

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT
AUGUST – OCTOBER 2013

The University's new 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

Table 1 indicates the number of complaints dealt with each month for this quarter and also whether each complaint was dealt with at Stage 1 or Stage 2. The majority of complaints (13) were dealt with at Stage 1 (frontline) with only 4, more complex complaints, being dealt with directly at Stage 2 (investigation). In the period 1 August-31 October 2013 the University received a total of 17 complaints.

Complaints dealt with at Stage 1 (Frontline)	13 (76.5%)
Complaints dealt with at Stage 2 (Investigation)	4 (23.5%)
Total complaints received	17

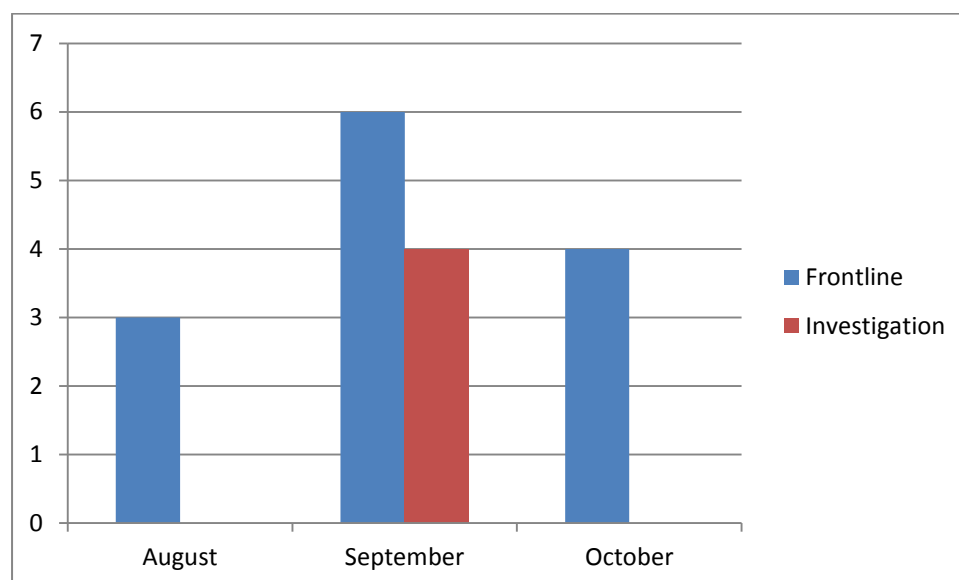


Table 1 showing monthly data for first quarter

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	4 (23.5%)
Process	8 (47%)
Other	5 (29.4%)
Process Stage 1	6 (75% of Process complaints)
Process Stage 2	2 (25% of Process complaints)
Other Stage 1	3 (60% of Other complaints)
Other Stage 2	2 (40% of Other complaints)

As can be seen, almost 50% of complaints received this quarter were with regards to a University procedure. Steps are being taken by the Schools/Directorates concerned to look into their procedures.

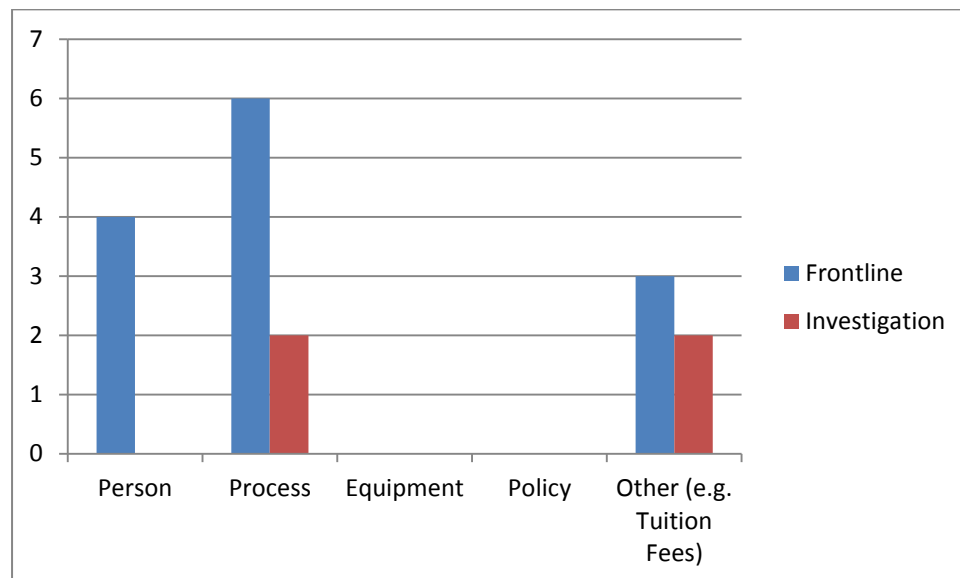


Table 2 showing nature of complaint

Gender

Table 3 shows the difference between the number of males and females complaining. Looking at the figures there is not a significant number of one gender complaining. Overall this quarter there were 8 complaints from males, 8 complaints from females and 1 anonymous complaint. The numbers complaining at each stage are identical for males and females (6 at stage 1 and 2 at stage 2).

