

## University of Dundee

### Complaints Handling Procedure

Quarterly Reporting Period: February – April 2023

#### 1. Number of Complaints Received

Stage 1	30
Stage 2	3
ACR	0
Total	33

#### 2. Nature of Complaint\*

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

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	5		0
Partially upheld	3		0
Not upheld	2	1	0
Resolved	2		0
Complaint withdrawn	1		0
Not taken forward under the CHP	16	2	0
Complaint closed – no engagement with process	1		0

#### 4. Actions Taken

You Said	We did
Would like clear comments and feedback regarding improving writing in reports	Ensure teaching staff are aware that students may require further guidance in the form of an additional preparation session prior to submitting work.
Staff were abrupt in response to queries regarding disabilities	Remind staff in the department of the importance of listening patiently and responding in a respectful and supportive way.

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