

UNIVERSITY OF DUNDEE

COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

MAY – JULY 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
May		1	1
June	4		4
July	2		2
			7

School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Estates & Campus Services	1		1
School of Art & Design	3		3
School of Dentistry		1	1
School of Nursing & Health Sciences	1		1
School of Life Sciences	1		1
			7

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support	1		1
Staff/Student Conduct	2		2
Student Accommodation			0
Teaching/Assessment	1	1	2
University Policies, Procedures & Regulations	2		2
Other			0
			7

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	1		1
Female	5	1	6
Group Complaint (male and female)			0
Unknown (Anonymous)			0
			7

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	3		3
Partially Upheld			0
Not Accepted	1	1	2
Complaint Withdrawn			0
Resolved (but no confirmation received)	2		2
			7

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	6	1	7
			38