

UNIVERSITY OF DUNDEE

COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

FEBRUARY – APRIL 2017

The University's Complaints Handling Procedure (CHP) was implemented on 1 August 2013. This procedure involves up to two stages for resolution of a complaint – Stage 1 (frontline resolution) to be handled within 5 working days and Stage 2 (Investigation) to be handled within 20 working days. Any person who remains dissatisfied after Stage 2 are entitled to take their complaint to the Scottish Public Services Ombudsman (SPSO). Our Complaints Handling Procedure can be found at: <http://www.dundee.ac.uk/governance/dca/complaints/>.

Monthly Statistics

Month	Frontline	Investigation/ Frontline to Investigation	Total
February	4	2	6
March	4	3	7
April		1	1
			14
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Disability Services		2	2
ACG	1	1	2
School of Art & Design	2		2
Admissions	1		1
School of Medicine		1	1
School of Social Sciences		1	1
School of Life Sciences	1		1
Institute of Sport & Exercise	1		1
School of Nursing & Health Sciences	1		1
Student Services	1		1
Estates & Campus Services		1	1
			14
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	2		2
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support	1	2	3
Staff/Student Conduct	3	2	5
Student Accommodation			0
Teaching/Assessment		1	1
University Policies, Procedures & Regulations	1	1	2
Other	1		1
			14
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male		5	5
Female	6	1	7
Group Complaint (male and female)	1		1
Unknown (Anonymous)	1		1
			14
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	8	3	11
Partially Upheld			0
Not Accepted		1	1
Complaint Withdrawn			0
Resolved (but no confirmation received)		2	2
Other Outcome			0
			14
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2016	7	2	9
November 2016-January 2017	7	1	8
February-April 2017	8	6	14
May-July 2017			0
			31