

GLASGOW CALEDONIAN UNIVERSITY

DEPARTMENT OF GOVERNANCE AND QUALITY ENHANCEMENT

Complaints Handling Procedure

Session 2013/14 Overview

1 Introduction

A model Complaint Handling Procedure (CHP) for the Higher Education sector was published by the Scottish Public Services Ombudsman (SPSO) on 19th December 2012 under section 16B of the SPSO Act 2002 (as amended by the Public Services Reform (Scotland) Act 2010). Under section 16C of that amended act, all Universities were notified that the model CHP applied to them with effect from 19 December 2012 and that implementation was required by 30 August 2013.

The model CHP was published in line with recommendations made in July 2008 by the Fit-For-Purpose Complaints System Action Group (the Sinclair report) that the SPSO simplify and improve complaints handling by developing standardised CHPs across all public services in Scotland.

The Higher Education CHP was developed in consultation with key stakeholders from the sector, including Universities Scotland and complaints practitioners.

The Glasgow Caledonian University CHP conforms to guidelines laid out by the by the SPSO and was launched on 30 August 2013.

2 Statistics

i. Stage 1 Complaints (frontline resolution)

160 Stage 1 complaints (frontline resolution) were received for between September 2013 and August 2014.

The majority of these were satisfactorily resolved within the specified time period of 5 working days and involved issues ranging from misunderstandings regarding fee payment requirements, to interactions with staff. Stage 1 complaints received from members of the public have tended to involve the external perception of the University as reported by the media.

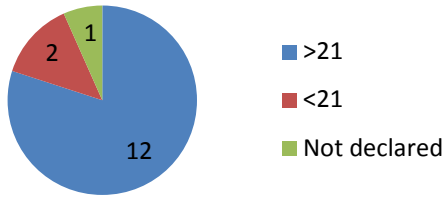
ii. Stage 2 Complaints (formal complaint investigation)

15 Stage 2 complaints were received, investigated and outcomes issued by the Department of Governance and Quality Enhancement.

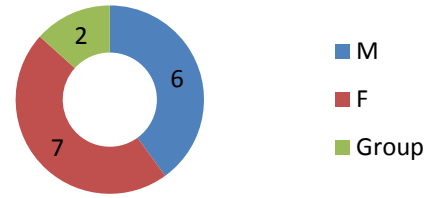
iii. Overview of annual statistics

Total number of Complaints recorded September 2013 – August 2014	175
Number of Stage 1 Complaints received	160
Number of Stage 1 Complaints escalated to Stage 2 for investigation	7
Number of Stage 2 complaints investigations submitted and investigated without Stage 1 consideration	8

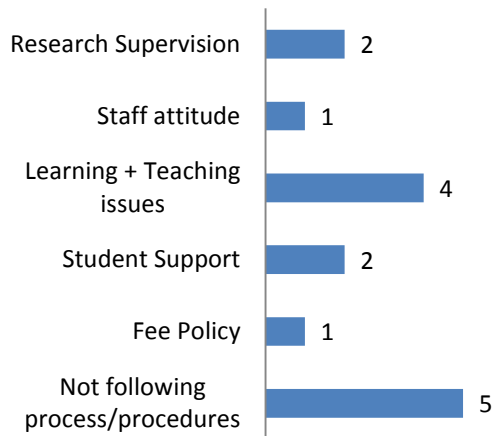
Stage 2 Complaints: Age



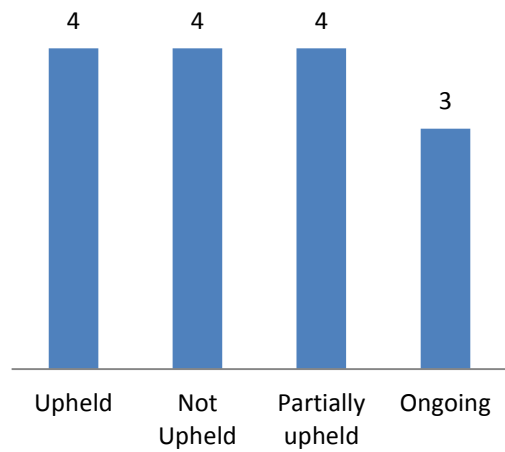
Stage 2 Complaints: Gender



Stage 2 Complaints: Categories



Stage 2 Complaints: Outcomes



Stage 2 Complaints: Ethnicity

