SRUC

REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2019/20: FIRST QUARTER (SEPTEMBER – NOVEMBER 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

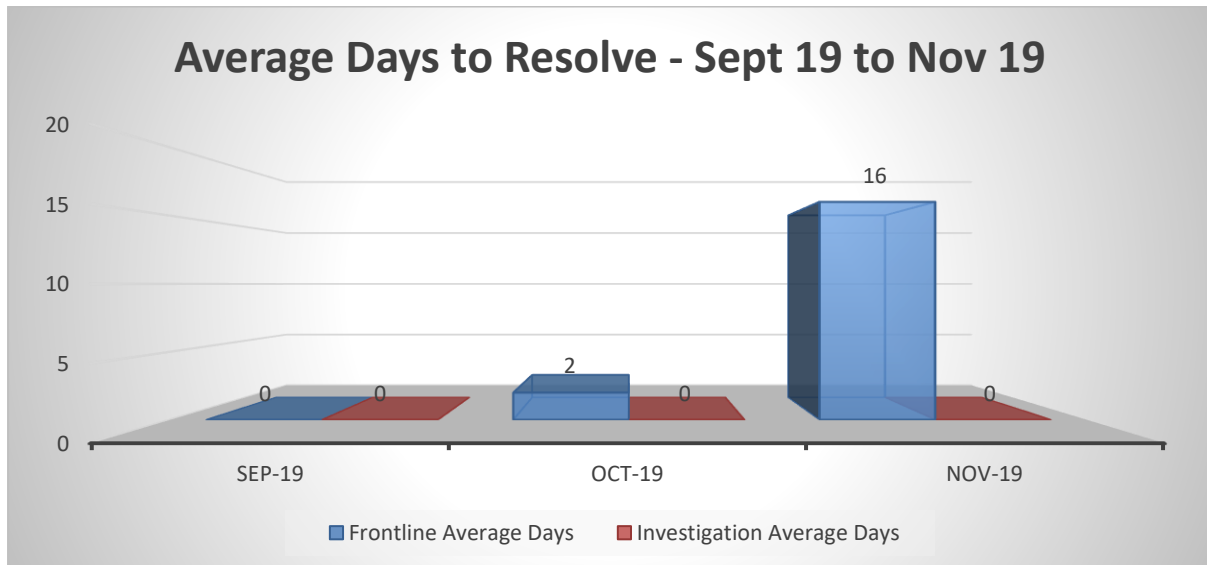**2.1   Number of Complaints**
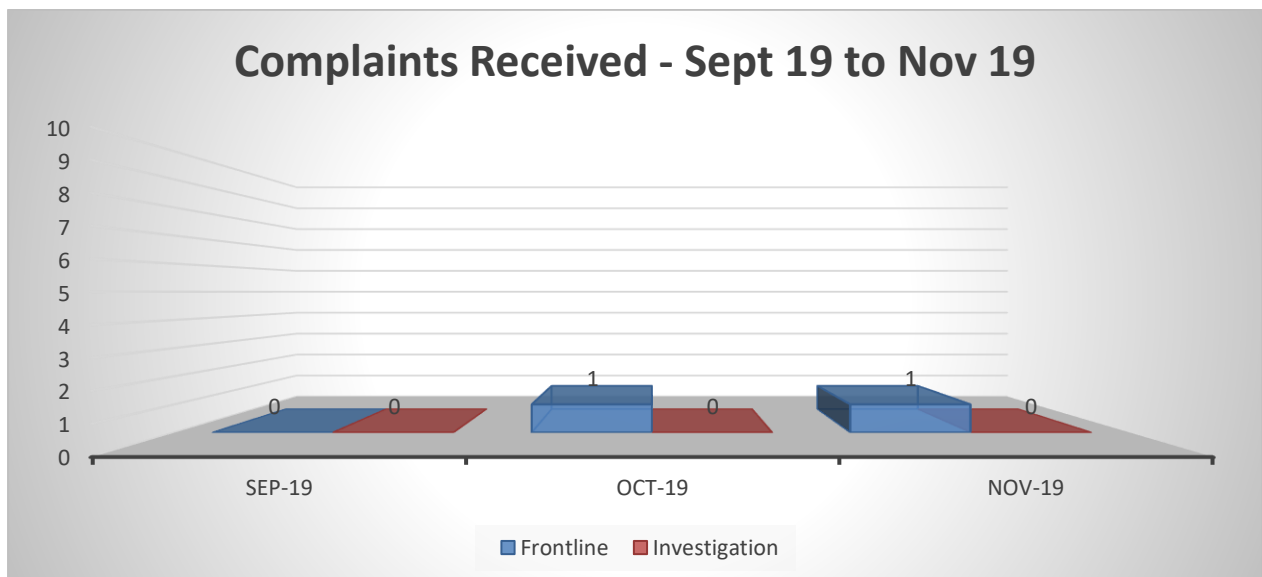
2.2   Time taken to deal with complaints

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.

Average Days to Resolve - Sept 19 to Nov 19

2.3   Decisions made

- There were two stage one complaints received this quarter.
- Both were investigated with one Not Upheld and one Upheld.

2.4   Nature of Complaints

Stage 1 complaints:
- One was from a Parent who believed his child had met the conditions required for entry to one of our courses but had been refused.
- The second was from a student who wished to vacate her room in the Halls of Residence before the end of her contract.

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

In the second case the target date was not met as it took a little longer for both parties to reach a conclusion they were happy with.