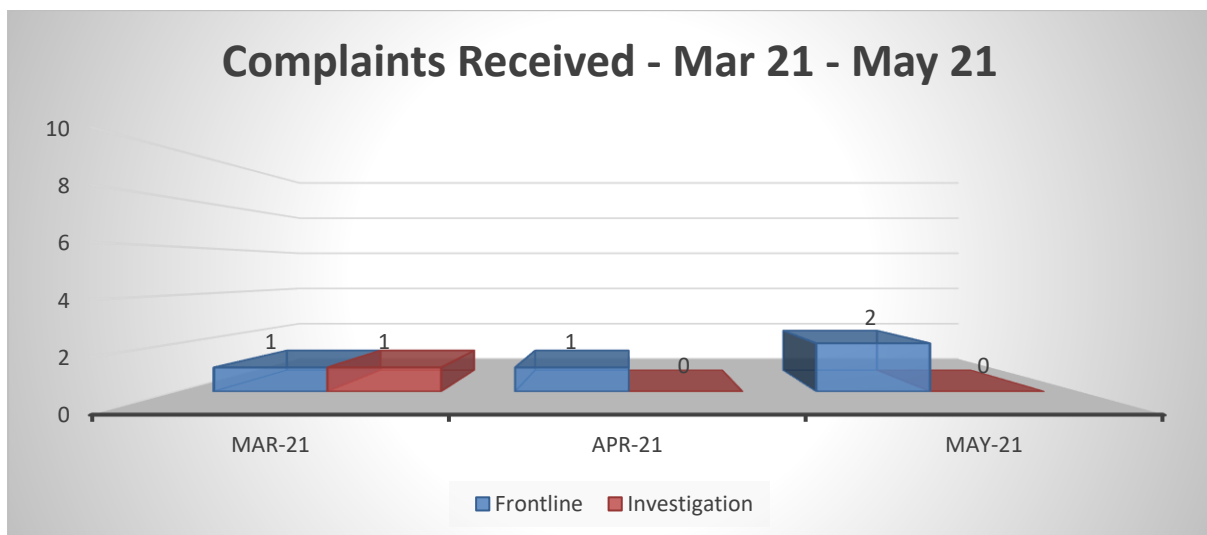
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

The updated procedure continues to use the two internal stages, Frontline Resolution (Stage 1) 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

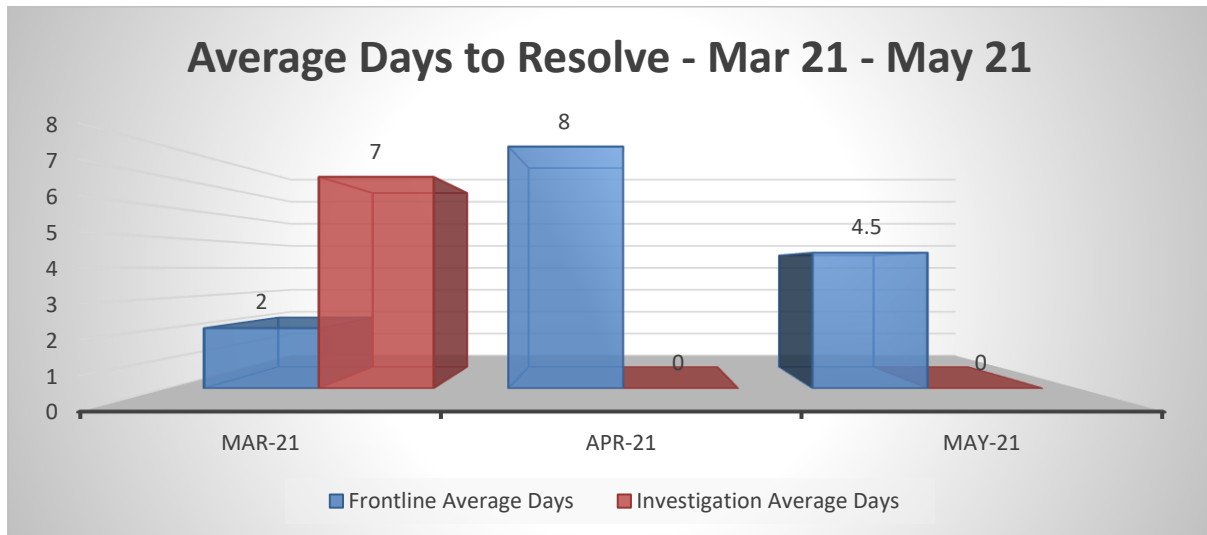
2.1 Number of Complaints



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 four stage one complaints, and one stage two complaint received this quarter
- All were investigated with one complaint Upheld, two complaints Not Upheld and two complaints Partially Upheld

2.4 Nature of Complaints

Stage 1 complaints:

- Three were received from students who complained of poor guidance or lack of communication from their tutors, one of these also requested a refund of fees
- One further complaint related to a cancelled Professional Development Award course which had been expected to run but was not approved to run yet (due to COVID delays)

Stage 2 complaints:

- The stage two complaint was from an Alumni student who complained that course notes she had in 2014/15 academic year were no longer available and the length of time it took for her to attain access to her log in details



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 four of the complaints the target date for resolution was met.

In one of the complaints the target date was not met. This is explained by the number of staff involved in the investigation.