

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

AUGUST – OCTOBER 2016

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
August			0
September	4	1	5
October	3	1	4
			9
School/Directorate Complaint Relates to			
Admissions & Student Recruitment	1		1
Disability Services	1		1
Finance	1	1	2
Residences	1		1
School of Social Sciences		1	1
School of Art & Design	1		1
School of Medicine	1		1
Student Services/Estates & Campus Services	1		1
			9
Nature of Complaint			
Facilities and Equipment	1		1
Finance/Fees	2	1	3
Service Provision & Student Support	2		2
Staff/Student Conduct	1		1
Teaching/Assessment	1		1
University Policies, Procedures & Regulations		1	1
			9
Gender of Complainant			
Male	5	2	7
Female	1		1
Unknown (Anonymous)	1		1
			9
Outcome of Complaint			
Outcome Accepted	6	2	8
Resolved (but no confirmation received)	1		1
			9