



REPORT TO ELT ON COMPLAINTS HANDLING
ACADEMIC YEAR 2021/22: SECOND QUARTER
DECEMBER 2021 – FEBRUARY 2022

1. Background

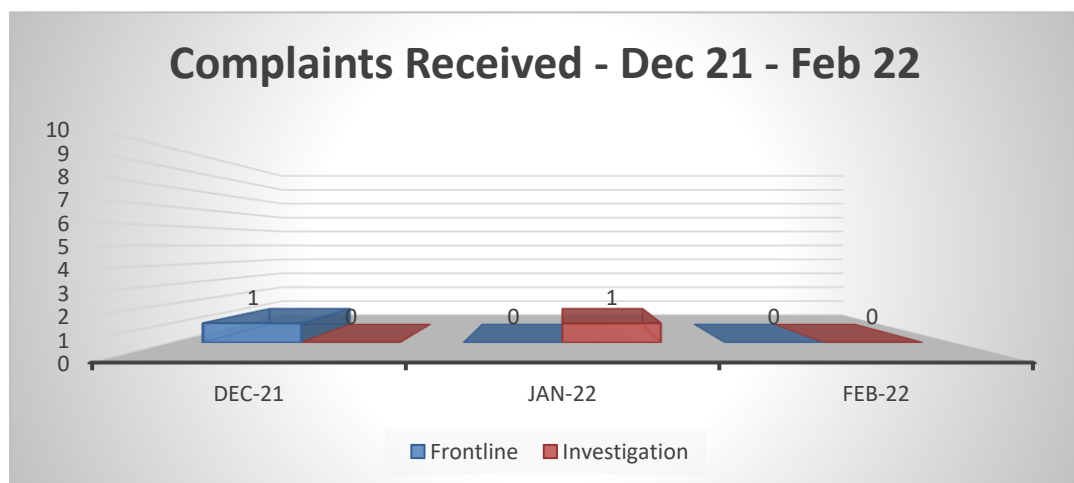
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

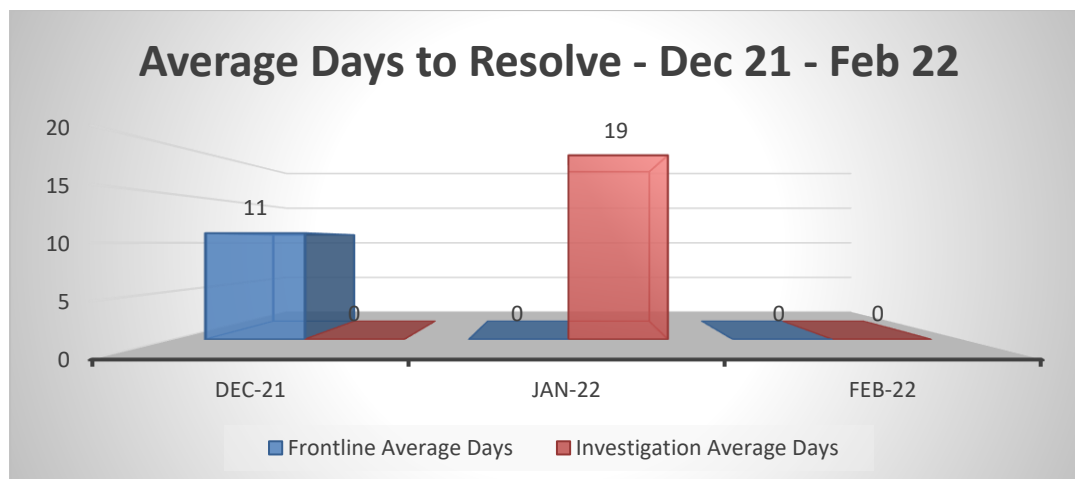
2.1 Number of Complaints Received



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 was one stage one complaint received this quarter, and one which escalated to a stage two complaint.
- Both were investigated, with the Stage 1 complaint Not Upheld and the Stage 2 complaint Partially Upheld.

2.4 Nature of Complaints

Stage 1 complaint:

- The Stage 1 complaint was from a group of students unhappy with the Teaching material and their Tutor's attitude to their questions. The group of students were interviewed, and it was agreed that their grounds for complaint were unfounded.

Stage 2 complaint:

- The Stage 2 complaint was received from one of our International students, who felt that they had not received the practical activities as expected on the course. This complaint was Partially Upheld as it was felt the information given in the SRUC website caused ambiguity in this area and this is currently being reviewed for all areas of offering.

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 the Stage 2 complaint the target date for resolution was met.

In the Stage 1 complaint the target date was not met. However, there were a group of six students and a member of staff to interview in order to thoroughly carry out the investigation.