

## UNIVERSITY OF DUNDEE

### COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

MAY – JULY 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>.

This is our final quarterly report for 2014/15.

#### Monthly Statistics

Month	Frontline	Investigation	Total
May	7	1	8
June	3		3
July	3		3
			14

#### Nature of Complaint

Nature of Complaint	Frontline	Investigation	Total
Admissions	3		3
Facilities and Equipment			0
Finance/Fees	1		1
Service Provision & Student Support	1		1
Staff/Student Conduct	4		4
Student Accommodation			0
Teaching/Assessment	1		1
University Policies, Procedures & Regulations			0
Other	3	1	4
			14

#### Gender

Gender of Complainant	Frontline	Investigation	Total
Male	4	1	5
Female	9		9
Group Complaint (male and female)			0
Unknown (Anonymous)			0
			14

### Outcome of Complaints

Outcome of Complaint	Frontline	Investigation	Total
Outcome Accepted	8		8
Partially Upheld			0
Not Accepted			0
Complaint Withdrawn			0
Resolved (but no confirmation received)	5	1	6
			14

### Difference in Numbers this Academic Year

Difference in Numbers Complaining each Quarter	Frontline	Investigation	Total
August-October 2014	12	2	14
November 2014-January 2015	4	3	7
February-April 2015	13	2	15
May-July 2015	13	1	14
			50

### Comparison with Same Period in the Previous Academic Year

Year	Frontline	Investigation	Total
2013/14	3	5	8
2014/15	13	1	14

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