



REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2018/2019: FOURTH QUARTER (JUNE AUGUST 2019)

1. Background

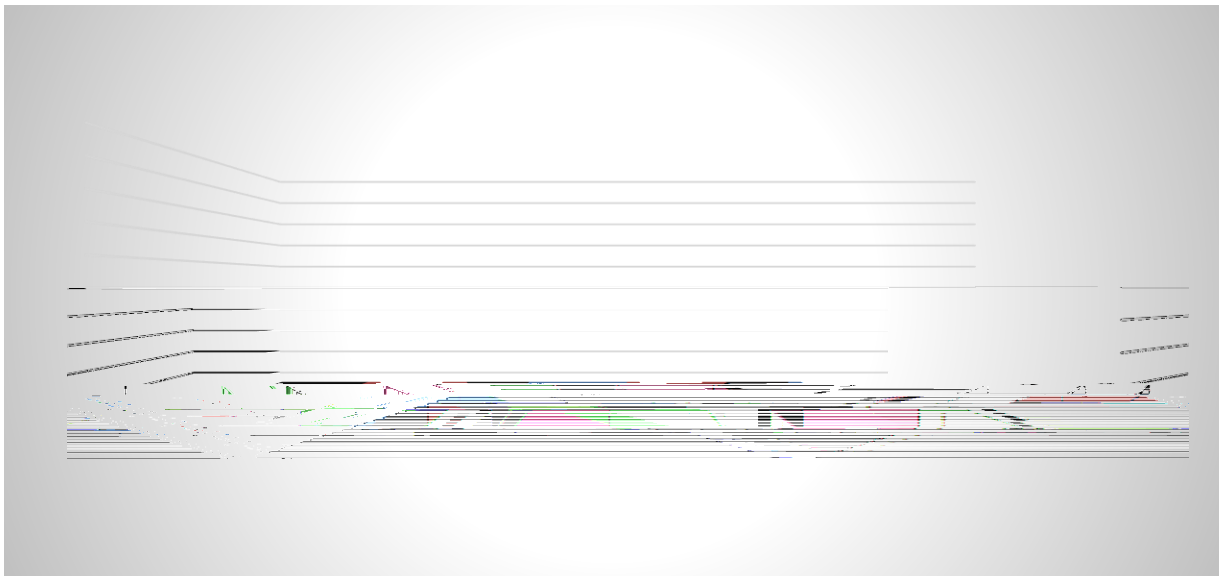
In common with all other Scottish Universities, SRUC introduced a new Complaints Handling Procedure (CHP) on 30 August 2013. The introduction and content of the CHP was driven by the Scottish Public Services Ombudsman (SPSO).

The new procedure is intended 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.

