

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT
FEBRUARY – APRIL 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
February	4	1	5
March	2		2
April	4	1	5
TOTAL			12

School/Directorate Dealing with Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Disability Services	1		1
LLC	1		1
School of Art & Design	1		1
Admissions	2		2
Registry/LLC	1	1	2
School of Social Sciences	1		1
School of Nursing & Health Sciences/Admissions	1		1
School of Medicine/Nursing & Health Sciences	1	1	2
Estates & Campus Services	1		1
TOTAL			12

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	3		3
Facilities and Equipment	1		1
Finance/Fees			0
Service Provision & Student Support	2	1	3
Staff/Student Conduct	2		2

Student Accommodation			0
Teaching/Assessment			0
University Policies, Procedures & Regulations	1		1
Other	1	1	2
TOTAL			12

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	2	1	3
Female	8	1	9
Group Complaint (male and female)			0
Unknown (Anonymous)			0
TOTAL			12

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	6		6
Partially Upheld			0
Not Accepted	2	1	3
Complaint Withdrawn			0
Resolved (but no confirmation received)	2	1	3
Other Outcome			0
TOTAL			12

Comparison with same period in previous years

Year	Frontline	Investigation/ Frontline to Investigation	Total
2013/2014	11	6	17
2014/2015	13	2	15
2015/2016	10	2	12

K Stulka

Academic & Corporate Governance