

GENERAL COMPLAINTS PROCEDURE FOR STUDENTS, PROSPECTIVE STUDENTS AND MEMBERS OF THE PUBLIC STATISTICS

The University's General Complaints Procedure for Students, Prospective Students and Members of the Public can be found at: <http://www.dundee.ac.uk/academic/Complaints.htm>. Details of informal complaints are not recorded centrally, but the University annually updates its statistics on centrally-handled student complaints.

As at 7/5/13

Year And School	Conclusion on initial complaint	Appeal	Conclusion on appeal	Reference to SPSO	Conclusion by SPSO
2007	Not Upheld				
2008	Partial refund of fees for MLitt				
2008/09	Not Upheld	Academic Affairs	Not upheld re inadequate academic feedback and disability issues; not upheld		
2008/09	Not Upheld	Academic Affairs	Not upheld re grant of lesser award (academic judgement)	Yes	Not upheld
2008/09	Not Upheld	Academic Affairs	Not Upheld re non completion of placement		
2008/09	Not Upheld	Academic Affairs	Not upheld re Plagiarism and behavioural matters		Referred to insurers regarding potential claim intimated by solicitors
2008/09	Not Upheld	Academic Affairs	Not Upheld re complaint re award		
2008/09	Not Upheld	Appeal Panel	Reinstatement and complaint not upheld re discrimination matters		
2008/09	Not Upheld	Academic Affairs	Not Upheld re PhD supervision		
2009/10	Not Upheld	Academic Affairs	Admission criteria complaint-partially upheld		
2009/10 Education and Social work	Not upheld	Academic Affairs	Appeal on response on admission criteria-partially upheld	Yes	Referred back for to the University consideration on appeal

2009/10 Humanities	Not upheld	Academic Affairs	Complaint against handling of interim suspension Not upheld	Yes	Pending
2009/10 CEPMLP	Not upheld	Academic Affairs	Allegations of discriminatory treatment. Resolved – substitute award made.		
2009/10 Duncan of Jordanstone	Pending complaint over academic provision				
2009/10 Education and Social Work	Not upheld		Complaint regarding unsuccessful application	Yes	Not upheld
2009/10 Accounting	Not upheld	Academic Affairs	Complaint alleging inadequacy of teaching and materials		
2009/10 Duncan of Jordanstone	Partially upheld	Academic Affairs	Complaint regarding difficulties with the course and matching of expectations		
2009/10 2010/11 Nursing	Not upheld Appeal against decision through SPSO	Academic Affairs	Complaint about inadequate assessment	Yes	SPSO review carried out and MPhil awarded
2009/10 Medicine	Not upheld	CASE	Discrimination allegations		
2010/11 Computing	Not upheld	Academic Affairs	Complaint regarding difficulties in course & standards		
2010/11 Duncan of Jordanstone	Not upheld	Academic Affairs	Complaint regarding inadequate assessment – abandoned		
2010/11 Life Sciences	Upheld	Academic Affairs	Complaint regarding award		
2010/11 Archives	Upheld	Academic Affairs	Complaint regarding supervision		
2010/11 Medicine	Pending	CASS	Complaint regarding termination		

2011/12 Medicine	Upheld	Library	Complaint on religious issues		
2011/12 Law	Not Upheld	Registry	Complaint/Counter-complaint against inappropriate behaviour		
2011/12 Humanities	Upheld	Academic Affairs	Complaint regarding fee payment		
2011/12 Arts & Social Sciences	Not Upheld Appeal against DUSA complaint rejected by Secretary	CASS	Complaint about treatment by tutor	Yes	Not upheld
2011/12 Law	Not Upheld	Academic Affairs	Complaint about academic progression		
2011/12 Nursing	Resolved – Partially upheld	Academic Affairs	Complaint about academic progression/ failure to permit submission of essay/ transcript inaccuracies		
2011/12 Medicine	Upheld	Academic Affairs	Complaint regarding admission		
2011/12 Dental	Not upheld	Academic Affairs	Complaint regarding student election hustings		
2011/12 Nursing	Not upheld	Academic Affairs	Complaint regarding Fitness to Practice issue	Yes	Pending
2011/12 Medicine	Complaint withdrawn	Dean of Medicine	Complaint regarding placement issue		
2012/13 Life Sciences	Upheld	PGLA	Complaint regarding content of course and request for compensation		
2012/13 Law	Pending	PGLA			
2012/13 ESWCE	Upheld	PGLA	Complaint/UKBA Issues		
2012/13 Humanities	Not upheld	PGLA	Complaint/UKBA Issues		
2012/13 Business	Not Upheld	PGLA	Complaint/UKBA Issues		
2012/13 Business	Pending	PGLA	Complaint regarding visa advice		

2012/13 Business	Not upheld	PGLA	Complaint about refunds policy for deposit for overseas students		
2012/13 CEPMLP	Not upheld	PGLA	Complaint against assessment practices		
2012/13 DJCAD	Partially upheld	PGLA	Complaint against Disability Services and treatment of son		
2012/13 Business	Upheld (but sponsorship subsequently withdrawn since no evidence of right to remain	PGLA	Complaint/UKBA Visa Issues/Asylum seeker		
2012/13 ESWCE	Not upheld Subsequently upheld after new application	PGLA	Complaint against mishandling of application		
2012/13 ESWCE	Not upheld	PGLA	Complaint against late award of Diploma		
2012/13 Law	Upheld	PGLA	Complaint against disability support issues		