

University of Dundee

Complaints Handling Procedure

Quarterly Reporting

Period: May - July 2022

1. Number of Complaints Received

Stage 1	32
Stage 2	4
ACR	1
Total	37

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	2	1	0
Facilities and Equipment	0	0	0
Finance	2	0	0
Service Provision and Student Support	10	1	1
Staff/Student Conduct	6	2	0
Student Accommodation	1	0	0
Teaching/Assessment	11	2	1
University Policies, Procedures and Regulations	4	1	0
Other	1	0	0

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	6	0	0
Partially upheld	9	1	0
Not upheld	5	0	0
Resolved	7	0	1
Complaint withdrawn	0	1	0
Not taken forward under the CHP	5	2	0
Closed – no engagement with process	0	0	0

4. Actions Taken

You Said	We did
Delay in release of module and therefore a shortened amount of time to submit assessment	Apology given to cohort of students and submission date for the assessment extended
Did not follow due process with regards to raising a concern	Review of how concerns are raised and ensure the process is reiterated to all staff in the area

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