



COVER SHEET FOR PAPERS TO BE CONSIDERED BY EXECUTIVE TEAM

Q3 Complaints Handling Report 2024/25	
Date of Meeting:	3 June 2025
Purpose of Paper:	To report key performance information on complaints handling to the Executive Team (ET), including the volume and types of complaints recorded by the University during the third quarter of the academic year 2024/25.
Intended Outcome:	ET is invited to note the information provided, as required by the University's Complaints Handling Policy.
Paper Submitted by:	Wesley Rennison, Director of Strategy & Planning
Prior Committee Approvals:	N/A
Financial Implications:	None
Reserved Business:	No
Key Contact(s):	Chris Mochan, Complaints & Corporate Governance Officer Chris.Mochan@strath.ac.uk
Date of Production:	16 May 2025

Complaints Handling: 2024/25 Quarter 3 Report

Complaints Handling

1. In April 2021, the University formally implemented the SPSO's revised Complaints Handling Procedure (CHP) in 2020. All staff at the University are able to access the compulsory frontline training required, under the CHP through MyPlace. This is a requirement for induction. These materials, along with additional guidance and templates, are also available to all staff on MyPlace for refresher training and ongoing reference.
(<https://classes.myplace.strath.ac.uk/course/view.php?id=26168>)
2. The first version of the Complaints Training is currently with OSDU and we are hoping to roll out face to face training at the start of the academic year.

Complaints Reporting

3. It is a regulatory requirement that the University reports key performance information on complaints quarterly to senior officers (Executive Team) and annually to Court. The new Complaints Sharepoint site, which was launched on 1 February 2024 allows reporting in line with the SPSO's Key Performance Indicators (KPIs) which the University has been reporting on since 2022/23.
4. Annex A provides key performance information on the volume and types of complaints received during the third quarter of 2024/25 and on the resolution times achieved. Annex B looks at comparable data from the third quarter dating back to 2021/22. Annex C provides qualitative information on some of the actions taken and/or recommendations made to deliver service improvement in response to complaints received by the University during the quarter.
5. The University recorded 38 complaints during the third quarter of 2024/25, an increase from the 28 recorded in the third quarter in 2023/24. 35 complaints were logged at the frontline stage and three were logged directly at investigation. 32 of those complaints were from students, two were from the member of the public, two from applicants for study and two were anonymous. Complaints were received across all of the Faculties and Professional Services and much more equally spread in terms of categories of complaints. The most frequent types of complaints recorded were those relating to:
 - Teaching and/or Assessment (18%)
 - Service Provision (15%)
 - Academic Support & University Policies & Procedures (15%)
6. Teaching and/or Assessment complaints were spread across Engineering, Business and Science and covered a number of issues including, delay in returning marks, exam arrangements, resits and assessment conditions. Only one of the complaints was upheld. Two of the Service Provision complaints related to an online Centre for Lifelong Learning course, both of which were resolved with the complainant. The majority of Academic Support complaints related to issues with supervision and tutoring and these were received across all of the faculties and responded to at frontline, and none were escalated to investigation.
7. The average time taken to resolve frontline complaints decreased from 14.2 days in the previous quarter to 7.8 days, with 40% of complaints closing within the 5 working day timescale target, up from 25% in the last quarter. There were a number of Frontline complaints responded to after 10 days and this will be addressed with the Faculties.
8. The average time taken to investigate complaints handled directly at stage 2 decreased from 40.7 days to 18.7 days with 66% of the complaints responded to within twenty working days. In situations

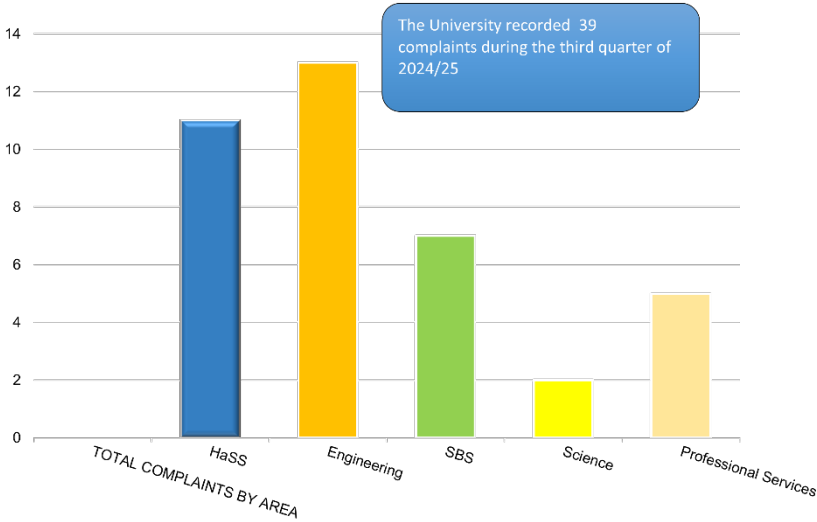
where there was an escalation to investigation by the complainant, the average response time was 31.4 days.

