

University of the Highlands and Islands

Complaints Handling Procedure Report for the period: 1st April to 30th June 2015

Introduction

The University of the Highlands and Islands operates as a collegiate federal partnership comprising of thirteen further and higher education colleges, specialist colleges and research institutions. The University is committed to valuing complaints and our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.

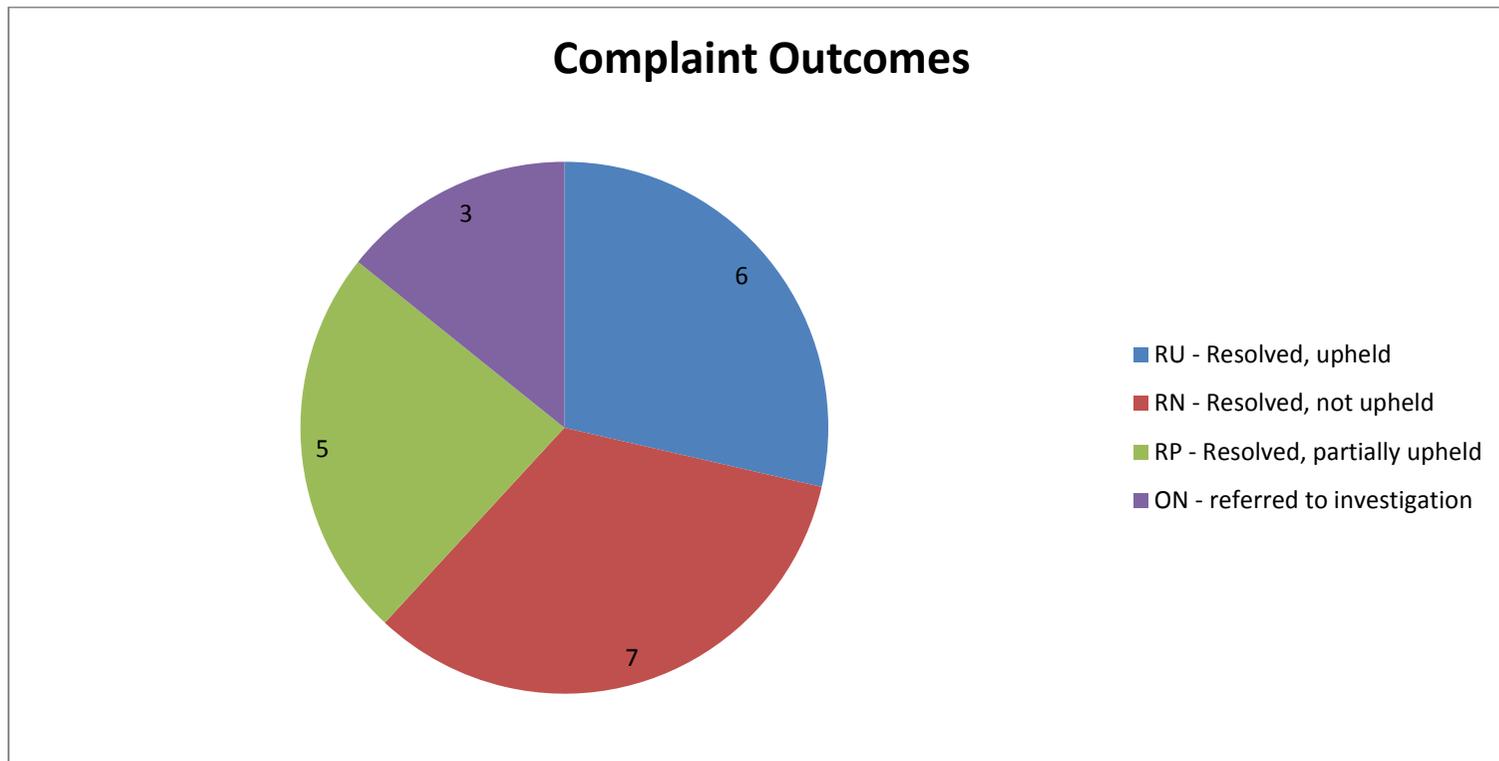
The University has adopted a two stage Model Complaints Handling Policy embracing the principles issued from the Scottish Public Services Ombudsman. These principles are that the complaints policy and process should be accessible, fair, flexible, confidential, clear, and timely. Consistent with this policy the University has committed to publish a quarterly summary of complaints outcomes, trends and actions taken to improve our services.

Overview of Complaints

The following table presents collated figures on HE related complaints received directly by the University and by our Academic Partners for the period 1st April – 30th June 2015.

