

Glasgow Caledonian University – Complaints Overview 2020/21

Recorded Stage 1 Complaints: 1st August 2020 to 31st July 2021

School / Service Area	Number of Complaints 2020/21
Admissions	10
Careers	20*
Events	0
Facilities/Security/Estates	7
Executive	2
Finance	6
Academic Quality	0
GCU LONDON	7
Governance	0
Graduate School	0
GSBS	8
Information Services	7
INTO	1
Library	2
Marketing	0
Outreach	0
People Services	0
Registry	4
SCEBE	8
SHLS	14
Strategy & Planning	0
Student Life	1
U2B	0
RIO	0
VISA	14
Wellbeing	1
WISE	0
Yunus Centre	0
TOTAL	112

*13 complaints about the same issue relating to a link to a website

Stage 2 Complaints: 1 August 2020 to 31 July 2021

Complaint by Category and Area						
Description of Complaint	2020/21 Total and outcome	GSBS	SCEBE	SHLS	GCUL	Professional Support Departments
Service Provision	1					1
Student Support	2		2			
Policy and Procedures	1	1				
Staff attitude & behaviour	4	2		1		1
Teaching and Assessment	1				1	
More than 1 from above	1	1		1		
Fees & Funding	2					2
TOTAL	13	4	2	2	1	4

Complaint Investigation Outcomes 2020/21	
Not upheld	6
Partially Upheld	5
Upheld	1
Ongoing	1
TOTAL	13

Complaints by Level of Study	
Level of Study	Number of Complaints
Undergraduate	7
Postgraduate	5
Doctoral	0
Non student	1
Total	13

Complaints by type of complainant	
Type of Complainant	Number of complainants
Home Student	11
Overseas Student	0
Group (home & o/s)	1
EU	0
Non student	1
TOTAL	13