



## REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2020/21: FIRST QUARTER (SEPTEMBER 2020 – NOVEMBER 2020)

### 1. Background

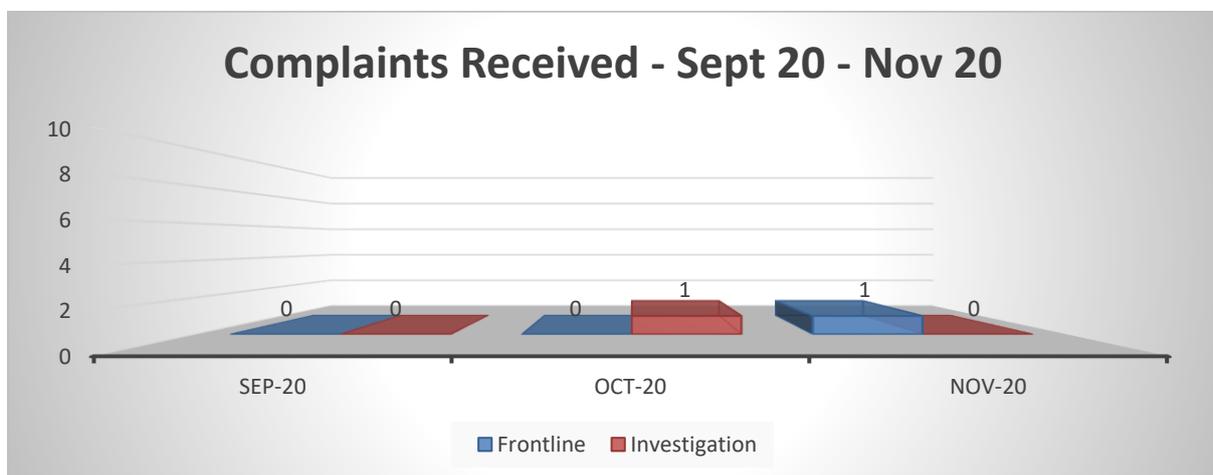
In common with all other Scottish Higher Education Institutions, SRUC introduced a Complaints Handling Procedure (CHP) in August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO).

The procedure is designed 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

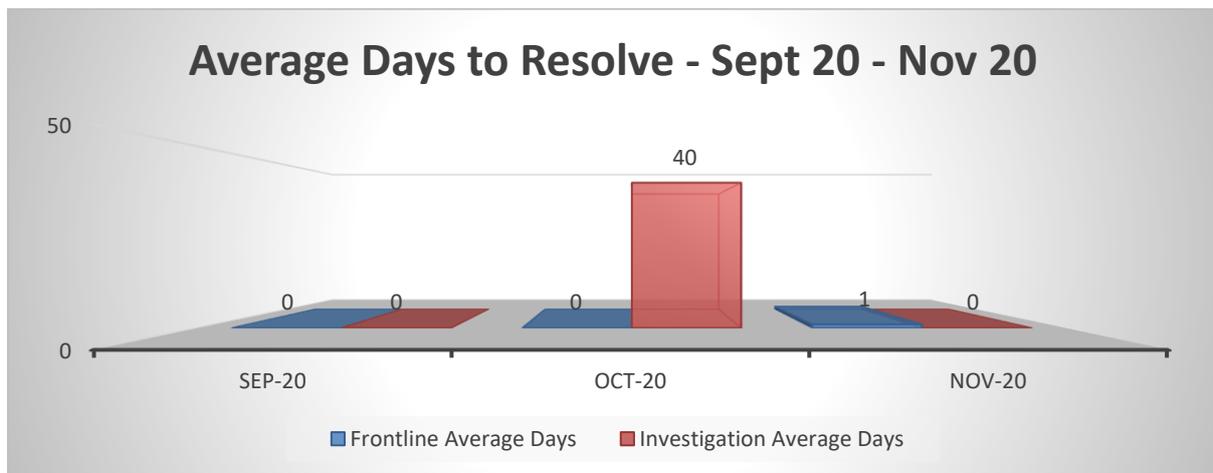




## 2.2 Time taken to deal with complaints

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 was one stage one complaint received this quarter and one stage 2 complaint
- Both were investigated with both complaints being Upheld

## 2.4 Nature of Complaints

### Stage 1 complaints:

- The stage 1 complaint was regarding a delay in Bursary payments to a student

### Stage 2 complaints:

- The stage 2 complaint was from a student regarding a member of teaching staff

## 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 1 complaint the target date for resolution was met.

In the stage 2 complaint the target date was not met. A great deal of investigative work was carried out, involving SRUC's HR department and other personnel