

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT
NOVEMBER 2013 – JANUARY 2014

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 second report under the new CHP.

Monthly Statistics

Table 1 indicates the number of complaints dealt with each month during this quarter and also whether each complaint was dealt with at Stage 1 or Stage 2. As was the case with data for the first quarter, most complaints were dealt with at Stage 1 (frontline) with only 2, more complex complaints, being dealt with directly at Stage 2 (investigation). In the period 1 November 2013-31 January 2014 the University received a total of 18 complaints.

Complaints dealt with at Stage 1 (Frontline)	16 (88.9%)
Complaints dealt with at Stage 2 (Investigation)	2 (11.1%)
Total complaints received	18

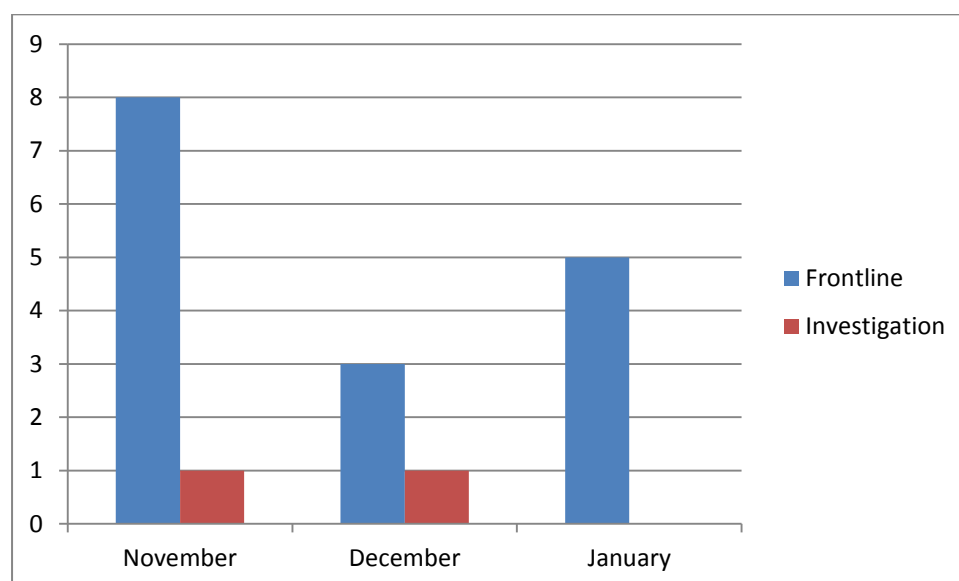


Table 1 showing monthly data for second quarter

Nature of Complaint

Table 2 indicates the nature of the complaints received and at which stage they were dealt with. Complaints fall under 5 category headings:

Person – Communication/Performance

Process – Procedures

Equipment – Faulty/Not available

Policy – Rules/Regulations

Other – Tuition Fees etc

Stage/Nature	Number of complaints received
Person	3 (16.7%)
Process	4 (22.2%)
Other	11 (61.1%)
Person Stage 1	3 (100% of Person complaints)
Process Stage 1	4 (100% of Process complaints)
Other Stage 1	9 (81.8% of Other complaints)
Other Stage 2	2 (18.2% of Other complaints)

As can be seen, over 60% of complaints received this quarter were with regards to other categories.

