



COMPLAINTS HANDLING PROCEDURE
ANNUAL REPORT
2014/2015

INTRODUCTION

The University's Complaints Handling Procedure (CHP) 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 of receiving a complaint. Any person who remains dissatisfied following Stage 2 (Investigation) can take their complaint to the Scottish Public Services Ombudsman (SPSO) for consideration. Our CHP can be found at: <http://www.dundee.ac.uk/governance/dca/complaints/>

The University also provides quarterly statistical information on their website at: <http://www.dundee.ac.uk/governance/dca/monitoringstatistics/>

This annual report has been approved by the University's Monitoring and Advisory Group on Appeals, Complaints and Discipline Procedures and also the Senatus Academicus. It contains key performance indicators for the period 1 August 2014 – 31 July 2015.

If you have any questions regarding this report, or any other complaint matter, please email the following address:

complaintsresolution@dundee.ac.uk

Alternatively, please contact Karen Stulka, Academic and Corporate Governance (Legal) on (01382) 384011.

August 2015

COMPLAINTS RECEIVED

During 2014/15, the University received 50 complaints. Of these complaints, 42 were dealt with at stage 1 (frontline) and 8 were dealt with at stage 2 (investigation). Charts 1 and 2 show the number and percentage of complaints handled each quarter at both frontline and investigation stages.

