

## University of Dundee

### Complaints Handling Procedure

#### Quarterly Reporting

Period: August – October 2022

#### 1. Number of Complaints Received

Stage 1	43
Stage 2	3
ACR	0
Total	46

#### 2. Nature of Complaint\*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	6	0	0
Facilities and Equipment	2	0	0
Finance	6	0	0
Service Provision and Student Support	5	1	0
Staff/Student Conduct	13	0	0
Student Accommodation	0	0	0
Teaching/Assessment	10	1	0
University Policies, Procedures and Regulations	2	2	0
Other	2	0	0

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	5	2	0
Partially upheld	10	1	0
Not upheld	5	0	0
Resolved	6	0	0
Complaint withdrawn	1	0	0
Not taken forward under the CHP	14	0	0
Complaint closed – no engagement with process	2	0	0

#### 4. Actions Taken

You Said	We did
Dissatisfaction with majority of course still being online when advised would be face to face	School website updated regarding blended learning so future students aware of teaching methods prior to applying
Lack of transparency concerning the marking scheme	Programme handbook and guidance to be reviewed

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