

University of Dundee

Complaints Handling Procedure

Quarterly Reporting

Period: August – October 2021

1. Number of Complaints Received

Stage 1	25
Stage 2	0
ACR	0
Total	25

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	6	0	0
Facilities and Equipment	0	0	0
Finance	2	0	0
Service Provision and Student Support	2	0	0
Staff/Student Conduct	4	0	0
Student Accommodation	0	0	0
Teaching/Assessment	7	0	0
University Policies, Procedures and Regulations	4	0	0
Other	1	0	0

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	1	0	0
Partially upheld	2	0	0
Not upheld	5	0	0
Resolved	11	0	0
Complaint withdrawn	1	0	0
Not taken forward under the CHP	5	0	0

4. Actions Taken

You Said	We did
Inaccurate or lack of clarity in information on our website	Relevant webpages updated and wording made clear
Issues with inaccurate information in communications to applicants	Review processes, update templates and provide training to staff on attention to detail

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