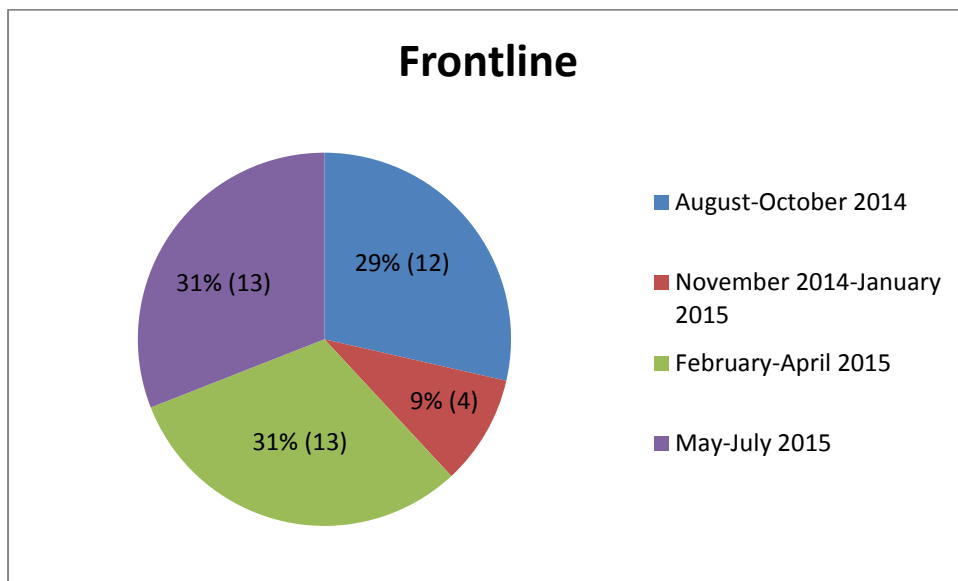


Chart 1 – Total number of stage 1 complaints received

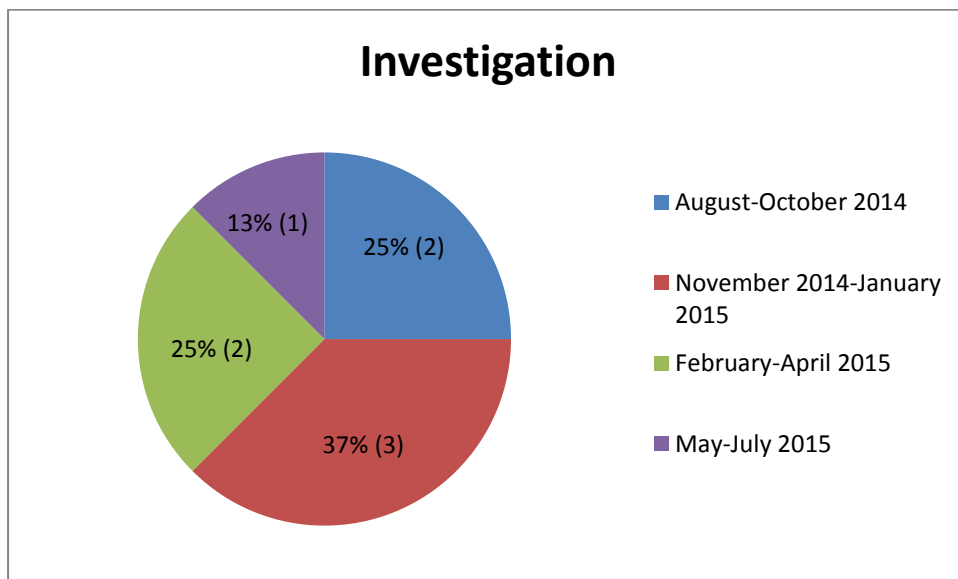


Chart 2 – Total number of stage 2 complaints received

The following table shows the number and percentage of complaints closed at frontline (within 5 days) and investigation (within 20 days).

Stage	Number closed within SPSO time limits	Percentage
Frontline (stage 1)	34	81%
Investigation (stage 2)	8	100%

AVERAGE TIME TAKEN TO RESOLVE A COMPLAINT

Chart 3 shows the average time taken to resolve complaints at both stage 1 and stage 2 each quarter. As can be seen, the average for each quarter was below the SPSO specified time limits of 5 working days (stage 1) and 20 working days (stage 2).