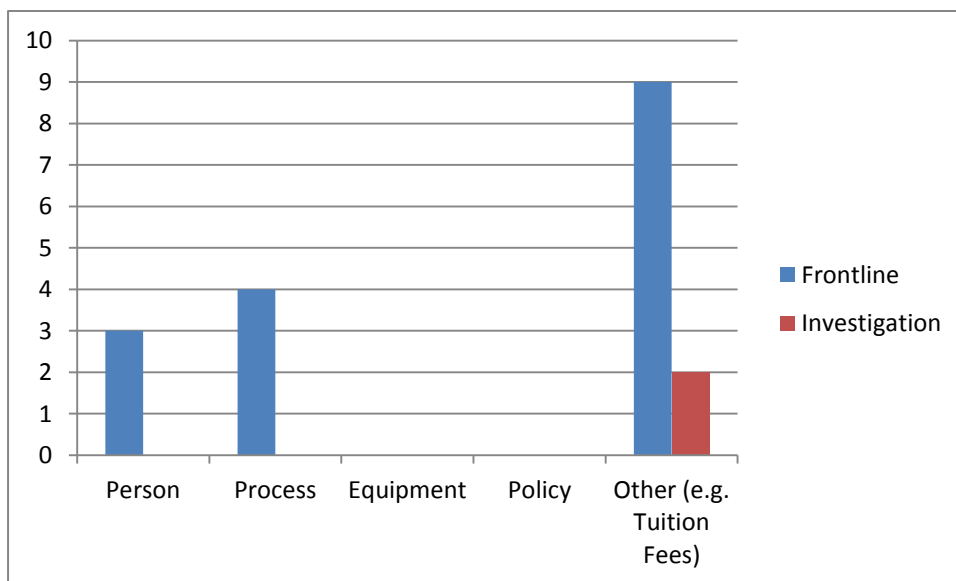


Table 2 showing nature of complaint

Gender

Table 3 shows the difference between the number of males and females complaining. Looking at the figures for this quarter, there is a significantly higher number of females complaining than males. Overall this quarter there were 2 complaints from males, 13 complaints from females and 3

anonymous complaints. The numbers complaining at each stage are 16 at frontline and 2 at investigation.

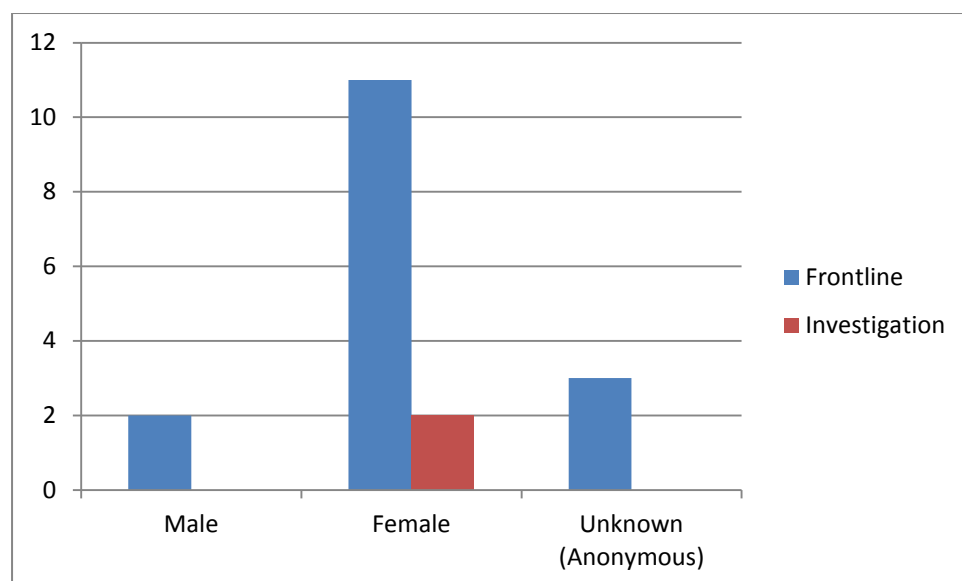


Table 3 showing complaints by gender

Outcome of Complaints

As can be seen in table 4, all but 3 of the complaints received were resolved and outcomes accepted. Again, the problem many Schools/Directorates are finding is that complainants are not confirming they are happy with the outcome.

Outcome/Stage	Number & Percentage
Upheld	15
Not Upheld	1
Partially Upheld	1
Withdrawn	1
Upheld at Stage 1	13 (81.25% of complaints closed at stage 1)
Upheld at Stage 2	2 (100% of complaints closed at stage 2)
Not Upheld at Stage 1	1 (6.25% of complaints closed at stage 1)
Partially Upheld at Stage 1	1 (6.25% of complaints closed at stage 1)
Withdrawn at Stage 1	1 (6.25% of complaints closed at stage 1)

