



COVER SHEET FOR PAPERS TO BE CONSIDERED BY EXECUTIVE TEAM

Q4 Complaints Handling Report 2024/25	
Date of Meeting:	1 October 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 fourth 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:	4 August 2025



Complaints Handling: 2024/25 Quarter 4 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

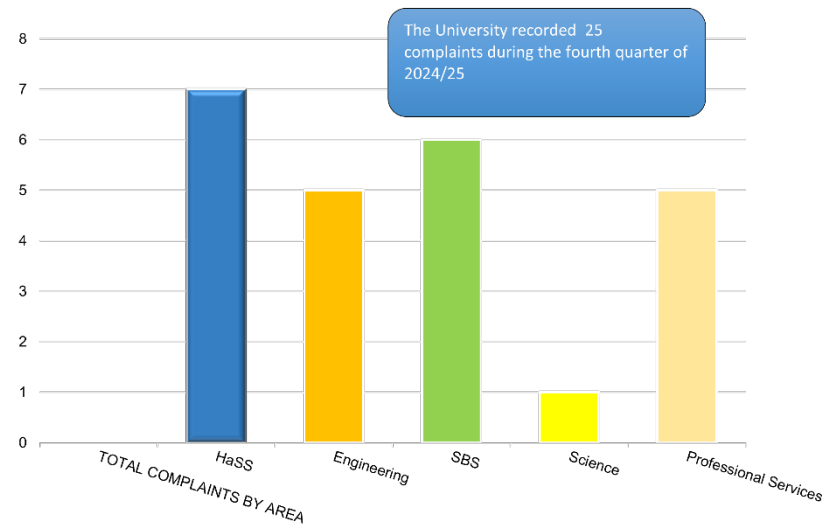
3. It is a regulatory requirement that the University reports key performance information on complaints quarterly to senior officers (Executive Team) and annually to Court. The new Complaints Sharepoint site, which was launched on 1 February 2024 allows reporting in line with the SPSO's Key Performance 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 fourth quarter of 2024/25 and on the resolution times achieved. Annex B looks at comparable data from the fourth 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 25 complaints during the fourth quarter of 2024/25, a decrease from the 30 recorded in the fourth quarter in 2023/24. 21 complaints were logged at the frontline stage and four were logged directly at investigation. 20 of those complaints were from students, one from the member of the public, one from applicants for study and two anonymous complaint. 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 (28%)
 - Financial Issues (15%)
 - Academic Support, Reasonable Adjustment/Disability Related, Staff Attitude and/or Conduct, Procedures or Administration (15%)
6. Teaching and/or Assessment complaints were spread across Engineering, Business and Science and covered a number of issues including exam arrangements, assessment processes, feedback and resits and assessment conditions. It is unusual for the University to receive as many complaints in relation to Financial Issues and the vast majority related to outstanding tuition fee debt that the University sought from former students.
7. The average time taken to resolve frontline complaints decreased from 7.8 days in the previous quarter to 7.6 days, with 43% of complaints closing within the 5 working day timescale target, up from 40% in the last quarter.
8. The average time taken to investigate complaints handled directly at stage 2 increased from 18.7 days to 20.6 days with 33% 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 39 days, an increase from 31.4 days in the previous quarter.

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

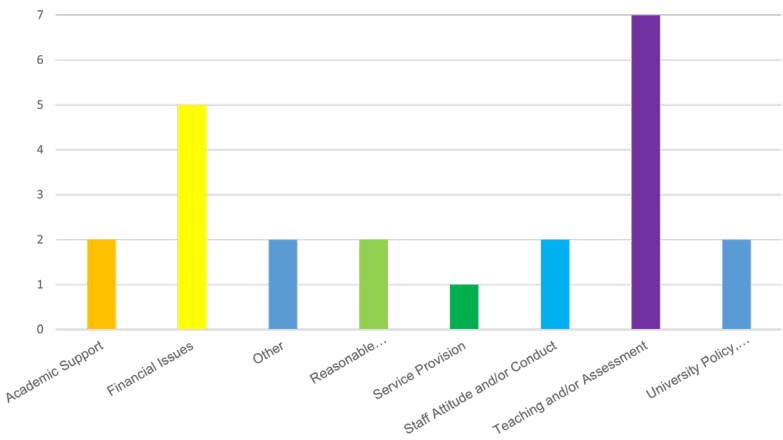
Faculty	Q4 2024/25	Q4 2023/24	Change
HAAS	7	9	-2
Engineering	5	14	-9
Business	6	1	+5
Science	1	3	-2
Total	19	27	-8

11. The number of complaints for each Faculty fell in comparison with the same time last year, apart from Strathclyde Business School who recorded five more complaints. The Faculty of Engineering recorded the biggest decrease over the quarter which significantly contributed to the overall decrease in complaints received this quarter.
12. The University received notification from the SPSO that it was conducting initial investigations in relation to a complaint from a student concerning their recent faculty and senate appeals. Following a review of the University's response and relevant documents, the SPSO concluded that the University had provided reasonable responses to the complainants appeal, and they could not offer the resolution that they were seeking.
13. Frontline complaints may be classified as 'upheld', 'not upheld' or 'resolved'. Only 4% of frontline complaints were resolved which is a decrease from 11% in the previous quarter.

