

UNIVERSITY OF DUNDEE

COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

NOVEMBER 2016 – JANUARY 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
November	2	1	3
December	2		2
January	3		3
			8

School/Directorate Complaint Relates to	Frontline	Investigation/ Frontline to Investigation	Total
Student Services/Residences			0
Admissions			0
Disability Services	2		2
School of Humanities		1	1
School of Life Sciences			0
Estates & Campus Services	2		2
School of Art & Design/Safety Services	1		1
School of Social Sciences	1		1
Library & Learning Centre	1		1
School of Art & Design			0
			8

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support	3	1	4
Staff/Student Conduct	2		2
Student Accommodation			0
Teaching/Assessment			0
University Policies, Procedures & Regulations	1		1
Other	1		1
			8

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	3		3
Female	3	1	4
Group Complaint (male and female)	1		1

Unknown (Anonymous)			0
			8

<b>Outcome of Complaint</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Outcome Accepted	2	1	3
Partially Upheld			0
Not Accepted	1		1
Not taken forward as a complaint	1		1
Complaint Withdrawn			0
Resolved (but no confirmation received)	3		3
			8

<b>Difference in Numbers Complaining each Quarter</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
August-October 2016	7	2	9
November 2016-January 2017	7	1	8
February-April 2017			0
May-July 2017			0
			17