



REPORT TO ELT ON COMPLAINTS HANDLING
ACADEMIC YEAR 2021/22: FOURTH QUARTER
JUNE 2022 – AUGUST 2022

1. Background

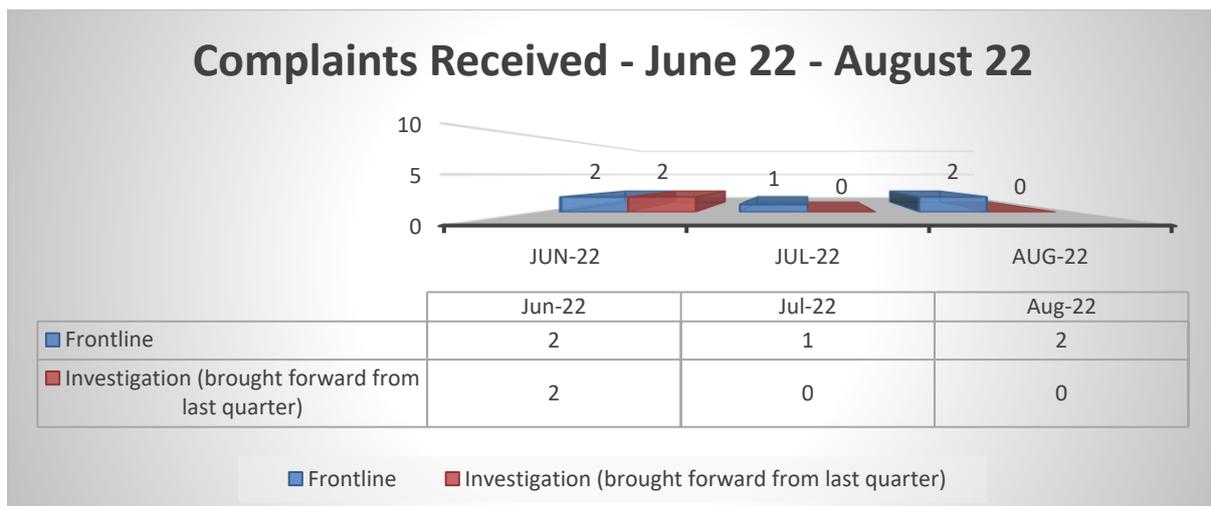
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO). An updated Model Complaints Handling Procedure (MCHP) was introduced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

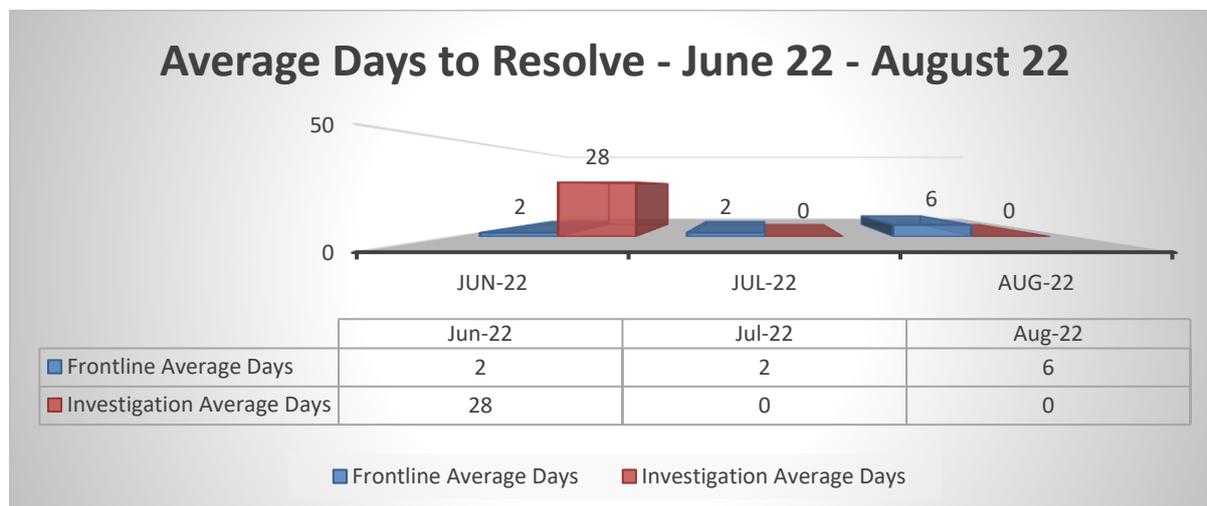
2.1 Number of Complaints Received this quarter



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 during this quarter.



2.3 Decisions made

- There have been five stage one complaints received this quarter, one of which has escalated to a Stage 2 complaint and will be carried over to next year's reporting period.
- We have two Stage 2 complaints which were carried over from the previous quarter and which are now closed.
- All five Stage 1 complaints were investigated, resulting in the following outcomes:
 - 2 complaints were Upheld
 - 2 complaints were Partially Upheld
 - 1 complain Not Upheld
- The two Stage 2 complaints carried over from last quarter had the following outcome:
 - 1 complaint was Not Upheld
 - 1 complaint was Partially Upheld

2.4 Nature of Complaints

Stage 1 and Stage 2 complaints:

- The complaints fell under the following categories
 - Teaching and/or Assessment (Quality or Quantity) – 2 with both Partially Upheld
 - Student Fees – 1 complaint, which was Not Upheld
 - Quality or level of Service provided – 1 complaint which was Upheld
 - Staff Attitude and/or conduct – 2 with 1 Upheld, 1 Not Upheld
 - Other (Various) – 1 complaint which was Partially Upheld

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.

1 November 2022