

GSA Model Complaints Handling Procedure Summary Report
Quarter 1 of Academic Session 2018/19
Sept – Nov 2018

Context

In line with sector requirements, GSA implements the SPSO Complaints Handling Procedure (CHP). Accordingly, GSA continues to produce a quarterly report that is made available to senior institutional management together with institutional complaint statistics published, quarterly and annually on the GSA website.

Ongoing GSA compliance with SPSO Requirements: Quarter 1 of AS 2018/19

The breakdown of complaints recorded during Q1 of the current academic session was:

- 10 complaints were recorded during Q1 of the current academic session
- SPSO Timescale Performance: (5 working days for Frontline and 20 working days for Investigation)
 - 7 of the complaints were addressed as Frontline (Stage 1)
 - 3 of the complaints were addressed as Investigation (Stage 2)
 - 7 of the complaints were responded to or resolved within the SPSO time requirements
 - 3 complaints were completed late – in one instance this was due to the Bourdon Building being closed (and staff being unable to access student records held there)
- Of the 3 complaints addressed at Investigation Stage, one was upheld. This includes complaints which were partially upheld.

Examples of Issues Raised

Complaints completed during Q1 included the following:

- Dissatisfaction with level of staff contact
- In appropriate use by staff of staff email accounts
- Post-fire learning environment for students
- Administrative errors in processing student visa documentation
- Noise issues at GSA Halls of Residence
- Cost of replacement student cards
- Dissatisfaction with the type of degree awarded
- Dissatisfaction with standard of teaching, service and resources
- The use of photographs of students in art work without consent

Recommendations and Lessons Learned

Recommendations and lessons learned will be shared with relevant parties and reported in the annual report to the Board in March.

Fergus Mason, Academic Quality Office, July 2019