

UNIVERSITY OF DUNDEE
COMPLAINTS HANDLING PROCEDURE (CHP) REPORT
NOVEMBER 2015 – JANUARY 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
November	3	2	5
December	5	1	6
January	5	4	9
TOTAL			20

School/Directorate Dealing with Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Student Services/Residences	1	1	2
Admissions	1	2	3
School of Education & Social Work	3	2	5
School of Nursing & Health Sciences	2	1	3
Estates & Buildings	1		1
Disability Services/School of Art & Design/Academic & Corporate Governance	1	1	2
UoD IT	1		1
Registry	1		1
School of Art & Design	2		2
TOTAL			20

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	3	3	6
Facilities and Equipment	1		1
Finance/Fees			0
Service Provision & Student Support	4	3	7
Staff/Student Conduct			0
Student Accommodation			0

Teaching/Assessment			0
University Policies, Procedures & Regulations	1		1
Other	4	1	5
TOTAL			20

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	8	5	13
Female	5	2	7
Group Complaint (male and female)			0
Unknown (Anonymous)			0
TOTAL			20

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	5	5	10
Partially Upheld			0
Not Accepted	6	1	7
Complaint Withdrawn			0
Resolved (but no confirmation received)	2	1	3
TOTAL			20

Comparison with same period in previous years

Year	Frontline	Investigation/ Frontline to Investigation	Total
2013/2014	16	2	18
2014/2015	4	3	7
2015/2016	13	7	20

K Stulka

Academic & Corporate Governance