

1. The Public Services Reform (Scotland) Act 2010 gave the Scottish Public Services Ombudsman (SPSO) responsibilities and powers, specifically, to oversee the development of model Complaints Handling Procedures (CHPs) for each sector including higher education. The main aims of the model CHP are early resolution of a complaint as close to the point of contact as possible and making best use of lessons learned from complaints.
- 2.

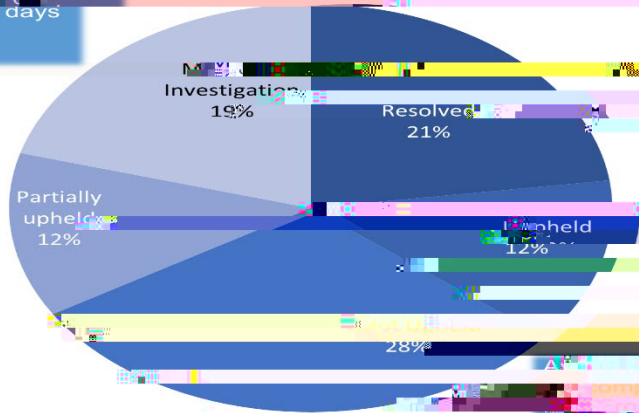
7. The below table breaks down the total number of complaints received this year and the previous year for each Faculty.

Faculty	2023/24
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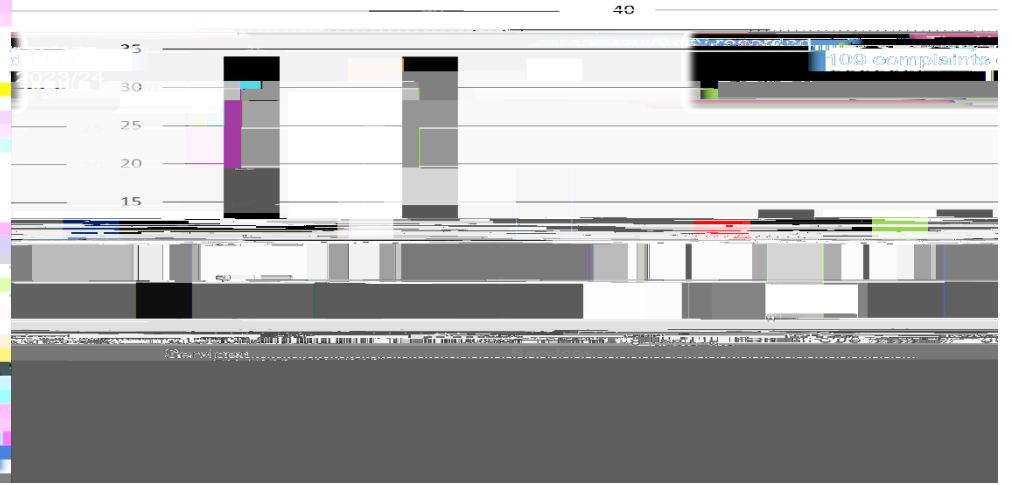
16. Lessons learned and actions taken to improve services are recorded following each complaint, where appropriate, and examples of the learning points recorded during 2023/24 are included at Annex B.
17. Staff continue to engage well with the complaints process and work is continuing to encourage a greater focus on frontline resolution. Working alongside colleagues in the Scottish Higher Education Complaints Forum, we have produced Investigation Skills Training that we hope to make available to staff in the Autumn. We are also working on the development of the Sharepoint site and our Teams Groups with colleagues in IS and Student Experience to ensure that it remains a central hub for shared excellence, knowledge and skills.
18. The SPSO approach to recommendations focuses on better outcomes in relation to services as well as for individuals. SPSO expects organisations to share their findings, a8al

Frontline (Stage 1) Outcomes 1 July 2024

52% of complaints closed at Frontline stage were handled within 5 working days



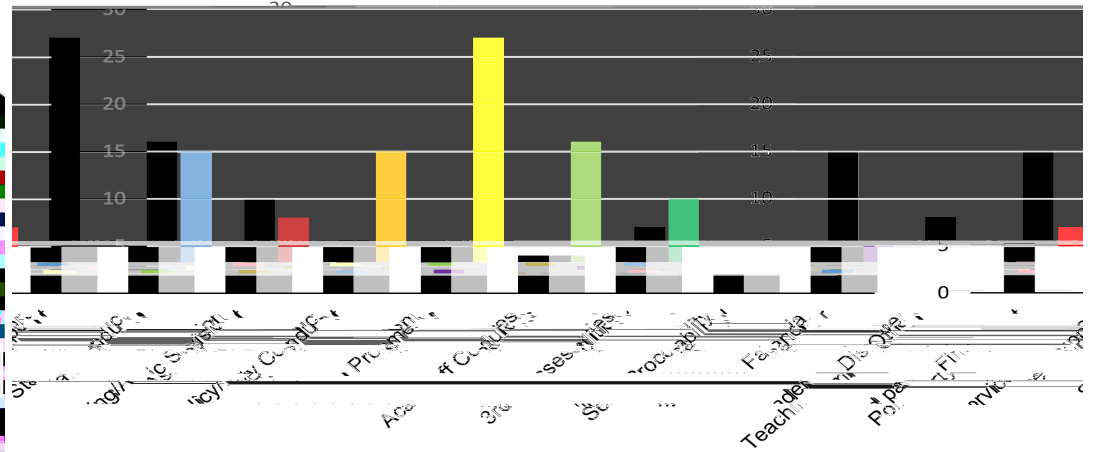
1 July 2024



Investigation (Stage 2) Outcomes 1 August 2024



Investigation (Stage 2) Outcomes 1 August 2024





Attitude and/or Conduct of a Third Party Contra	Student	The student let the department know that she was unhappy with the supervision that she received on industrial	Res v	Currently we recommend that placement provides a mid-term evaluation for the student. We have provided support and to
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