



REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2019/20: THIRD QUARTER (MARCH 2020 – MAY 2020)

1. Background

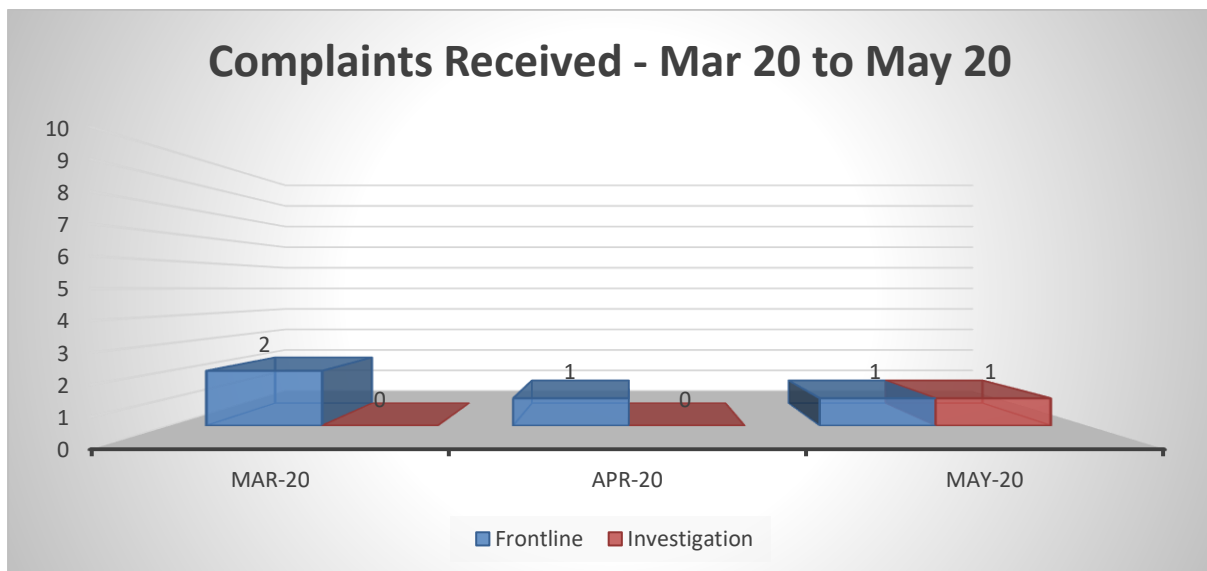
In common with all other Scottish Universities, SRUC introduced a new Complaints Handling Procedure (CHP) on 30 August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO).

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

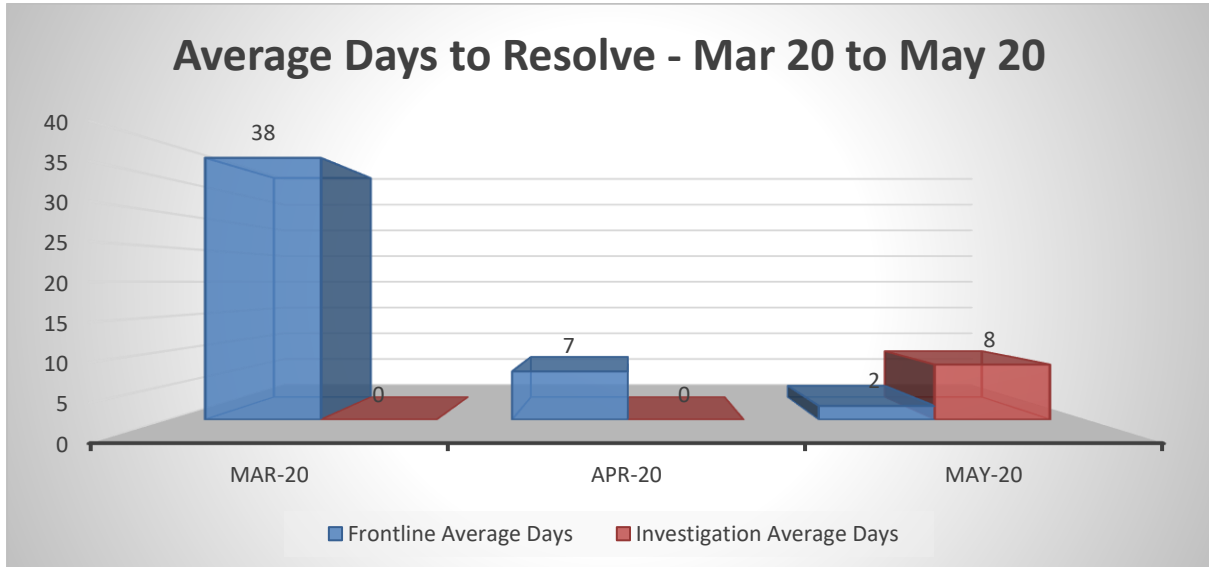
2.1 Number of Complaints



2.2 Time taken to 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 4 stage one complaints received this quarter.
- Three were Not Upheld and one Upheld.
- There was 1 complaint which went immediately to Stage 2 and was Upheld.

2.4 Nature of Complaints

Stage 1 complaints:

- One was regarding the behaviour of a member of staff.
- Two were regarding the level of course that the students had been offered a place on.
- One where a student felt there was a lack of support and contact from staff and was unhappy with his timetable structure.

Stage 2 complaint:

- This was from a student's carer involving the behaviour from a staff member at the application stage.

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 Stage 1 complaints the target date for resolution was met. The other three Stage 1 cases did not meet the resolution target date: two of which were due to a holiday period and the third was due to the complexity of the investigation which involved interviewing more than one member of staff. The Stage 2 complaint, due to its nature was forwarded to Stage 2 immediately and did meet the target date.