



REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2019/20: SECOND QUARTER (DECEMBER 2019 – FEBRUARY 2020)

1. Background

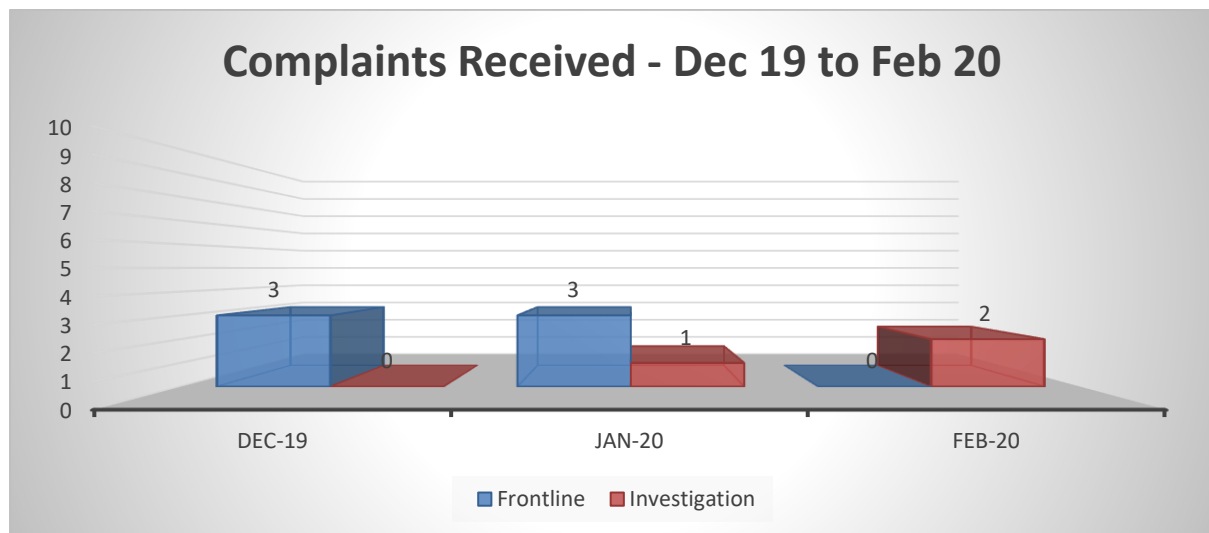
In common with all other Scottish Universities, SRUC introduced a new Complaints Handling Procedure (CHP) on 30 August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO).

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

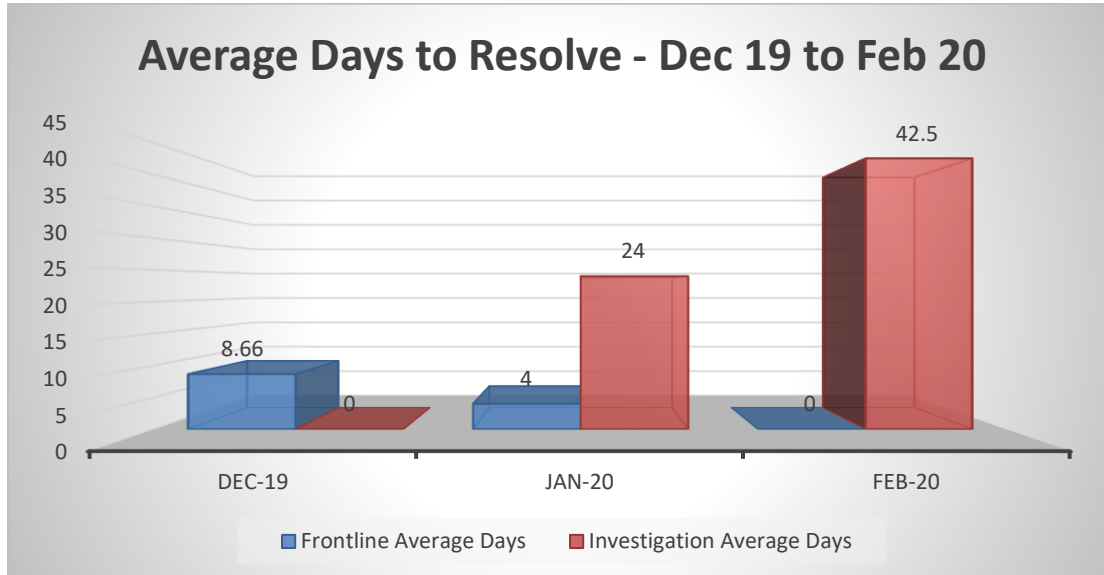


2.2 Time taken to resolve complaints

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

- Six complaints received this quarter were resolved at Stage 1
- Of these: 2 were Upheld, 2 were Partially Upheld and 2 were Not Upheld
- Three complaints received this quarter went to Stage 2 Investigation
- All three stage 2 complaints were Not Upheld

2.4 Nature of Complaints

Stage 1 Complaints:

1. Two complaints involved alleged incidents of poor staff behaviour
2. Complainant was unhappy with the provision of teaching a module in her course
3. Complainant believed she had achieved the required pass to progress
4. Complainant didn't think there was enough support staff available at her Campus
5. Complainant thought one of her tutor's shared information with her employers

Stage 2 Complaints:

1. Complainant alleged bullying from fellow classmates and how this was handled by staff.
2. Two complaints came from students in the same class believing there to be inconsistencies in marking exams throughout Campuses



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 three of the Stage 1 complaints the target date for resolution was met. The remaining three 1st Stage were not met, although just over the target date.

All three 2nd Stage complaints the target date was exceeded. One case was just over the target date. The other 2 cases involved 2 campuses and this lengthened the investigation procedure, having to involve more members of the teaching programme.