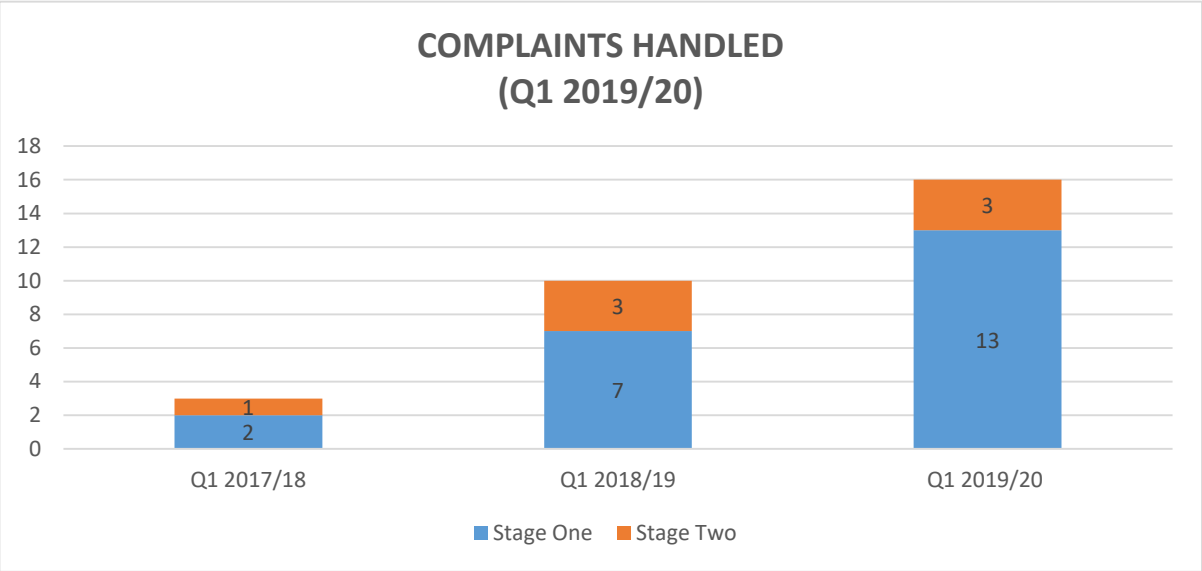
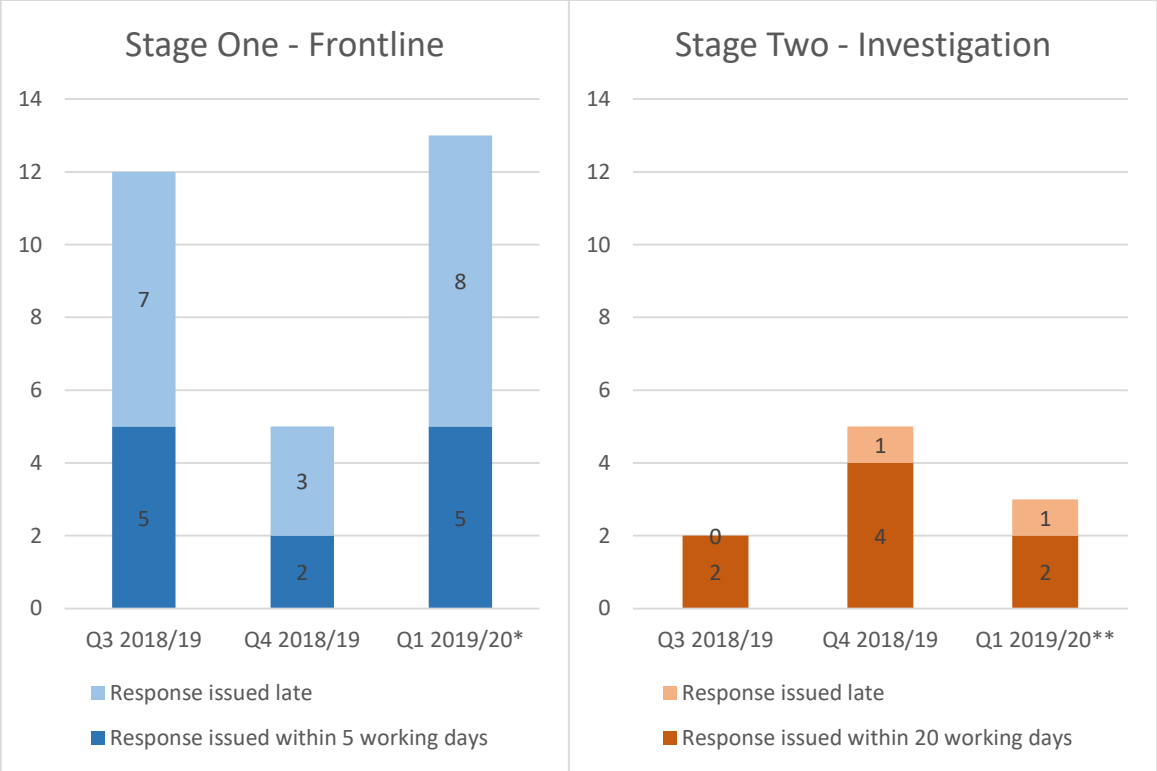
GSA Complaints Performance – Q1 (Sept-Nov) 2019/20