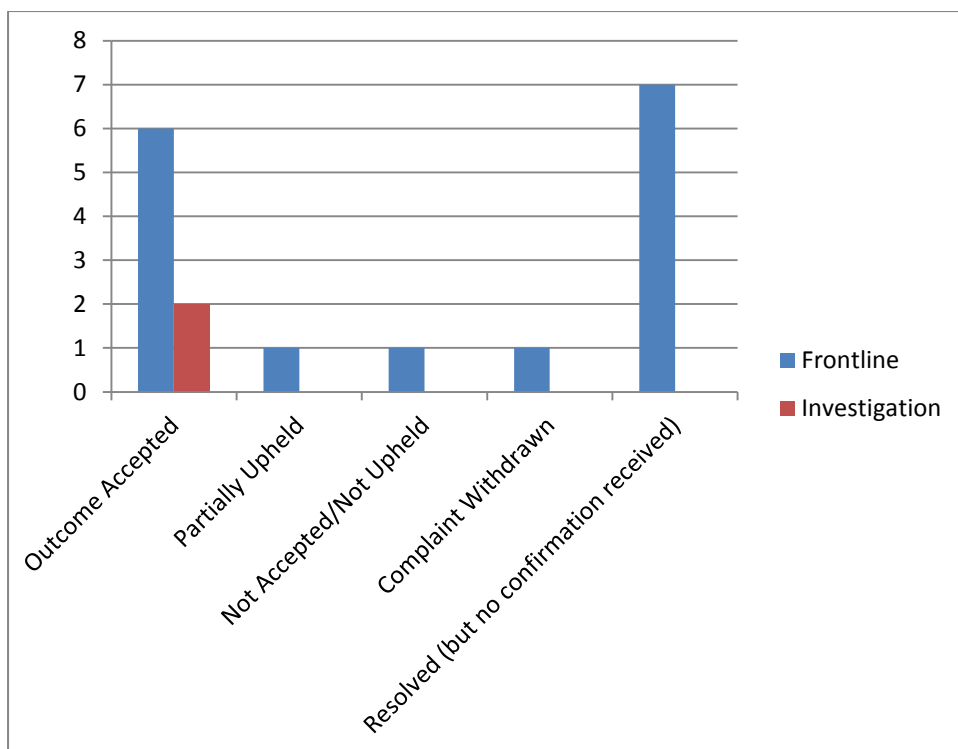


Table 4 showing outcome of complaints

Trends and Observations

Comparing this report with the August-October 2013 report (see table 5), it can be observed that similar numbers of complaints were received.

One significant difference is in the gender of complainants. Many more females than males made complaints during November 2013-January 2014.

Another observation is that the majority of complaints this quarter related to other issues (as opposed to process issues in August-October 2013). To clarify the nature of the “other” complaints, the amending of the reporting form would be considered at the meeting of the Monitoring & Advisory Group on Appeals, Complaints and Discipline Procedures in May, with a view to including additional categories under “nature of complaint”.

As in the previous quarter, Schools/Directorates reported that complainants were not confirming they were happy with the resolved outcome. This issue would be discussed at the Complaints Working Group to be held on 25 April 2014.

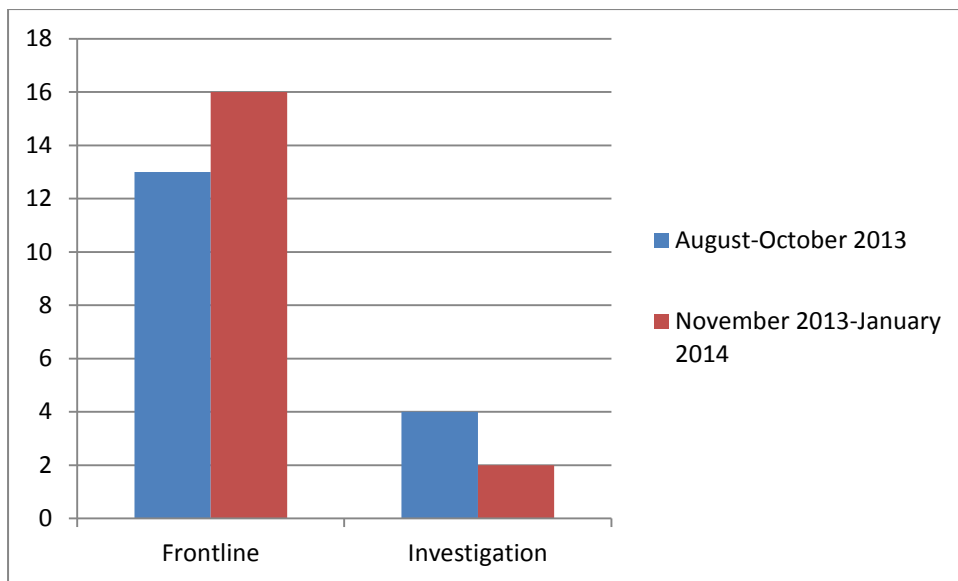


Table 5 shows difference in numbers complaining each quarter

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