9. Three complaints were dealt with directly at the Investigation stage and 11 were escalated to investigation by the complainant. Of those completed across all investigations, two were upheld, five not upheld and six partially upheld
10. The below table breaks down the total number of complaints received in this quarter and the equivalent quarter in 2023/24.

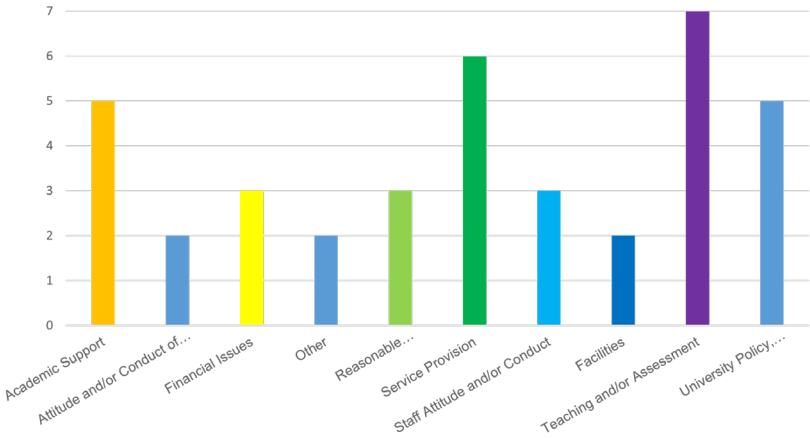
Faculty	Q3 2024/25	Q32023/24	Change
HAAS	11	10	+1
Engineering	13	6	+7
Business	7	4	+3
Science	2	6	-4
Total	33	26	+7

11. The number of complaints for each Faculty rose in comparison with the same time last year, apart from Science who recorded a decrease. Engineering recorded the biggest increase over the quarter and across eight different departments and covering a number of different issues
12. The University received notification from the SPSO that it was conducting initial investigations following complaints from two students. Following a review of the University's response and relevant documents, neither complaint was taken forward for investigation by the SPSO.
13. Frontline complaints may be classified as 'upheld', 'not upheld' or 'resolved'. 11% of frontline complaints were resolved which is a decrease from 19% in the previous quarter.

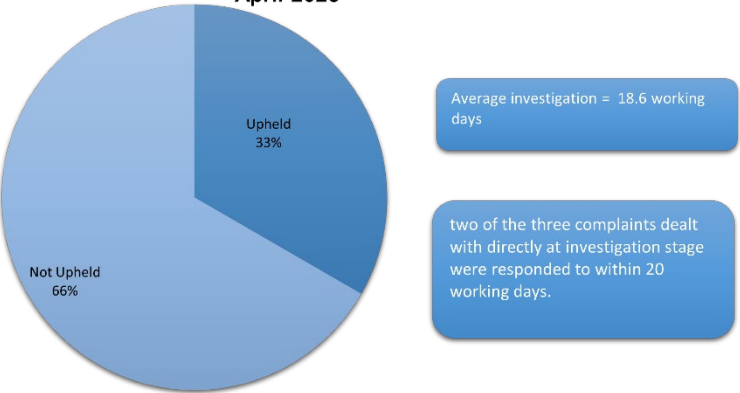
Complaints Received by Area February 2025 - April 2025



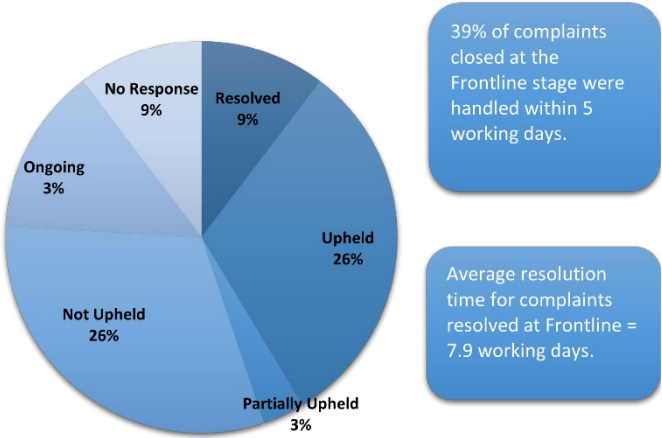
Complaints Received, by Category - February 2025 - April 2025



