

UNIVERSITY OF DUNDEE

COMPLAINTS HANDLING PROCEDURE (CHP) REPORT

NOVEMBER 2014 – JANUARY 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/academic/complaints.htm>.

Monthly Statistics

Month	Frontline	Investigation	Total
November	1	2	3
December			0
January	3	1	4
			7

Nature of Complaint

Nature of Complaint	Frontline	Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees		1	1
Service Provision & Student Support	2		2
Staff/Student Conduct			0
Student Accommodation		1	1
Teaching/Assessment	1		1
University Policies, Procedures & Regulations	1	1	2
Other			0
			7

Gender

Gender of Complainant	Frontline	Investigation	Total
Male	1	1	2
Female	3	2	5
Group Complaint (male and female)			0
Unknown (Anonymous)			0
			7

Outcome of Complaints

Outcome of Complaint	Frontline	Investigation	Total
Outcome Accepted	3	2	5
Partially Upheld			0
Not Accepted			0
Complaint Withdrawn			0
Resolved (but no confirmation received)	1	1	2
			7

Difference in Numbers this Academic Year

Quarter	Frontline	Investigation	Total
August-October 2014	12	2	14
November 2014-January 2015	4	3	7

Comparison with Same Period in the Previous Academic Year

Year	Frontline	Investigation	Total
2013/14	16	2	18
2014/15	4	3	7

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