

## University of Dundee

### Complaints Handling Procedure

Quarterly Reporting Period: May – July 2023

#### 1. Number of Complaints Received

Stage 1	20
Stage 2	1
ACR	0
Total	21

#### 2. Nature of Complaint\*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	3		0
Facilities and Equipment	0		0
Finance	4		0
Service Provision and Student Support	4		0
Staff/Student Conduct	6		0
Student Accommodation	1	1	0
Teaching/Assessment	5		0
University Policies, Procedures and Regulations	1		0
Other	3		0

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	7		0
Partially upheld	2		0
Not upheld	2		0
Resolved	2		0
Complaint withdrawn	0		0
Not taken forward under the CHP	5	1	0
Complaint closed – no engagement with process	2		0

#### 4. Actions Taken

You Said	We did
Public complained about noise from a planned event at an off-campus site	To ensure neighbours at the site are informed in advance of planned events
Looking for clarity around process and procedure of communicating with students regarding letters following board of examiners meetings	To review the process and look at improving timings and communications to students

\*Note this may be higher than the total number of complaints as often more than one type of complaint was raised.