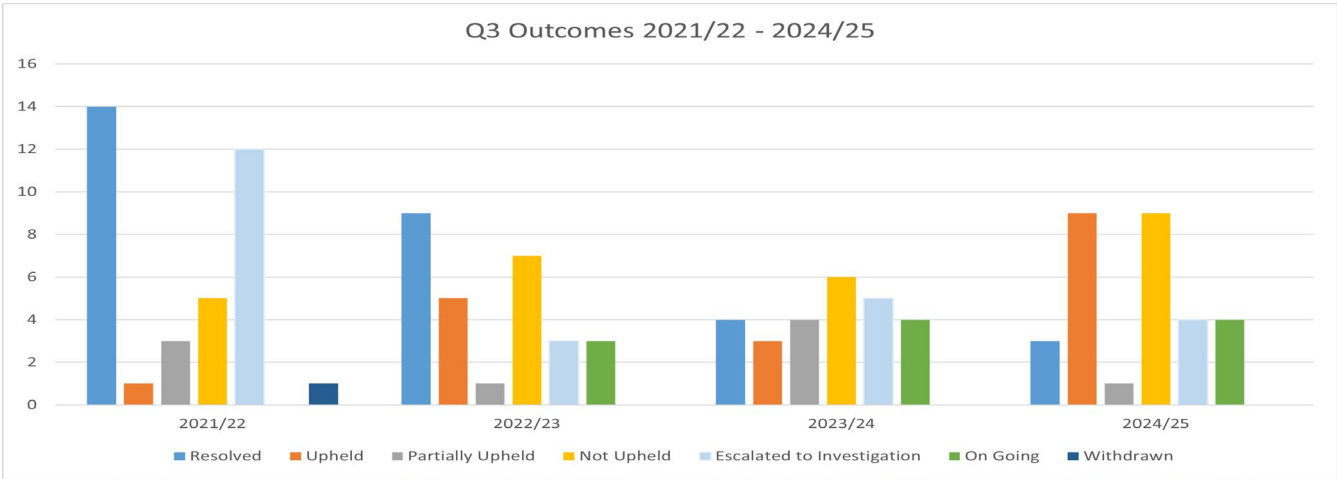
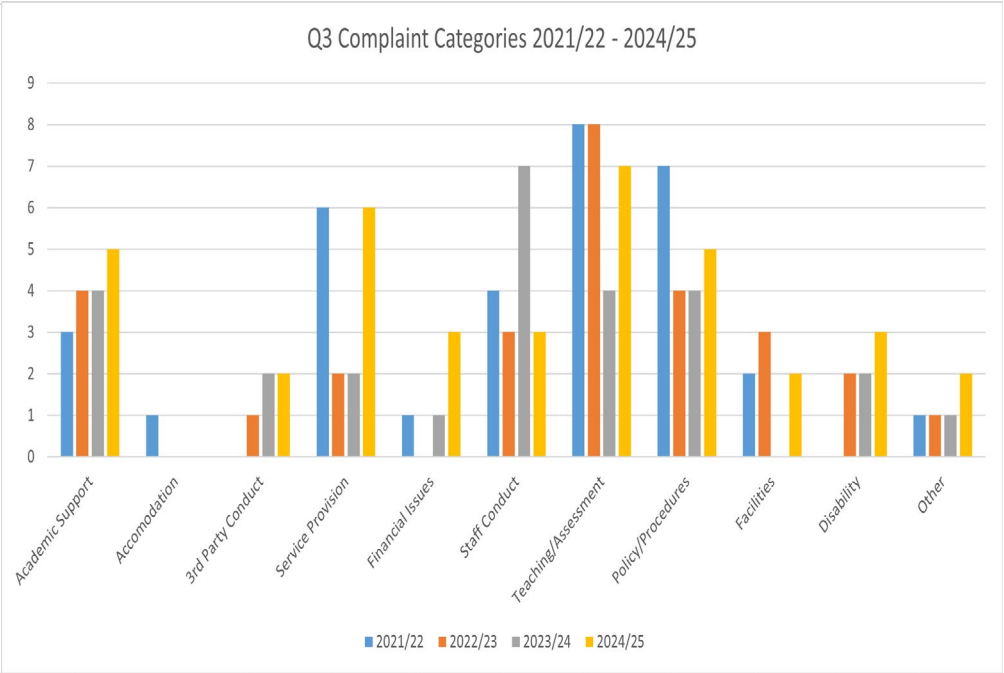
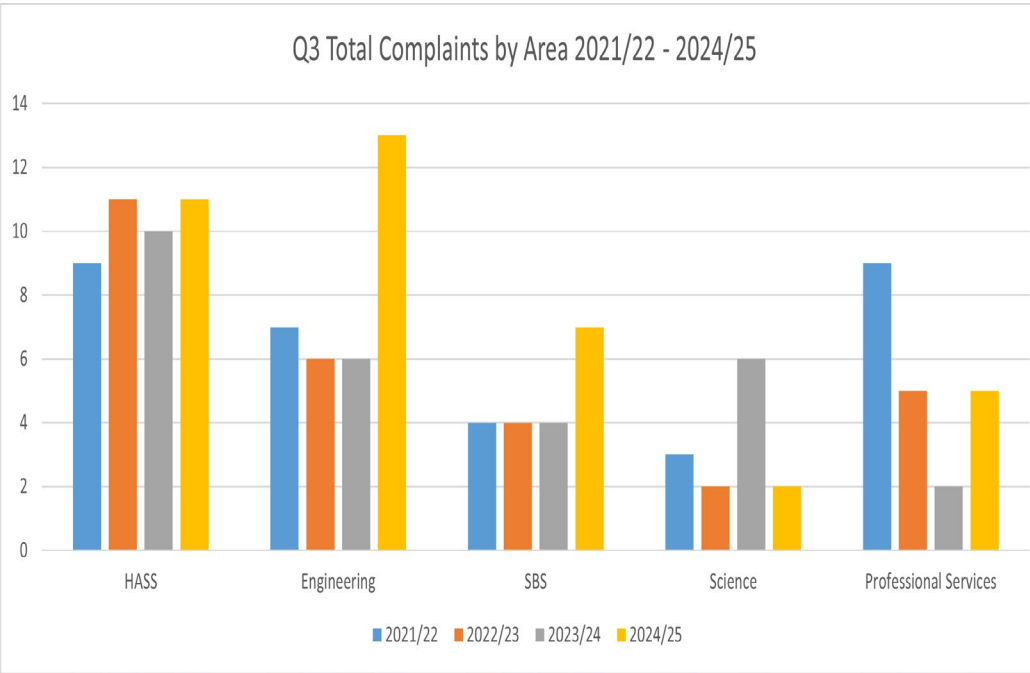
Direct Investigation (Stage 2) Outcomes - February 2025 - April 2025



