



REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2020/21: FORTH QUARTER (JUNE 2021 – AUGUST 2021)

1. Background

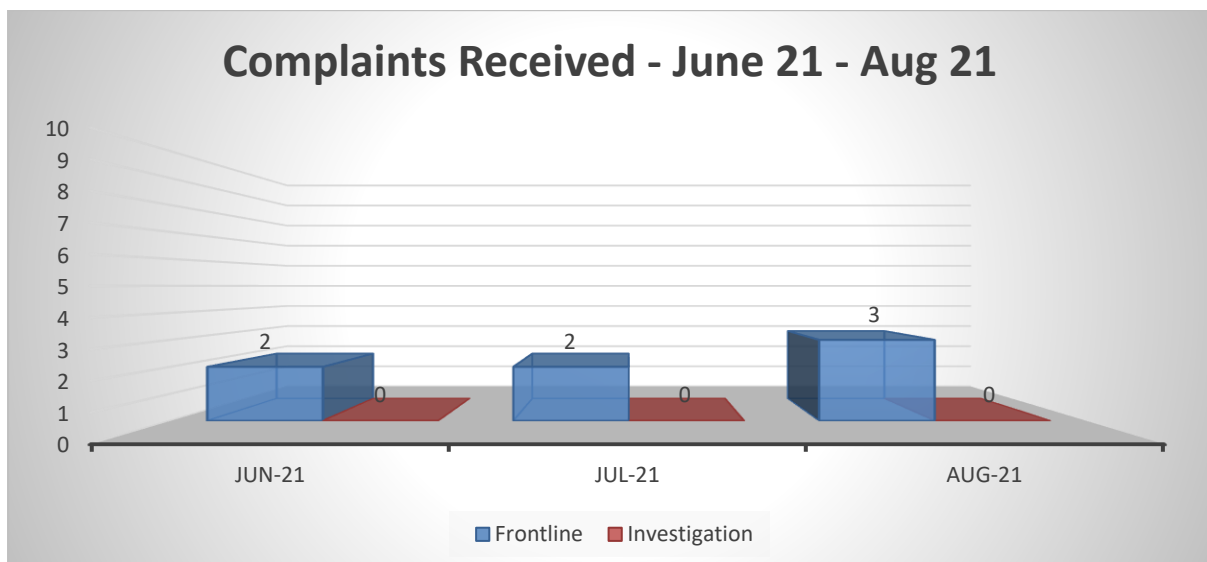
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

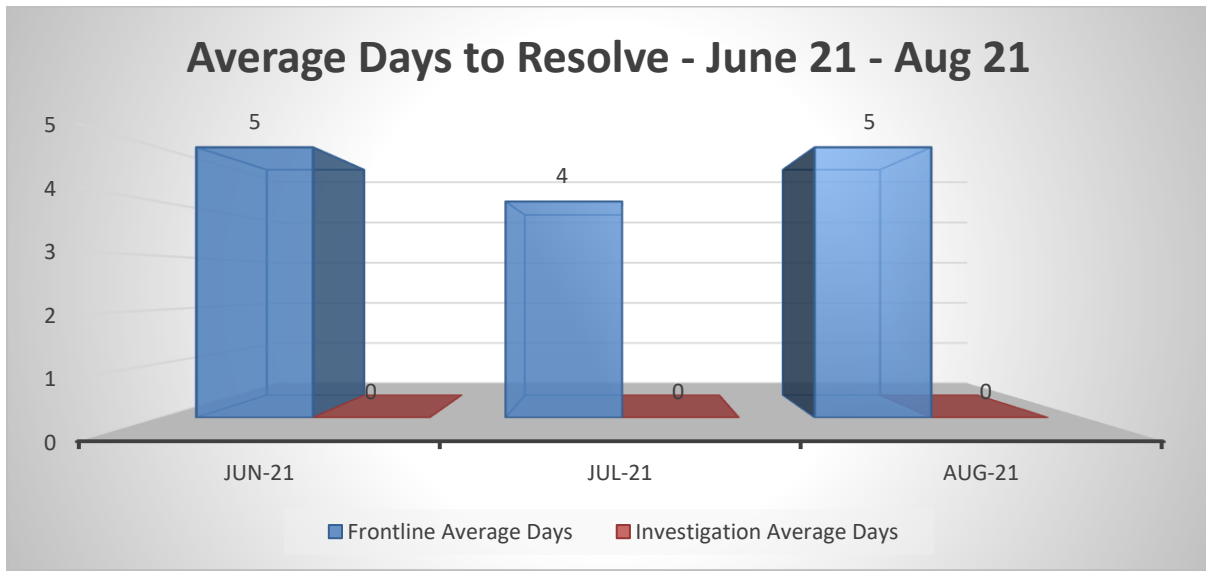
2.1 Number of Complaints



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

2.4 Nature of Complaints

Stage 1 complaints:

- Two were received from students who complained of communication or support issues with tutors.
- One student was disappointed at not being able to progress.
- Two complaints disputed their course fees. One was a late withdrawal and the other felt they shouldn't pay due to late assessment and feedback.
- One complaint was from a member of the public due to noise issues from a field on one of our campuses.
- One complaint was due to a system technical issue and information sent to SQA.



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 six 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 and departments involved in the investigation.