**GLASGOW CALEDONIAN UNIVERSITY**

**DEPARTMENT OF GOVERNANCE**

**Complaints Handling Procedure**

**Session 2017/18 Overview**

**1 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 2017 to July 2018**

Returns submitted by Schools, Directorates and Departments show that 157 Stage 1 complaints were recorded in 2017/18.

|  |  |
| --- | --- |
| **School / Service area** | **Number of complaints** |
| Admissions | 18 |
| Events | 4 |
| Facilities | 7 |
| Executive Support | 2 |
| Finance | 8 |
| GCU Outreach | 1 |
| GSBS | 14 |
| INTO | 2 |
| IT | 17 |
| Library | 19 |
| Marketing | 1 |
| Registry | 12 |
| SHLS | 29 |
| SHLS & Careers Joint | 1 |
| SEBE | 8 |
| Security | 1 |
| S&P | 1 |
| SWBE | 3 |
| Wellbeing | 9 |
| **TOTAL** | **157** |

**Stage 2 Complaints Investigations: August 2017 to July 2018**

Eleven stage 2 complaint investigations were undertaken in 2017/18.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category of Complaint by School/Department** | | | | |
|
| **Description of Complaint** | **2017/18** | ***GSBS*** | ***SEBE*** | ***SHLS*** |
| **TOTAL** |
| Service Provision | **3** | 0 | 0 | 3 |
| Policy and Procedures | **2** | 0 | 0 | 2 |
| Staff attitude & conduct | **1** | 0 | 1 | 0 |
| Fees | **1** | 0 | 1 | 0 |
| Teaching and Assessment | **3** | 2 | 0 | 1 |
| Other | **1** | 0 | 1 | 0 |
| ***TOTAL*** | **11** | **2** | **3** | **6** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Complaint Investigation Outcome** | |  | **Complainants by Age** | |  | **Complainants by Gender** | |
| Not upheld | 3 |  | Under 21 | 2 |  | Male | 3 |
| Partially Upheld | 7 |  | Over 21 | 9 |  | Female | 8 |
| Upheld | 1 |  | **TOTAL** | **11** |  | **TOTAL** | **11** |
| **TOTAL** | **11** |  |  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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 | 4 |
| Overseas Student | 3 |  | Postgraduate | 4 |
| EU | 1 |  | Doctoral | 3 |

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