

UNIVERSITY OF DUNDEE

COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

FEBRUARY – APRIL 2015

The University's Complaints Handling Procedure (CHP) was implemented on 1 August 2013. This procedure involves up to two stages for resolution of a complaint – Stage 1 (frontline resolution) to be handled within 5 working days and Stage 2 (Investigation) to be handled within 20 working days. Any person who remains dissatisfied after Stage 2 are entitled to take their complaint to the Scottish Public Services Ombudsman (SPSO). Our Complaints Handling Procedure can be found at: <http://www.dundee.ac.uk/academic/complaints.htm>.

Monthly Statistics

Month	Frontline	Investigation	Total
February	2		2
March	3	1	4
April	8	1	9
			15

Nature of Complaint

Nature of Complaint	Frontline	Investigation	Total
Admissions	3	1	4
Facilities and Equipment			0
Finance/Fees	2		2
Service Provision & Student Support	1		1
Staff/Student Conduct	3	1	4
Student Accommodation			0
Teaching/Assessment	1		1
University Policies, Procedures & Regulations			0
Other	3		3
			15

Gender

Gender of Complainant	Frontline	Investigation	Total
Male	8		8
Female	4	1	5
Group Complaint (male and female)		1	1
Unknown (Anonymous)	1		1
			15

Outcome of Complaints

Outcome of Complaint	Frontline	Investigation	Total
Outcome Accepted	8		8
Partially Upheld	1		1
Not Accepted		1	1
Complaint Withdrawn			0
Resolved (but no confirmation received)	3	1	4
Other Outcome	1*		1
			15

* This complaint is now being handled by the NHS

Difference in Numbers this Academic Year

Quarter	Frontline	Investigation	Total
August-October 2014	12	2	14
November 2014-January 2015	4	3	7
February-April 2015	13	2	15

Comparison with Same Period in the Previous Academic Year

Year	Frontline	Investigation	Total
2013/14	11	6	17
2014/15	13	2	15

K Stulka
Policy, Governance and Legal Affairs