**GLASGOW CALEDONIAN UNIVERSITY**

**DEPARTMENT OF GOVERNANCE**

**Complaints Handling Procedure**

**Session 2018/19 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 2018 to July 2019**

Returns submitted by Schools, Directorates and Departments show that 142 Stage 1 complaints were recorded in 2018/19.

|  |  |
| --- | --- |
| **School / Service area** | **Number of complaints** |
| Admissions | 4 |
| Events | 16 |
| Facilities | 11 |
| Executive Support | 1 |
| Finance | 11 |
| GCU Outreach | 0 |
| GSBS | 6 |
| INTO | 1 |
| IT | 35 |
| Library | 23 |
| Marketing | 0 |
| Registry | 5 |
| SHLS | 14 |
| SCEBE | 6 |
| Security | 0 |
| S&P | 1 |
| SWBE | 0 |
| Wellbeing | 8 |
| **TOTAL** | **142** |

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

Twelve stage 2 complaint investigations were undertaken in 2018/19.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Complaint by Category and Area** | | | | | | |
| **Description of Complaint** | **2018/19**  **Total** | **GSBS** | **SCEBE** | **SHLS** | **GCUL** | **OTHER** |
| Service Provision | 3 | 0 | 1 | 1 |  | 1 |
| Policy and Procedures | 2 | 0 |  | 2 |  |  |
| Staff attitude & conduct | 2 | 0 |  |  | 1 | 1 |
| Teaching and Assessment | 4 | 0 | 1 | 2 | 1 |  |
| Other | 1 | 0 |  |  |  | 1 |
| **TOTAL** | **12** | **0** | **2** | **5** | **2** | **3** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Complaint Investigation Outcome** | |  | **Complainants by Age** | |  | **Complainants by Gender** | |
| Not upheld | 6 |  | Under 21 | 1 |  | Male | 6 |
| Partially Upheld | 6 |  | Over 21 | 11 |  | Female | 5 |
| Upheld | 0 |  | **TOTAL** | **12** |  | Group (mixed) | 1 |
| **TOTAL** | **12** |  |  |  |  | **TOTAL** | **12** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaints by type of complainant** | |  | **Complaints by Level of Study** | |
| **Type of Complainant** | **Number of complainants\*** |  | **Level of Study** | **Number of Complaints** |
| Home Student | 5 |  | Undergraduate | 4 |
| Overseas Student | 3 |  | Postgraduate | 4 |
| Group (home & o/s) | 1 |  | Doctoral | 2 |
| EU | 1 |  | Non student | 2 |
| Non student | 2 |  | **Total** | **12** |
| **TOTAL** | **12** |  |  |  |

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