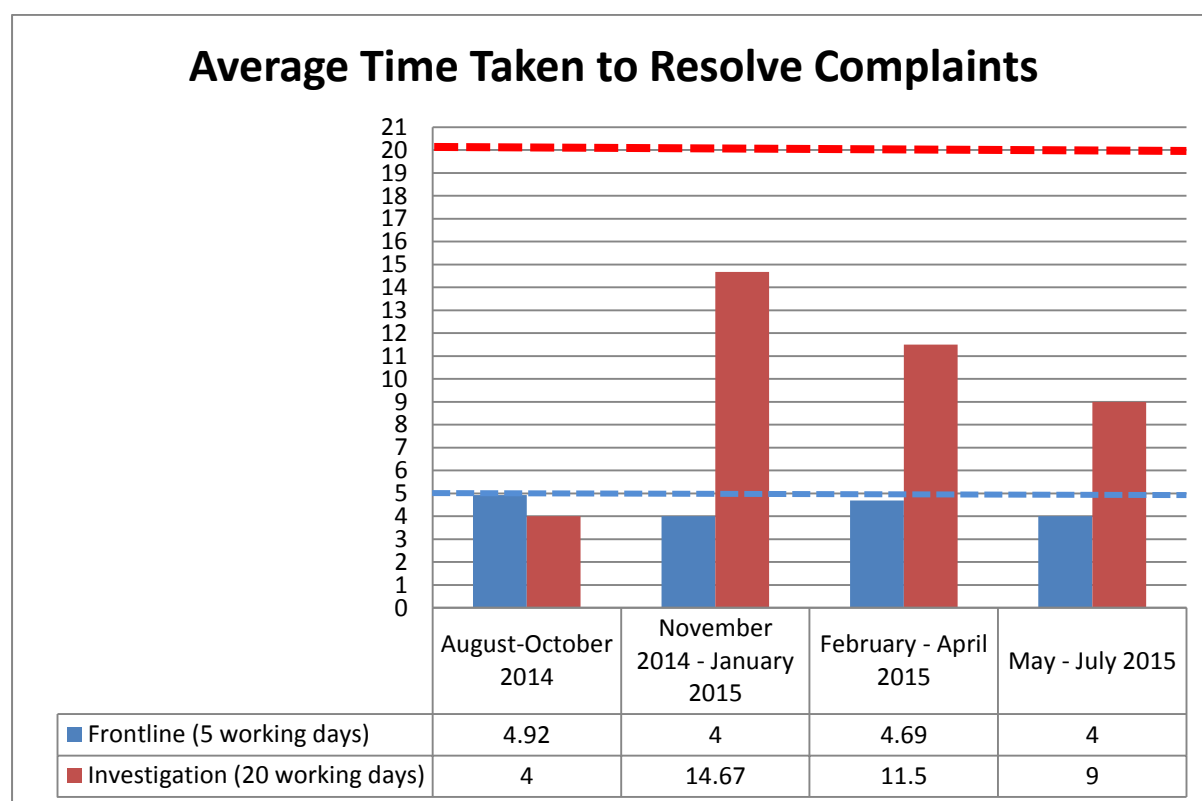


Chart 3 – Average time taken to resolve complaints

The following table shows the number and percentage of complaints where an extension to the frontline 5 working day time limit had been authorised. No complaints dealt with at the investigation stage took longer than 20 working days.

Stage	Number of complaints dealt with where an extension was authorised	Percentage
Frontline	3	7% of all stage 1 complaints

NATURE OF COMPLAINTS RECEIVED

Charts 4 and 5 show the nature of complaints received at each stage (including number and percentage).

