

Complaints Statistics for May - July 2018

Month	Frontline	Investigation/ Frontline to Investigation	Total
May	6	1	7
June	7	2	9
July	2		2
			18
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
External Relations (Student Recruitment & Admissions)	3	3	6
International College Dundee	1		1
School of Humanities	1		1
School of Life Sciences	1		1
School of Medicine	1		1
School of Nursing & Health Sciences	5		5
School of Science & Engineering	3		3
			18
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	3	3	6
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support	3		3
Staff/Student Conduct	2		2
Student Accommodation			0
Teaching/Assessment	7		7
University Policies, Procedures & Regulations			0
Other			0
			18
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	2		2
Female	10	3	13
Group Complaint (anonymous)	1		1
Group Complaint	1		1
Unknown (Anonymous)	1		1
			18
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	9		9
Upheld	1	1	2
Partially Upheld		1	1
Not Upheld		1	1

Not Accepted	3		3
Complaint Withdrawn			0
Resolved (but no confirmation received)	2		2
			18
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2017	5	3	8
November 2017-January 2018	11	4	15
February-April 2018	17	3	20
May-July 2018	15	3	18
			61