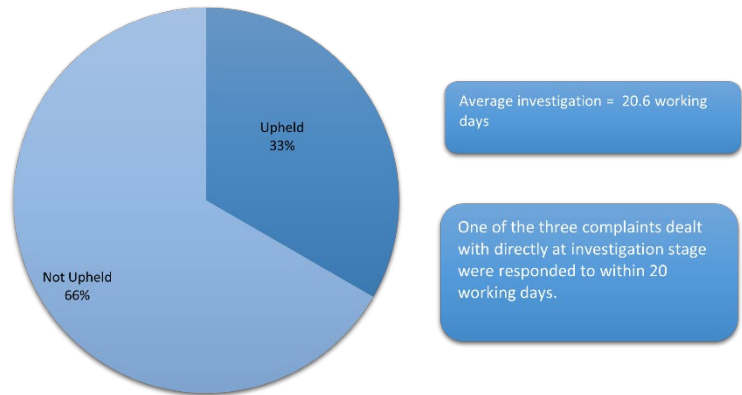
Complaints Received by Area May 2025 - July 2025



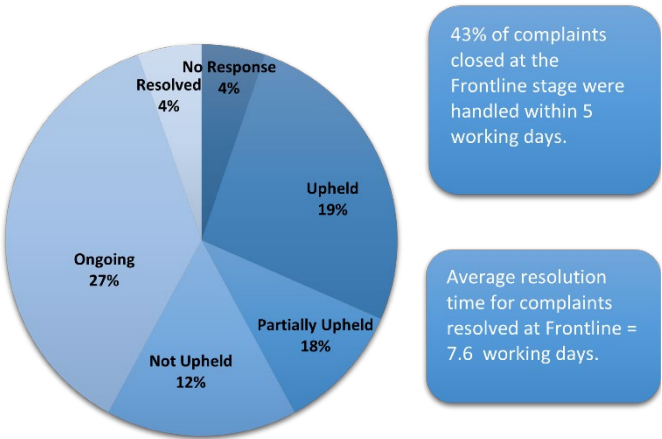
Complaints Received, by Category - May 2025 - July 2025



