

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

MAY – JULY 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
May	3	1	4
June	1	1	2
July	1		1
TOTAL			7

School/Directorate Dealing with Complaint	Frontline	Investigation/ Frontline to Investigation	Total
School of Art & Design	1		1
Admissions & Student Recruitment	2		2
Registry/School of Social Sciences	1	1	2
Admissions & LLC	1	1	2
TOTAL			7

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	3	1	4
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support			0
Staff/Student Conduct	1	1	2
Student Accommodation			0
Teaching/Assessment	1		1
University Policies, Procedures & Regulations			0
Other			0
TOTAL			7

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	3	1	4
Female	2	1	3
TOTAL			7

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	3	1	4
Partially Upheld			0
Not Accepted	2		2
Complaint Withdrawn			0
Resolved (but no confirmation received)		1	1
TOTAL			7

Comparison with same period in previous years

Year	Frontline	Investigation/ Frontline to Investigation	Total
2013/2014	3	5	8
2014/2015	13	1	14
2015/2016	5	2	7

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Academic & Corporate Governance