Frontline Resolution (Stage 1) - February 2025 - April 2025



ANNEX B



ANNEX C

Learning from Complaints – Examples from 1 February 2025 – 30 April 2025

Complaint Category	Complainant	Complaint Summary	Outcome	Learning
Other	Student	The complainant was unhappy at changes to the curriculum.	Partially Upheld	The Faculty will work with Departments and the Faculty Academic Committee to ensure that appropriate and timely communication regarding curriculum changes takes place going forward. When making curriculum changes in the future, the Investigators would recommend that the Department ensures that discussions re: curriculum amendments are formally recorded (e.g. meeting notes and emails to Externals/Professional bodies).
Staff Attitude and/or Conduct	Student	Student is unhappy with the outcome of their PhD viva, citing inadequate supervisory support in the period leading up to the viva.	Partially Upheld	<p>The Department should review their PGR monitoring processes to ensure that all PGR students and supervisors are aware of their responsibilities regarding PGR progress reviews and that these are signed off in a timely manner, as per the University Policy and Code of Practice for Postgraduate Research Study</p> <p>The Faculty should review communications to supervisors and staff regarding the purpose of the PGR reviews and how they relate to progress and submission.</p>
Reasonable Adjustment/Disability Related	Student	Student raised issues with lack of contact and support from Department following disclosure of disability.	Partially Upheld	The University should take steps to ensure that internal processes are in place to facilitate the recording and sharing of disability disclosures amongst relevant stakeholders and support services in order that students are not required to make multiple disclosures.