

GSA Model Complaints Handling Procedure Summary Report
Quarter 3 of Academic Session 2018/19
March – May 2019

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 3 of AS 2018/19

The breakdown of complaints recorded during Q3 of the current academic session was:

- 14 complaints were recorded during Q3 of the current academic session
- SPSO Timescale Performance: (5 working days for Frontline and 20 working days for Investigation)
 - 12 of the complaints were addressed as Frontline (Stage 1)
 - 2 of the complaints were addressed as Investigation (Stage 2)
 - 8 complaints were responded to or resolved within the SPSO time requirements
 - 6 complaints were completed late
- Of the 2 complaints addressed at Investigation Stage, both were upheld. This includes complaints which were partially upheld.

Examples of Issues Raised

Complaints completed during Q3 included the following:

- Disparaging reference to a complainant in a staff email
- Misappropriation of University of Glasgow property by GSA students
- Allegations of racism against staff
- Dissatisfaction with quality of teaching in Open Studio courses
- Allegation of unfair dismissal of a Student Residence Supervisor
- Noise issues and quality of accommodation at GSA Halls of Residence
- Dissatisfaction with GSA Archives & Collections catalogue
- Dissatisfaction with academic quality and resources
- Injury resulting from defective equipment

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