



REPORT TO ELT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2020/21: SECOND QUARTER (DECEMBER 2020 – FEBRUARY 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).

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.



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 six stage one complaints received this quarter, with no stage 2 complaints
- < All were investigated with five complaints being Upheld and one complaint Not Upheld

2.4 Nature of Complaints

Stage 1 complaints:

- < Four were received from students who complained of poor support or lack of communication from their tutors, one of these also involved late marking of assessments
- < Two complaints related to issues with student funding applications

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 four of the complaints the target date for resolution w