

University of Dundee

Complaints Handling Procedure

Quarterly Reporting

Period: February – April 2022

1. Number of Complaints Received

Stage 1	38
Stage 2	2
ACR	1
Total	41

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	8	0	0
Facilities and Equipment	0	0	0
Finance	7	0	0
Service Provision and Student Support	5	2	1
Staff/Student Conduct	9	0	1
Student Accommodation	0	0	0
Teaching/Assessment	9	1	1
University Policies, Procedures and Regulations	4	2	0
Other	1	0	0

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	2	0	0
Partially upheld	3	2	0
Not upheld	3	0	0
Resolved	16	0	0
Not resolved	0	0	1
Complaint withdrawn	0	0	0
Not taken forward under the CHP	14	0	0
Closed – no engagement with process	0	0	0

4. Actions Taken

You Said	We did
Communication timings not appropriate	Created new guidance for staff on communicating bad news to students
Delays in issue of CAS refunds	Admissions to look at making this a more efficient process

*Note this may be higher than the total number of complaints as often more than one type of complaint was raised.