

GSA Model Complaints Handling Procedure Summary Report
Quarter 2 of Academic Session 2018/19
Dec – Feb 2018/19

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 2 of AS 2018/19

The breakdown of complaints recorded during Q2 of the current academic session was:

- 8 complaints were recorded during Q2 of the current academic session
- SPSO Timescale Performance: (5 working days for Frontline and 20 working days for Investigation)
 - 4 of the complaints were addressed as Frontline (Stage 1)
 - 4 of the complaints were addressed as Investigation (Stage 2)
 - All 4 complaints addressed as Frontline (Stage 1) were responded to or resolved within the SPSO time requirements
 - All 4 complaints addressed as Investigation (Stage 2) were completed late
- Of the 4 complaints addressed at Investigation Stage, 4 were upheld. This includes complaints which were partially upheld.
- In addition to the complaints above, one complaint (addressed at Investigation Stage in Q1 of AS 2018/19) was raised with the SPSO for review

Examples of Issues Raised

Complaints completed during Q2 included the following:

- Dissatisfaction with support and resources for PHD students
- Allegations of poor conduct against a member of staff
- Misappropriation of personal items
- Poor communication with Registry
- Lack of support and perceived hostility toward a PHD student

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