



REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2021/22: FIRST QUARTER (SEPTEMBER 2021 – NOVEMBER 2021)

1. Background

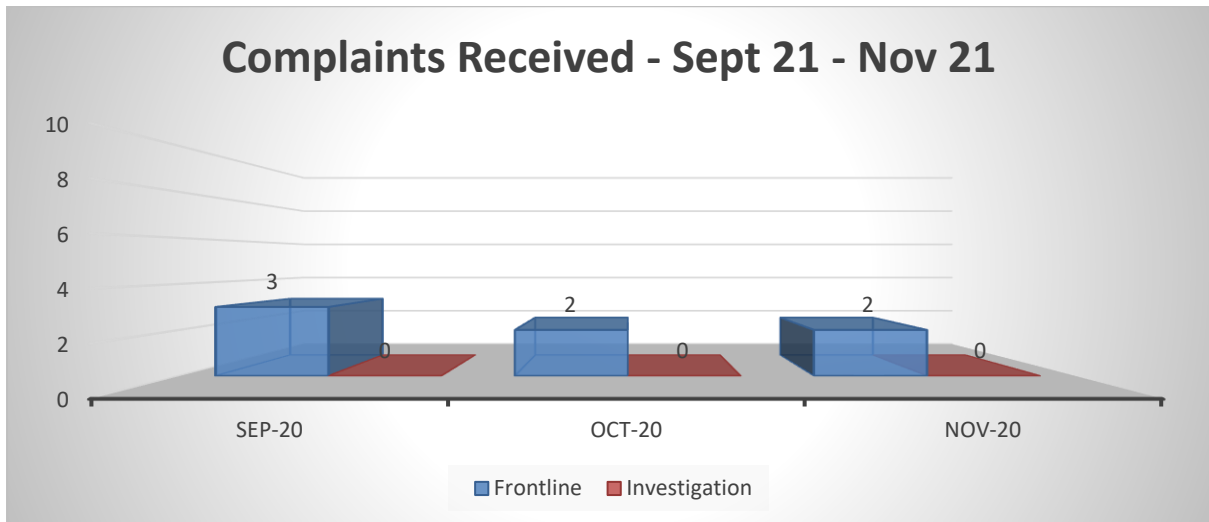
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

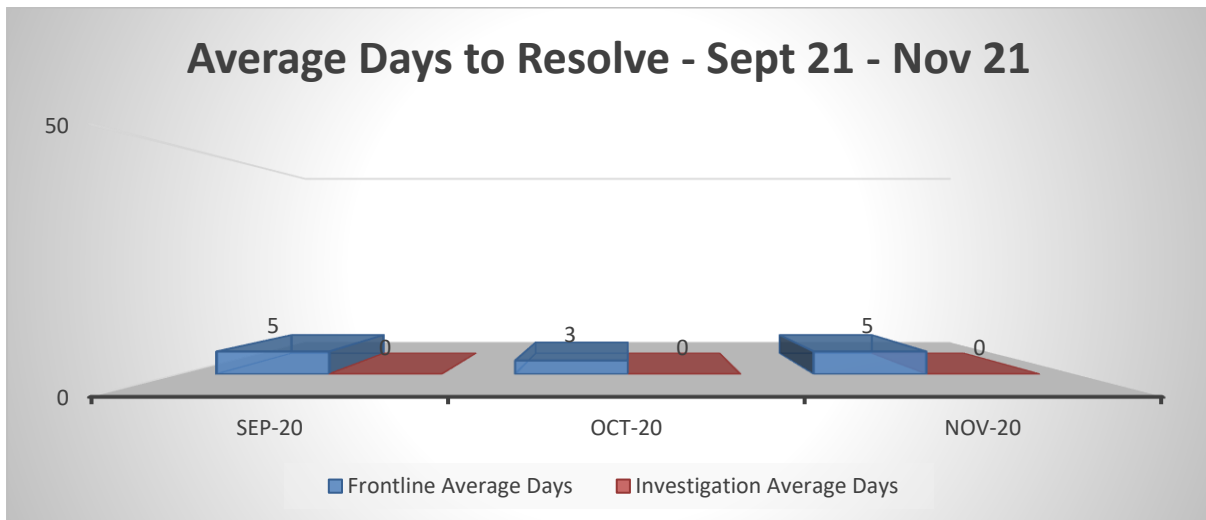




2.2 Time taken to deal with complaints

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, with no stage two complaints.
- All were investigated, with three complaints Upheld, three complaints Not Upheld and one complaint Partially Upheld

2.4 Nature of Complaints

Stage 1 complaints:

- Six complaints were in regard to quality or level of service provided including, two from students who had not been advised of modules they still had to complete for their award or progression, a student unhappy with catering facilities on campus and one from a student who's contact information had not been updated.
- One complaint was regarding the use of narrative around disability used in a module.

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

In two of the complaints the target date was not met. However, this was just by a few days with one requiring a student's permission to liaise with his/her parent and the other requiring a team discussion within a department.