

## University of Dundee

### Complaints Handling Procedure

Quarterly Reporting Period: November 2022 – January 2023

#### 1. Number of Complaints Received

Stage 1	35
Stage 2	6
ACR	0
Total	40

#### 2. Nature of Complaint\*

	Stage 1	Stage 2	ACR
Admissions/Fee Status	7	2	0
Facilities and Equipment	1	0	0
Finance	4	0	0
Service Provision and Student Support	8	1	0
Staff/Student Conduct	6	3	0
Student Accommodation	3	0	0
Teaching/Assessment	5	1	0
University Policies, Procedures and Regulations	2	1	0
Other	4	0	0

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	3	0	0
Partially upheld	2	1	0
Not upheld	10	1	0
Resolved	5	0	0
Complaint withdrawn		2	0
Not taken forward under the CHP	12	2	0
Complaint closed – no engagement with process		0	0

#### 4. Actions Taken

You Said	We did
The University took too long to deal with my stage 1 complaint	Remind our complaints handlers in each School/Directorate of the need to keep to the 5 working days timescale and to keep in touch with the complainant if this is going to take up to 10 working days
Late assignment feedback given	staff reminded to advise students when marking is going to be late

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