

GLASGOW CALEDONIAN UNIVERSITY

DEPARTMENT OF GOVERNANCE

Complaints Handling Procedure

Session 2014/15 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 2014 to July 2015

Returns submitted by Schools, Directorates and Departments indicate that 107 Stage 1 complaints were submitted in 2014/15. This is down from 2013/14 when 160 Stage 1 complaints were reported. 73% of Stage 1 complaints were resolved within the 5 day target timescale, and many were resolved within 24 hours. The average time taken was 4 days.

The table below details the spread of Stage 1 complaints across the University.

Area	Number of complaints
Admissions and Enquiry Service	18
Disability and Positive Living	10
Finance	6
Graduate School	3
GSBS	7
Library Services	34
Registry	4
SEBE	10
SHLS	15

Stage 2 Complaints Investigations: August 2014 to July 2015

Twenty two Stage 2 complaint investigations were undertaken in 2014/15 – details on next page.

Category of Complaint by School/Department					
Description of Complaint	2014/15	GSBS	SEBE	SHLS	Other*

	TOTAL				
Did not follow University procedure	1	0	0	0	1
Staff attitude	2	1	1	0	0
Accommodation	2	0	0	0	2
Fees	1	1	0	0	0
Learning and Teaching	3	1	0	2	0
Student Support	9	4	1	3	0
Withdrawal	2	0	1	1	0
Admission	2	1	0	1	1
TOTAL	22	8	3	7	4
*Other – GCU Lead, ISSS & Facilities Management					

Complaint Outcome		
Not upheld	12	55%
Partially Upheld	7	32%
Upheld	2	9%
Withdrawn	1	4%

Complainants by Age	
Under 21	77%
Over 21	23%

Complainants by Gender	
Male	55%
Female	45%

Complainants by School		
School	Number of complainants	% of complainants
GSBS	8	36
SEBE	3	14
SHLS	7	32
Other	4	18
Total	22	

Complaints by type of student		
Type of Student	Number of complaints	% of complainants
Home	14	64
Overseas	4	18
EU	2	9
RUK	2	9
Total	22	

Complaint Outcome by type of student					
Type of Student	Total Number of complaints	Complaint Upheld	Complaint Partially Upheld	Complaint Not Upheld	Complaint withdrawn
Home	14	2	4	8	0
Overseas	4	0	0	4	0
EU	2	0	2	0	0
RUK	2	0	1	0	1
Total	22	2	7	12	1