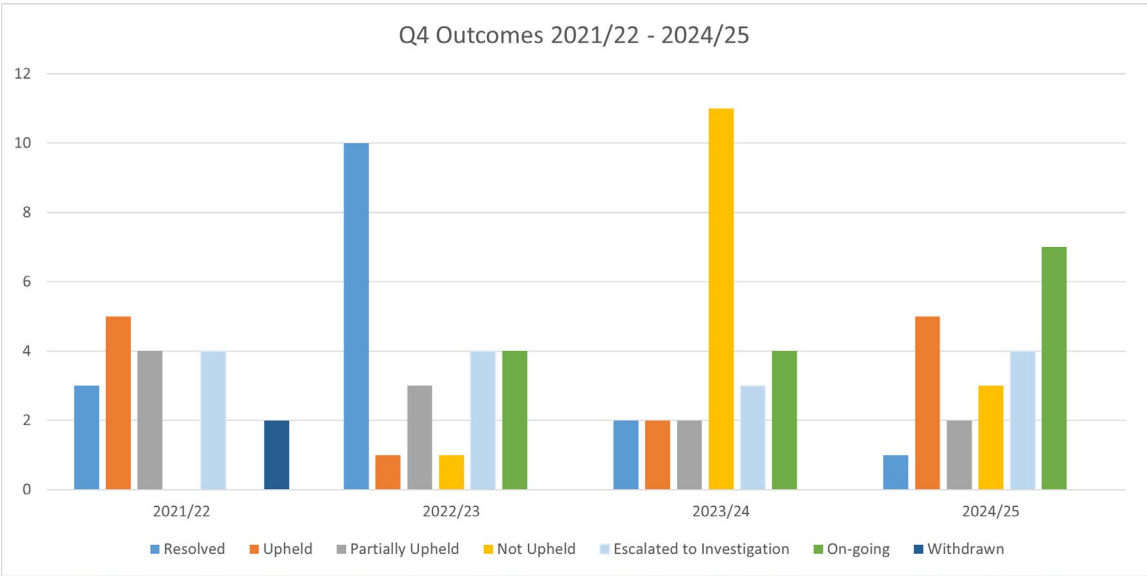
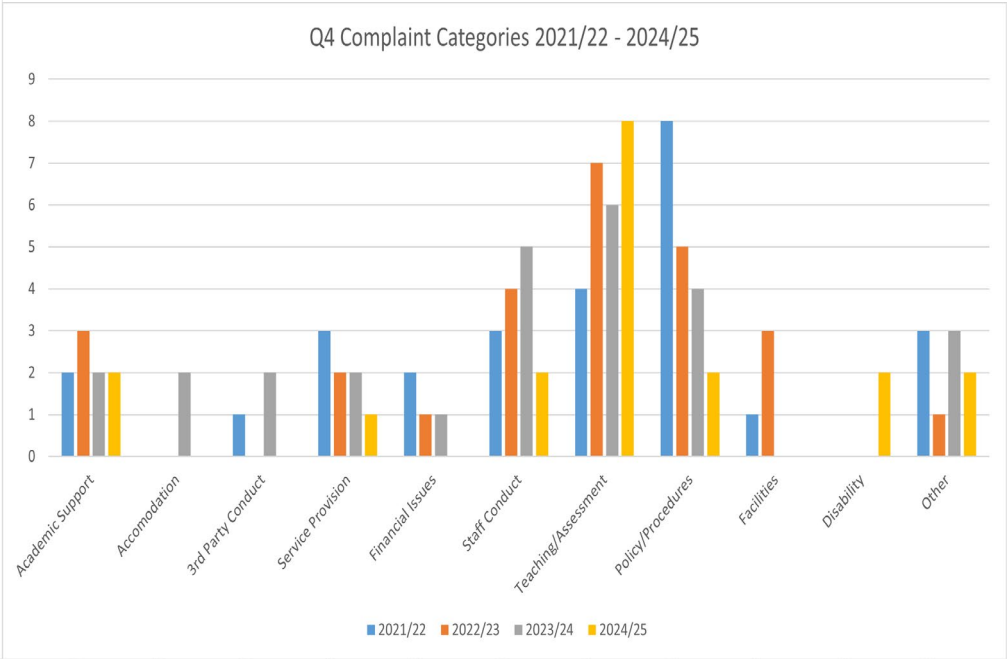
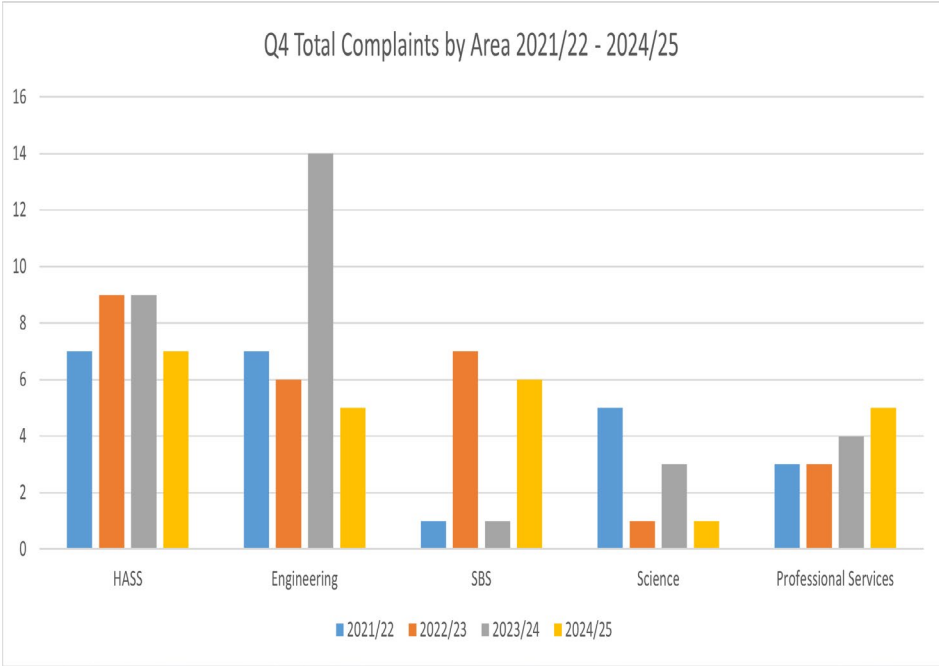
Direct Investigation (Stage 2) Outcomes - May 2025 - July 2025



Frontline Resolution (Stage 1) - May 2025 - July 2025



ANNEX B



Learning from Complaints – Examples from 1 May 2025 – 30 June 2025

Complaint Category	Complainant	Complaint Summary	Outcome	Learning
Service Provisions and Reasonable Adjustment/Disability Related	Student	Student had complained that they did not get a timely response from the Disability Service about their request for support with their exams.	Partially Upheld	Disability & Wellbeing has developed clearer protocols to ensure that when a student discloses a disability but does not complete the necessary referral process, a more proactive approach is taken, and students are contacted to ensure they complete all the relevant information.
Service Provision	Student	Complainant alleges inadequacy of supervision as one of their Strathclyde supervisors left the University in 2018. Complaint was submitted as an appeal, but appeal was paused as per policy to investigate this element.	Upheld	The Faculty will ensure that all PGR students and supervisors are aware of their responsibilities regarding PGR progress reviews as per the University Policy and Code of Practice for Postgraduate Research Study.