**Glasgow Caledonian University – Complaints Overview 2019/20**

**Recorded Stage 1 Complaints: 1st August 2019 to 31st July 2020**

|  |  |
| --- | --- |
| **School /  Service Area** | **Number of Complaints** |
| **Admissions** | **6** |
| **Careers** | **25** |
| **Events** | **2** |
| **Facilities & Estates** | **9** |
| **Executive** | **6** |
| **Finance** | **23** |
| **Academic Quality** | **1** |
| **GCU LONDON** | **12** |
| **Governance** | **1** |
| **Graduate School** | **11** |
| **GSBS** | **7** |
| **Information Services** | **18** |
| **INTO** | **2** |
| **Library** | **15** |
| **Marketing** | **0** |
| **Outreach** | **0** |
| **People Services** | **4** |
| **SCEBE** | **2** |
| **Security** | **1** |
| **SHLS** | **18** |
| **Strategy & Planning** | **0** |
| **SWEBE** | **9** |
| **RIO** | **0** |
| **Wellbeing** | **6** |
| **WISE** | **0** |
| **Yunus Centre** | **0** |
| **TOTAL** | **178** |

**Stage 2 Complaints: 1 August 2019 to 31 July 2020**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint by Category and Area** | | | | |
| **Description of Complaint** | **2019/20 Total** | **GSBS** | **SCEBE** | **SHLS** |
| Service Provision | 0 | 0 | 0 | 0 |
| Policy and Procedures | 0 | 0 | 0 | 0 |
| Staff attitude & conduct | 3 | 0 | 1 | 2 |
| Teaching and Assessment | 6 | 4 | 1 | 1 |
| Fees & Funding | 3 | 1 | 1 | 1 |
| **TOTAL** | **12** | **5** | **3** | **4** |

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| --- | --- |
| **Complaint Investigation Outcome** | |
| Not upheld | 9 |
| Partially Upheld | 2 |
| Upheld | 1 |
| **TOTAL** | **12** |

|  |  |
| --- | --- |
| **Complainants by Gender** | |
| Male | 5 |
| Female | 4 |
| Group (mixed) | 3 |
| **TOTAL** | **12** |

|  |  |
| --- | --- |
| **Complaints by type of complainant** | |
| **Type of Complainant** | **Number of complainants** |
| Home Student | 7 |
| Overseas Student | 2 |
| Group (home & o/s) | 2 |
| EU | 0 |
| Non student | 1 |
| **TOTAL** | **12** |

|  |  |
| --- | --- |
| **Complaints by Level of Study** | |
| **Level of Study** | **Number of Complaints** |
| Undergraduate | 3 |
| Postgraduate | 8 |
| Doctoral | 0 |
| Non student | 1 |
| **Total** | **12** |