



REPORT TO EMT ON COMPLAINTS HANDLING

ACADEMIC YEAR 2019/20: THIRD QUARTER (MARCH 2020 - MAY 2020)

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).

