

## UNIVERSITY OF DUNDEE

### COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

AUGUST – OCTOBER 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>.

#### Monthly Statistics

Month	Frontline	Investigation	Total
August	3	1	4
September	3		3
October	6	1	7
			14

#### Nature of Complaint

Nature of Complaint	Frontline	Investigation	Total
Admissions	2	1	3
Facilities and Equipment	1		1
Finance/Fees			0
Service Provision & Student Support	2	1	3
Staff/Student Conduct	3		3
Student Accommodation			0
Teaching/Assessment	1		1
University Policies, Procedures & Regulations			0
Other	3		3
			14

#### Gender

Gender of Complainant	Frontline	Investigation	Total
Male	6		6
Female	4	2	6
Group Complaint (male and female)	1		1
Unknown (Anonymous)	1		1
			14

### Outcome of Complaints

Outcome of Complaint	Frontline	Investigation	Total
Outcome Accepted	8	1	9
Partially Upheld			0
Not Accepted	1		1
Complaint Withdrawn	1		1
Resolved (but no confirmation received)	2	1	3
			14

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

Year	Frontline	Investigation	Total
2013/14	13	4	17
2014/15	12	2	14

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