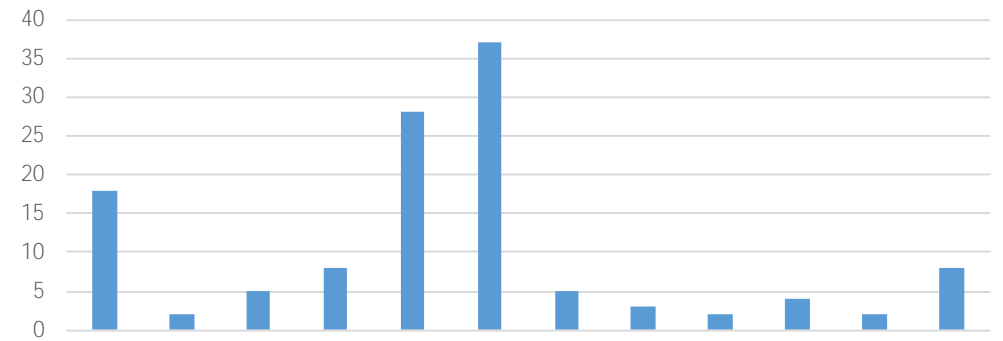
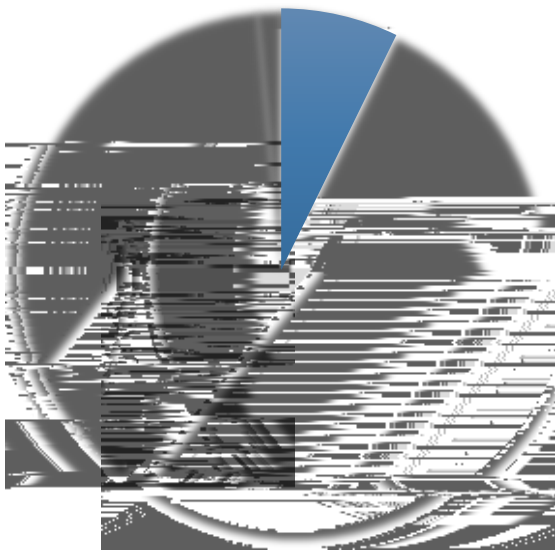
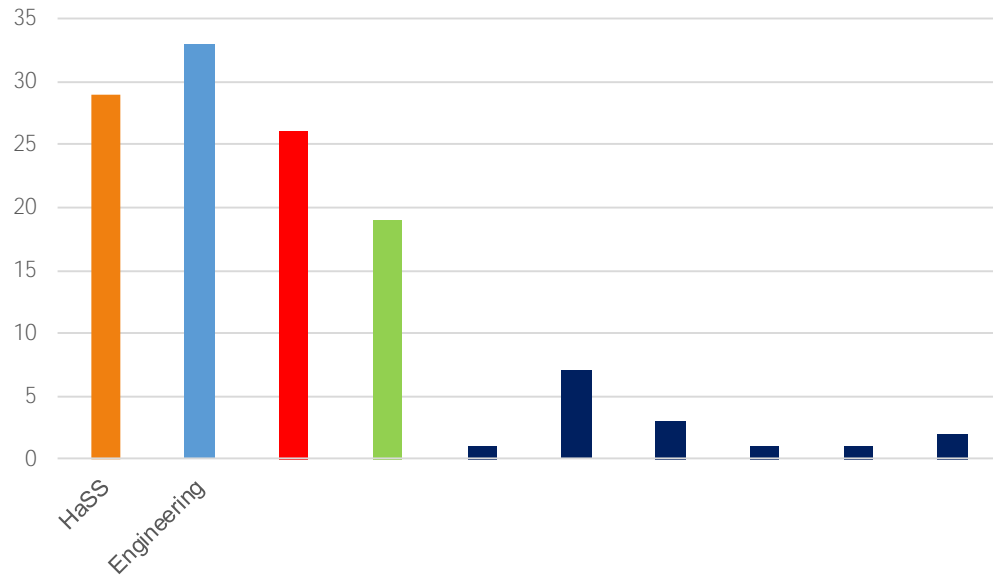


Complaints Handling Procedure

7. The percentage of complaints resolved at frontline varied throughout the year, from 74% in quarter 3 to only 20% in the final quarter, with a total of 47% across the period. This was a significant decrease on the 63% of the previous year.
8. While this was a disappointing and significant increase in the number of complaints progressing to investigation, it should be noted that 31% of investigations were requested by the complainant and the majority of the remaining investigations were of complex complaints that were not suitable for frontline resolution.
- 9.

Complaints Recorded 2018/19

ANNEX A



Learning from Complaints 2018/19 Examples

Complaint Category	Complainant	Complaint Summary	Outcome	Learning
Service Provision	Student	PhD Student complaint about the length of time taken from thesis submission to examiner approval to viva organisation.	Resolved	SharePoint site updated to clarify the time required to

ANNEX B

Teaching and/or
Assessment

Student

Complaint surrounding the information and advice provided on a dissertation. Related allegations about staff conduct.

Partially
Upheld

Provide appropriate information about dissertations and

SPSO Recommendations

ANNEX C

Complaint	Outcome	Feedback	University Response
placement was not reasonable and not in line with the Course handbook.	SPSO decided not to consider the complaint further.	The University may wish to consider clarifying the information provided to students regarding travel time to placements specifically in the PG Handbook.	Feedback communicated to the Course Team. Appropriate amendments being considered.