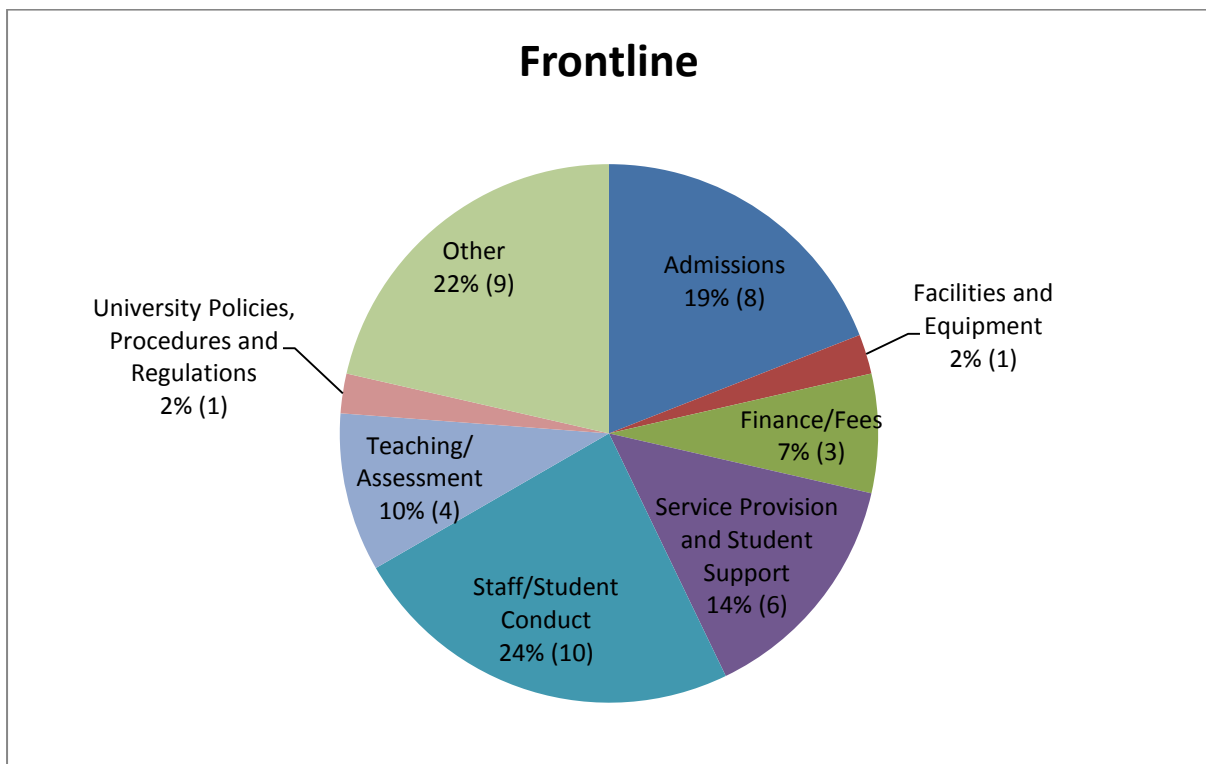


Chart 4 – Nature of complaints dealt with at stage 1

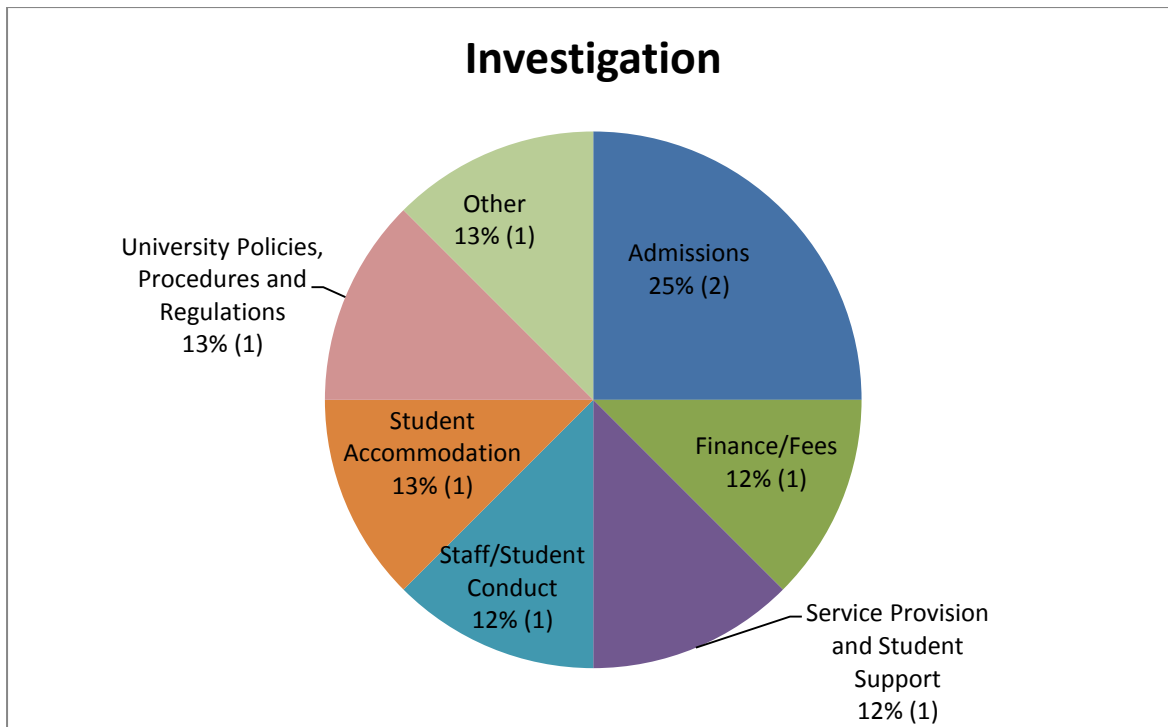


Chart 5 – Nature of complaints dealt with at stage 2

Following our change in reporting categories during 2013/14, it can be observed that the new categories show a much more detailed picture of complaints handled by the University. The category “other” no longer dominates the charts.

OUTCOME OF COMPLAINTS

Chart 6 shows the number of complaints resolved at each stage. Only a small number of complaints were either not upheld or partially upheld. As in 2013/14, some complainants still did not confirm they accepted the resolution. One complaint received was forwarded to the NHS to handle under their complaints procedure.

