

Complaints Paper 2 - GSA Model Complaints Handling Procedure Summary Report
Quarter 4 of Academic Session 2018/19
June – August 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 4 of AS 2018/19

The breakdown of complaints recorded during Q4 of the current academic session was:

- 8 complaints were recorded during Q4 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)
 - 6 complaints were responded to or resolved within the SPSO time requirements
 - 2 complaints were completed late
- Of the 4 complaints addressed at Investigation Stage, all were upheld. This includes complaints which were partially upheld.

Examples of Issues Raised

A number of the complaints completed during Q4 were complex and far-reaching, and included two complaints from large groups of students. Issues raised include:

- Lack of academic support and poor feedback (in the Schools of Architecture, Design and Fine Art)
- Lack of studio access in the Schools of Architecture, Design and Fine Art
- Isolation in and lack of maintenance to the Tontine Building
- Poor communication with academic staff and lack of availability of academic and technical staff

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.

Janet Allison & Fergus Mason, Academic Quality Office, November 2019