



COMPLAINTS HANDLING ANNUAL REPORT

ACADEMIC YEAR SEPTEMBER 2019 AUGUST 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). This report provides a summary and analysis of complaints handled by SRUC in the Academic Year 2019-2020, the seventh year of the CHP.

The CHP has two internal stages, Frontline resolution (Stage 1) and Investigation (Stage 2). 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.

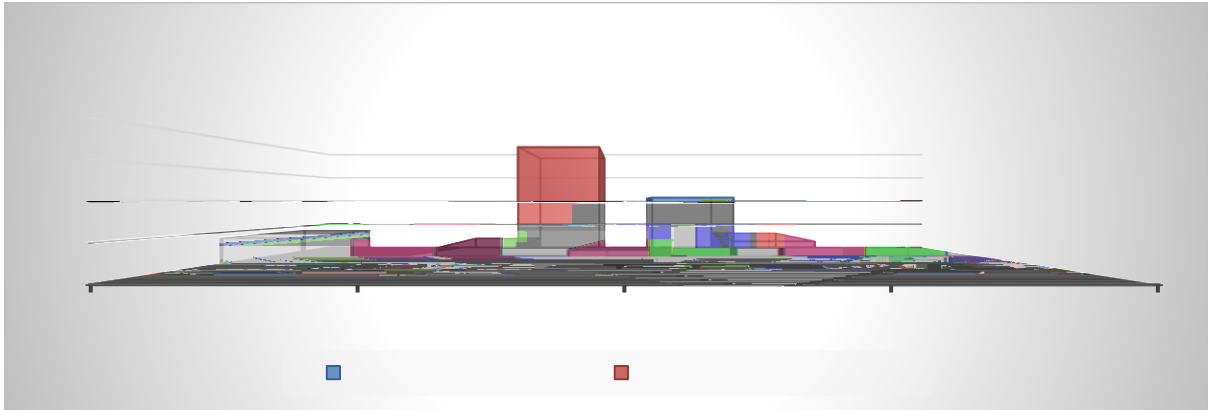
2. Annual



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.

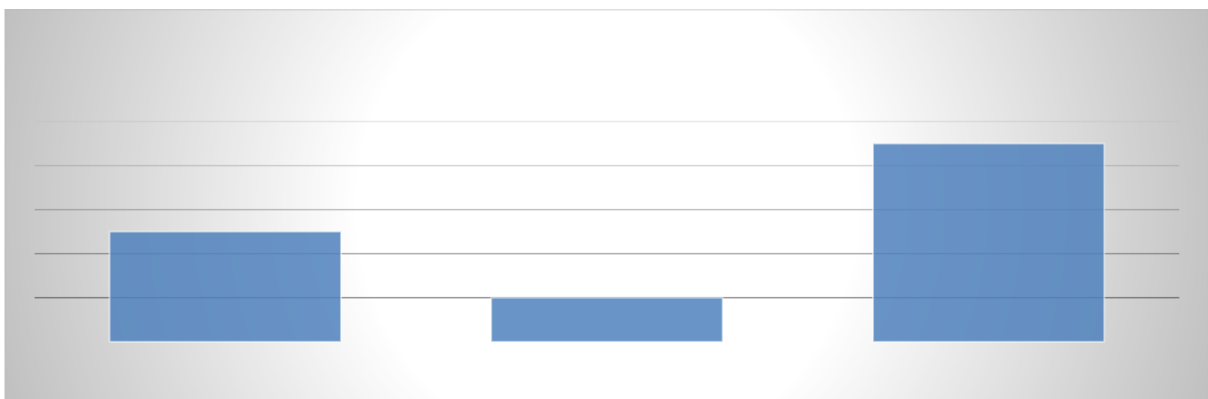
This chart sets out the average number of working days taken to resolve complaints.



The target dates for dealing with complaints were not achieved in the first three quarters of the year. The reasons for this appear to be related to the requirement for information to be obtained from more than one member of staff and the availability of required staff within the time limits imposed by the CHP for responding. There were no complaints received within the fourth quarter of the year.

2.3 Complaint Decisions

The following chart summarises the decisions made during the year.





2.4 Nature of Complaints

The complaints received during the academic year 2019-20 have all been made with the Academic Division. The following table sets out the category of complaints received.

3. Learning Points

The low level of complaints recorded makes it difficult to draw specific learning points

However, the low level of complaints recorded, and the geographic concentration of complaints indicates that there may be under-