

Glasgow Caledonian University – Complaints Overview 2021/22

Recorded Stage 1 Complaints: 1st August 2021 to 31st July 2022

| School / Service Area | Number of Complaints 2021/22 |
|--|---------------------------------|
| Admissions | 28 |
| Careers | 2 |
| Events | 0 |
| Facilities/Security/Estates | 2 |
| Executive | 0 |
| Finance | 16 |
| QAE | 0 |
| ADLS | 0 |
| GCU LONDON | 8 |
| Governance | 1 |
| Graduate School | 0 |
| GSBS | 11 |
| Information Services | 7 |
| Library | 4 |
| Marketing | 1 |
| Outreach | 0 |
| People Services | 1 |
| Registry | 16 |
| SCEBE | 7 |
| SHLS | 28 |
| Strategy & Planning | 0 |
| Student Enquiries, Advice and Events Team | 1 |
| Student Life & Wellbeing | 4 |
| U2B | |
| RIO | 0 |
| VISA | 42 |
| WISE | 0 |
| Yunus Centre | 0 |
| TOTAL | 179 |

Stage 2 Complaints: 1 August 2021 to 31 July 2022

| Complaint by Category and Area | | | | | | |
|---------------------------------------|----------------------------------|-------------|--------------|-------------|-------------|---|
| Description of Complaint | 2021/22 Total and outcome | GSBS | SCEBE | SHLS | GCUL | Professional Support Departments |
| Service Provision | 0 | | | | | |
| Student Support | 3 | 1 | 1 | | 1 | 2 |
| Policy and Procedures | 3 | | | 2 | | 1 |
| Staff attitude & conduct | 3 | | | 2 | 1 | |
| Teaching and Assessment | 1 | | | | 1 | |
| TOTAL | 10 | | | | | |

| Complaint Investigation Outcomes 2021/22 | |
|---|--------------|
| | 21/22 |
| Not upheld | 6 |
| Partially Upheld | 1 |
| Upheld | 1 |
| Resolved * | 1 |
| Withdrawn because of student non-engagement | 1 |
| TOTAL | 10 |

*Resolved was introduced by the SPSO as a possible complaint outcome in the refreshed model CHP that was introduced in April 2021 in the University.

| Complaints by type of complainant | |
|--|-------------------------------|
| Type of Complainant | Number of complainants |
| Home Student | 6 |
| Overseas Student | 3 |
| Group (home & o/s) | 0 |
| RUK | 1 |
| EU | 0 |
| Non student | 0 |
| TOTAL | 10 |

| Complaints by Level of Study | |
|-------------------------------------|-----------------------------|
| Level of Study | Number of Complaints |
| Undergraduate | 5 |
| Postgraduate | 5 |
| Doctoral | 0 |