

## University of Dundee

### Complaints Handling Procedure

#### Quarterly Reporting

Period: November 2021 – January 2022

#### 1. Number of Complaints Received

Stage 1	31
Stage 2	4
ACR	0
Total	35

#### 2. Nature of Complaint\*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	7	2	0
Facilities and Equipment	3	0	0
Finance	1	0	0
Service Provision and Student Support	9	1	0
Staff/Student Conduct	8	0	0
Student Accommodation	0	0	0
Teaching/Assessment	8	1	0
University Policies, Procedures and Regulations	2	3	0
Other	0	0	0

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	3	1	0
Partially upheld	4	1	0
Not upheld	7	1	0
Resolved	9	0	0
Complaint withdrawn	0	0	0
Not taken forward under the CHP	7	1	0
Closed – no engagement with process	1	0	0

#### 4. Actions Taken

You Said	We did
Issues due to last minute changes to courses	Ensure courses on website are shown as subject to change where there is uncertainty about material aspects such as start date or course length.
Delays in processes	Update the management of processes to ensure no further delays due to staff absences etc

Concerns about staff behaviour	Emails sent to staff in that department reminding them of the importance of politeness and behaving in a courteous and respectful manner towards others
Issues of with technology and applications	Looked at alternative options to assist students who are having issues

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