

## COMPLAINTS HANDLING ANNUAL REPORT

ACADEMIC YEAR SEPTEMBER 2021 AUGUST 2022

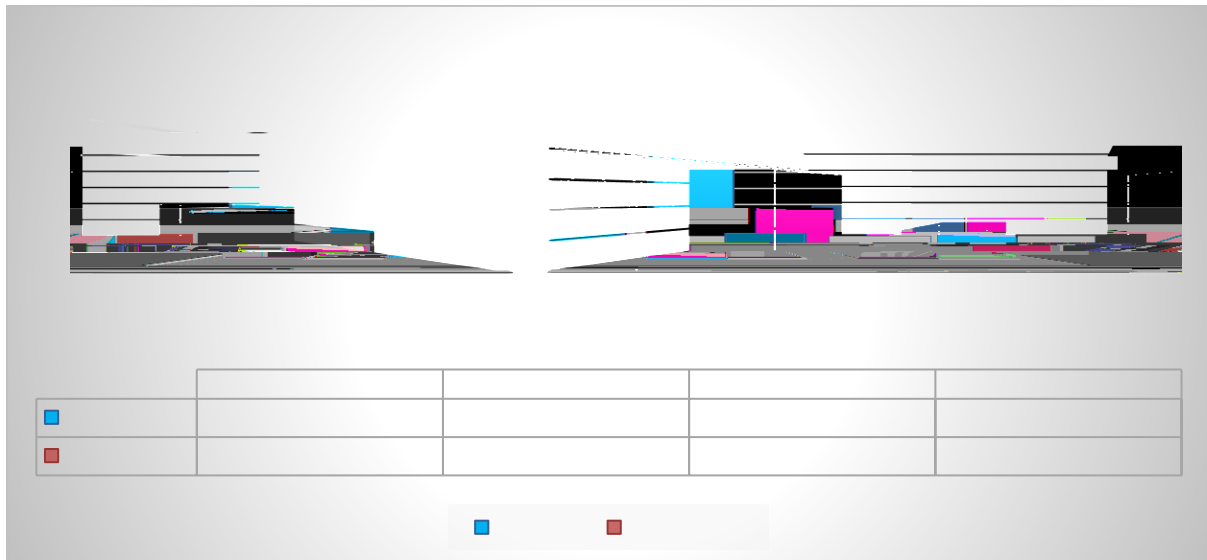
### 1. Background

In common with all other Scottish Higher and Further 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. This report provides a summary and analysis of complaints handled by SRUC in the Academic Year 2021-2022, the ninth year of the CHP/MCHP.

The updated MCHP procedure continues to use two internal stages, Frontline Resolution (Stage 1) by the service provider and Investigation (Stage 2) by a neutral independent investigation officer. The emphasis is on the prompt resolution of complaints at the point closest to their occurrence. After the Investigation stage has concluded a complainant, if still dissatisfied, can appeal externally to the SPSO.

### 2. Annual Complaints Data

#### 2.1 Number of Complaints



Academic Year	Total number of complaints recorded	From members of the public	From or on behalf of students (includes applicants)
2021-2022	24	2	21

and procedures. Complaints in respect of commercial services, for example, related to services offered by SAC Commercial are not recorded in the CHP but are subject to separate procedures.

## 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. It is not always possible to deal with complaints within these time scales due to holidays, illness or occasionally because a complaint is complex and involves liaising with a number of individuals.

This chart sets out the average number of working days taken to resolve complaints.

The target dates for dealing with Stage 2 complaints were not achieved in both of the cases this year. In one of the cases the reason for this was the need to collate the information required from various members of staff during the full investigations within the time limits imposed by the CHP for responding. In the other Stage 2 complaint, the complainant had a long period of illness and was unable continue with the complaint for some time.

The majority of Stage 1 complaints met the required target. 9.38% of Stage 1 complaints were not resolved within the required target of 10 working days. 1.00% of Stage 1 complaints were not resolved within the required target of 10 working days.



## **2.5 Geographical area of complaints received**