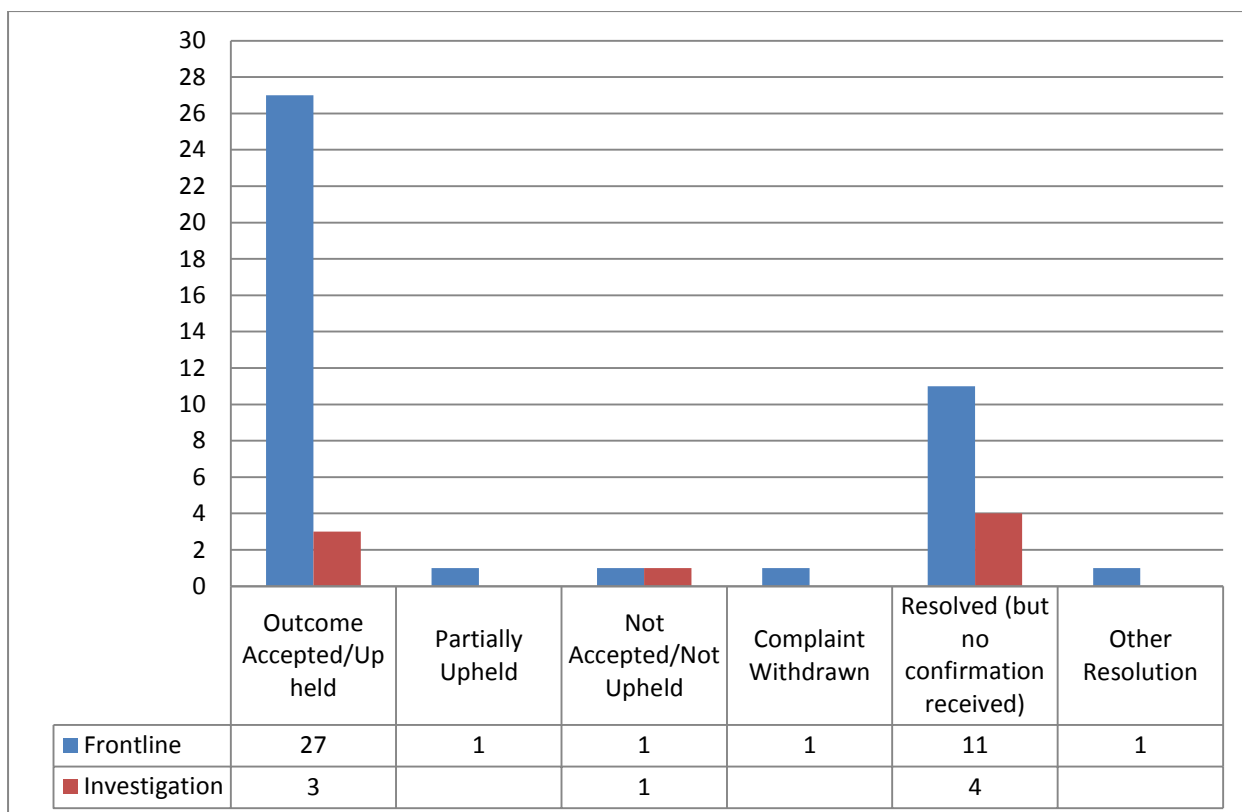


Chart 6 – Outcome of complaints

The following table shows the above data as percentages of the total complaints closed at each stage.

Stage	Outcome Accepted/ Upheld	Partially Upheld	Not Accepted/ Not Upheld	Complaint Withdrawn	Resolved (no confirmation)	Other
Frontline	64.2%	2.4%	2.4%	2.4%	26.2%	2.4%
Investigation	37.5%	-	12.5%	-	50%	-

Currently, the University has no ongoing complaints being dealt with by the SPSO.

LESSONS LEARNED

In terms of the University's Vision we are committed to shaping our actions and decisions around a set of core values. These values are critical to our complaints handling process. They are to value people, to work together, to have integrity in what we do, to endeavour to make a difference and to have excellence at the heart of our interactions with others.

You Said

- Provide lectures in run up to examinations.
- Make changes to policies – late fees, absence recording & reporting, cancellation.
- Problems with the attitude of staff towards students.
- Allow payments to be made online.
- Issues with returning books & library fines due to system malfunction.

We Did

- Changed relevant seminar to half lecture/half seminar.
- Reviews taking place regarding policies.
- Looking to develop clearer procedures.
- Developing systems to allow online payments.
- Issues taken up in customer service training and fines removed.
- In most cases, an apology was given and the complainant was satisfied.