**GLASGOW CALEDONIAN UNIVERSITY**

**DEPARTMENT OF GOVERNANCE**

**Complaints Handling Procedure**

**Session 2016/17 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 2016 to July 2017**

Returns submitted by Schools, Directorates and Departments indicate that 127 Stage 1 complaints were received in 2016/17. 88 (69) % of Stage 1 complaints were resolved within the 5 day target timescale, and 41 (47%) were resolved within 24 hours of being reported.

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

|  |  |
| --- | --- |
| **School / Service area** | **Number of complaints** |
| Admissions | 16 |
| Facilities | 28 |
| Finance | 16 |
| GCUL | 6 |
| GSBS | 13 |
| International Office | 2 |
| Library | 10 |
| Registry  | 8 |
| SHLS | 19 |
| SEBE | 3 |
| Security | 3 |
| SWBE | 1 |
| Wellbeing | 1 |
| VISA | 1 |
|  **TOTAL** |  **127** |

**Stage 2 Complaints Investigations: August 2016 to July 2017**

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

**Stage 2 Complaints: 1st August 2016 to 31st July 2017**

|  |
| --- |
| **Category of Complaint by School/Department** |
|
| **Description of Complaint** | **2016/17** | ***GSBS*** | ***SEBE*** | ***SHLS*** | ***INTO*** | ***Student Engagement*** |
| **TOTAL** |
| Service Provision | **2** | 1 | 0 | 0 | 0 | 1 |
| Policy and Procedures | **1** | 0 | 0 | 1 | 0 | 0 |
| Staff attitude & conduct | **2** | 1 | 1 | 0 | 0 | 0 |
| Fees | **1** | 0 | 0 | 1 | 0 | 0 |
| Learning and Teaching | **5** | 2 | 0 | 2 | 1 | 0 |
| ***TOTAL*** | **11** | **4** | **1** | **4** | **1** | **1** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint Investigation Outcome** |  | **Complainants by Age** |  | **Complainants by Gender** |
| Not upheld | 7 |  | Under 21 | 0 |  | Male | 6 |
| Partially Upheld | 3 |  | Over 21 | 11 |  | Female | 5 |
| Upheld | 1 |  | Anonymous | 1 |  | Anonymous | 1  |
| **TOTAL** | **11** |  | **TOTAL** | **12 \*** |  | **TOTAL** | **12\*** |

\*One complaint involved 2 complainants from the same programme.

|  |  |  |
| --- | --- | --- |
| **Complaints by type of complainant** |  | **Complaints by Level of Study** |
| **Type of Complainant** | **Number of complainants\*** |  | **Level of Study** | **Number of Complaints** |
| Home Student | 7 |  | Undergraduate | 3 |
| Overseas Student | 3 |  | Postgraduate | 5 |
| RUK | 1 |  | Doctoral | 3 |
| Anonymous | 1 |  |   |   |

|  |  |
| --- | --- |
|  |  |