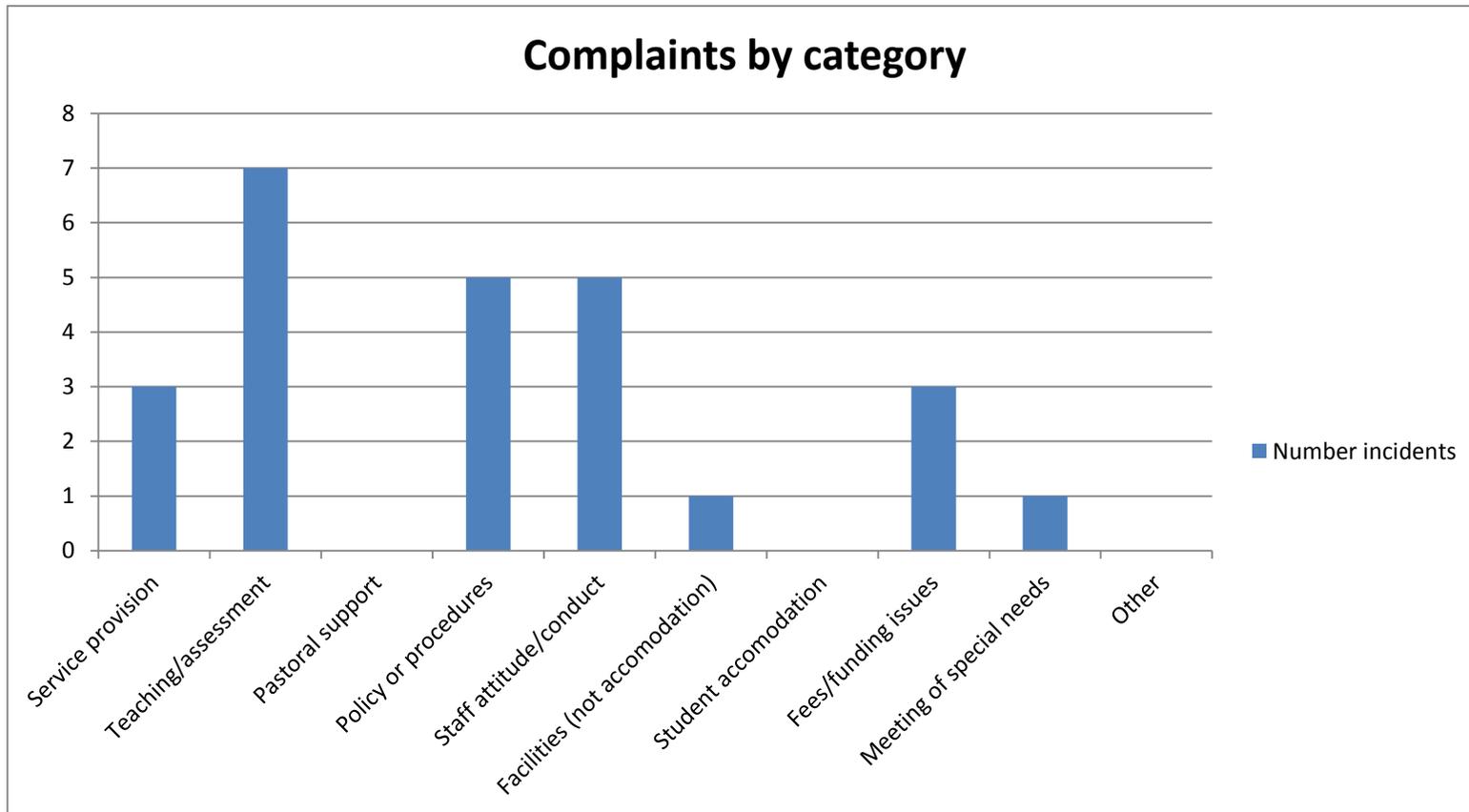
Total number of complaints received	21
Number of complaints considered at the frontline resolution stage	21
Number of complaints closed at the frontline resolution stage	18
Number of complaints referred to stage 2	3
Number of complaints upheld	6
Number of complaints not upheld	7
Number of complaints partially upheld	5
Number of complaints withdrawn	0

The following chart provides a summary of complaint outcomes for the period: 1st April to 30th June 2015



The following graph provides a summary of complaints by category type for the period:

Please note that some complaints received in the period highlighted concerns related to more than one category



Key issues, Common Themes and Lessons Learned

- A significant number of the complaints reported this quarter arose as a result of issues with poor communication between staff and students and as a result of discrepancies between information that was published on the University website and hard copy material. Care is needed to ensure that consistent information is available and communicated to frontline staff and that old information is removed and destroyed.