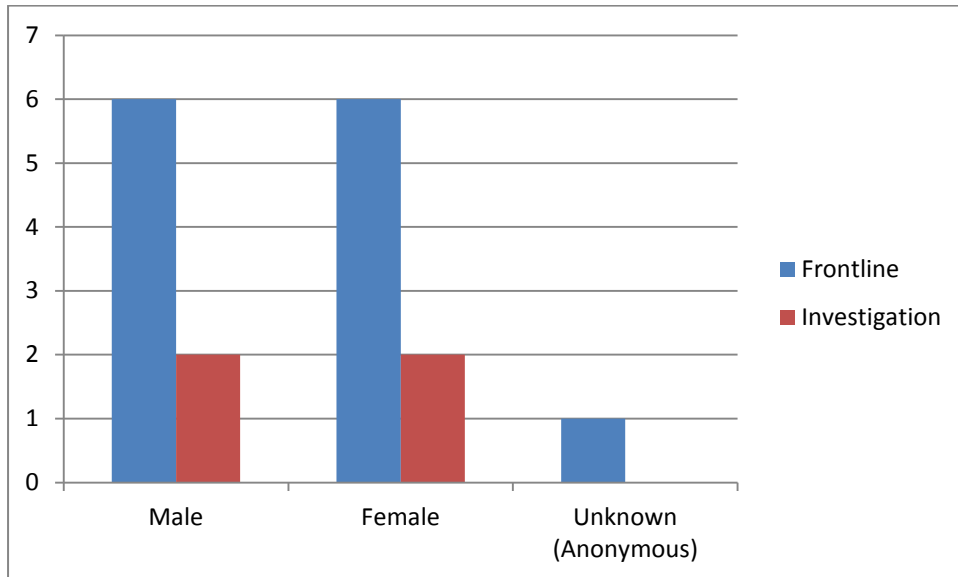


Table 3 showing complaints by gender

Outcome of Complaints

As can be seen in table 4, all but 1 of the complaints received were resolved and outcomes accepted (upheld). The problem many Schools/Directorates are finding is that complainants are not confirming they are happy with the outcome. In this situation, it was assumed that the complainant would not take the matter further/to the next stage in the process.

Outcome/Stage	Number & Percentage
Upheld	16 (94% of total complaints)
Withdrawn	1 (6% of total complaints)
Upheld Stage 1	12 (92% of complaints closed at stage 1)
Withdrawn at Stage 1	1 (8% of complaints closed at stage 1)
Upheld Stage 2	4 (100% of complaints closed at stage 2)

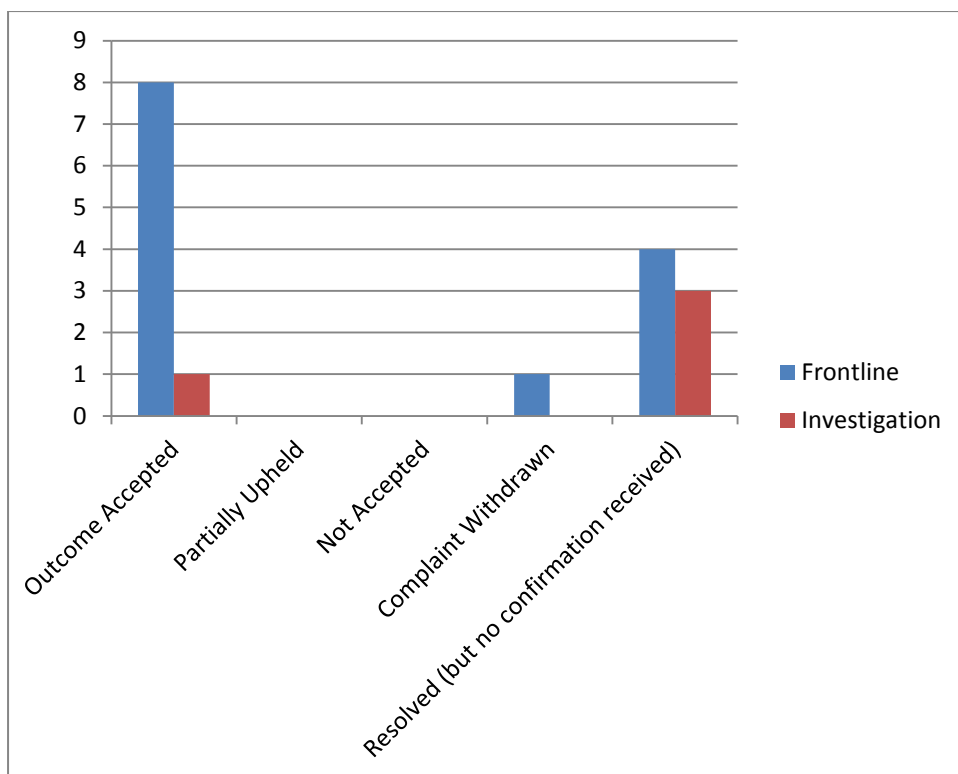


Table 4 showing outcome of complaints

Trends and Observations

As this is the first report, no trends or specific observations have been identified. There were not an extremely large number of people making complaints and no particularly difficult cases to deal with. More observations will be made after the next report at the end of January 2014.

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