

GLASGOW CALEDONIAN UNIVERSITY

DEPARTMENT OF GOVERNANCE

Complaints Handling Procedure

Session 2015/16 Overview

Introduction

Since 2013/14 the University has operated a Complaints Handling Procedure (CHP) in line with the Scottish Public Services Ombudsman (SPSO) requirements.

Stage 1 Complaints received by Schools and Professional Support Departments: August 2015 to July 2016

Returns submitted by Schools, Directorates and Departments indicate that 108 Stage 1 complaints were submitted in 2015/16. 64% of Stage 1 complaints were resolved within the 5 day target timescale, and more than half (56%) were resolved within 24 hours of being reported.

Stage 1 Complaints: 1st August 2015 to 31st July 2016

Area	Number of Stage 1 Complaints 2015/16
Admissions and Enquiry Service	29
Disability and Positive Living	2
Finance	2
Facilities Management	3
Graduate School	1
GCU London	3
GSBS	11
Library Services	18
Registry	4
SEBE	11
SHLS	22
SWEBE	1
Yunus Centre	1
TOTAL	108

Stage 2 Complaints Investigations: August 2015 to July 2016

17 Stage 2 complaint investigations were undertaken in 2015/16.

Category of Complaint by School/Department					
Description of Complaint	2015/6 TOTAL	GSBS	SEBE	SHLS	Other
Did not follow University procedure	1	0	0	1	0
Staff attitude	1	0	0	1	0
Student Welfare	1	0	0	0	1
Fees	2	0	1	1	0
Learning and Teaching	10	4	6	0	0
PhD Supervision	1	1			
Other	1	0	1	0	0
TOTAL	17				
Other – Students' Association					

Complaint Investigation Outcome	
Not upheld	7
Partially Upheld	4
Upheld	6
TOTAL	17

Complainants by Age	
Under 21	2
Over 21	14
Not known	2
TOTAL	18*

Complainants by Gender	
Male	13
Female	5
TOTAL	18*

*One complaint involved 2 complainants from 2 different Schools.

Complainants by School	
School	Number of complainants
GSBS	5
SEBE	8
SHLS	3
External	2
Total	18*

Complaints by type of complainant	
Type of Complainant	Number of complaints
Home Student	8
Overseas Student	8
Non-Students	2
Total	18*

Complaint Outcome by type of complainant				
Type of Complainant	Total Number of complainants*	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld
Home student	8	2	2	4
Overseas student	8	4	1	3
Non-Student	2	0	2	0
Total	18*	6	5	7