

**UNIVERSITY OF DUNDEE**  
**COMPLAINTS HANDLING PROCEDURE (CHP) REPORT**  
**AUGUST – OCTOBER 2015**

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**

<b>Month</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
August			0
September	2		2
October	1		1
<b>TOTAL</b>			3

<b>School/Directorate Dealing with Complaint</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Academic & Corporate Governance	1		1
Disability Services	1		1
School of Nursing & Health Sciences	1		1
<b>TOTAL</b>			3

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

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	3		3
Female			0
Group Complaint (male and female)			0
Unknown (Anonymous)			0
<b>TOTAL</b>			<b>3</b>

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Complaint Withdrawn			0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

#### Comparison with same period in previous years

Year	Frontline	Investigation/ Frontline to Investigation	Total
2013/2014	13	4	17
2014/2015	12	2	14
2015/2016	3	0	3

K Stulka

Academic & Corporate Governance