1. Overview



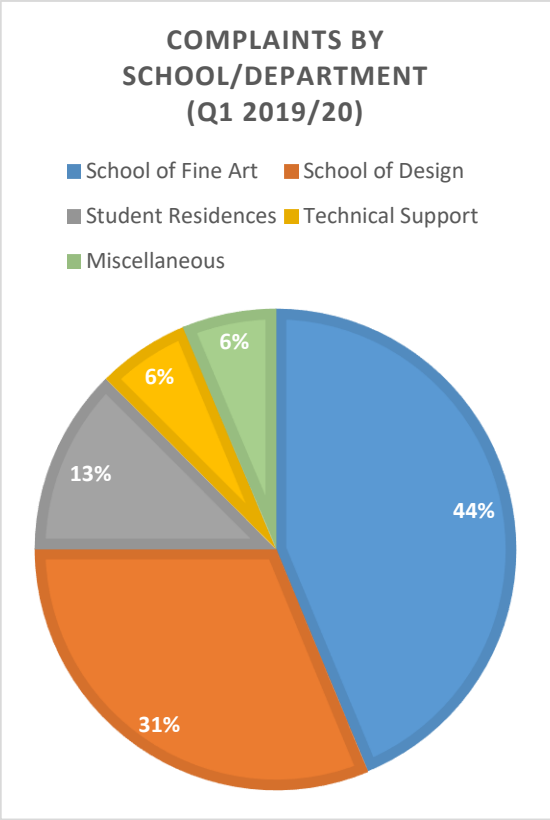
2. Performance

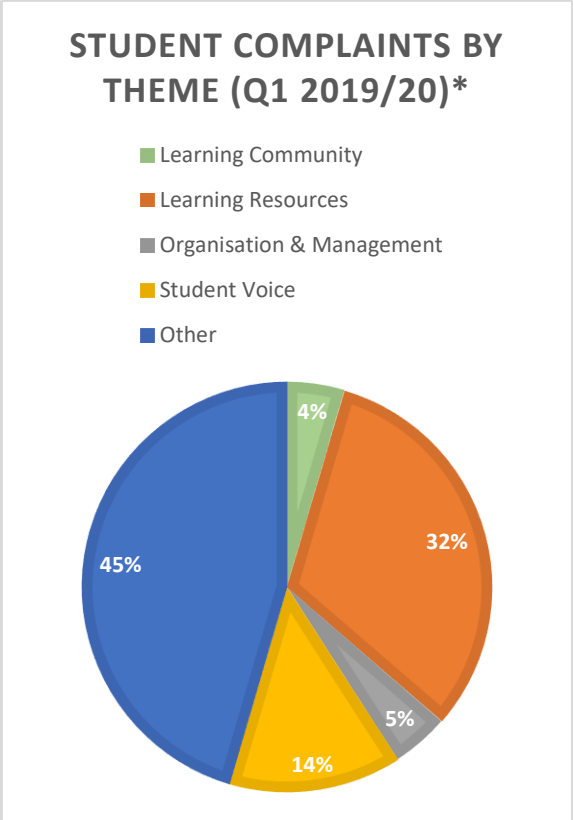
In line with sector requirements, GSA implements the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (CHP). According to the CHP, Stage One (Frontline) complaints should be addressed within five working days. Stage Two (Investigation) complaints should be addressed within twenty working days.



**The average response time at Stage One in Q1 2019/20 was 9 days.*
***The average response time at Stage Two in Q1 2019/20 was 18 days.*

3. Themes





*Complaints have been categorised according to National Student Survey themes. This chart covers student complaints only. Some complaints cover multiple themes. **See Appendix I for more detail on themes.**

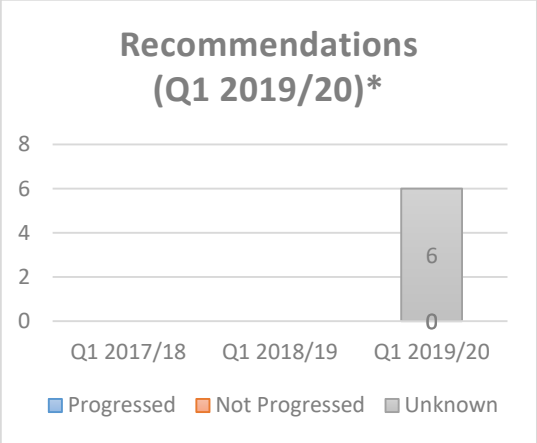
Around a third of complaints during the quarter related to *Learning Resources* – these primarily related to studio access (especially in Stow) and access to technical resources. Complaints categorised as *Other* included allegations of academic, student and staff misconduct; noise disruption at student residences; dissatisfaction with estates; and theft.

4. Recommendations

Six recommendations resulted from Stage Two complaints during the quarter. The progress of all six is unknown as the Academic Quality Office have not been advised of progress.

One recommendation related to a staff misconduct issue. The others related to the policies, guidelines and timescales for the clearing of studio spaces at the end of academic sessions.

**Data for previous quarters has not been provided as reporting on recommendations is a new requirement by the Scottish Public Services Ombudsman (SPSO).*



Fergus Mason
Academic Quality Office
29 January 2020

Appendix I:

Outline of National Student Survey themes as used to categorise complaints:

- **Teaching –** *e.g. courses are interesting, stimulating and challenging.*
- **Learning Opportunities –** *e.g. opportunities to explore ideas/concepts in depth; to apply learning; and to bring draw on information/ideas from a wide range of topics.*
- **Assessment & Feedback –** *e.g. transparency of marking criteria; fairness, timeliness and helpfulness of assessment/feedback.*
- **Academic Support –** *e.g. contact/communication with academic and support staff; advice/guidance relating to courses, study choices etc.*
- **Organisation & Management –** *e.g. organisation/smooth-running of courses, and communication of changes to courses/teaching/studio access.*
- **Learning Resources –** *e.g. access to and quality of studios/learning spaces; technical resources; library/archives; IT support etc.*
- **Learning Community –** *e.g. opportunities for student collaboration; sense of staff/student body community.*
- **Student Voice –** *e.g. student welfare; solicitation and value of student feedback.*
- **Other –** *All other complaints – e.g. registry, student residences, misconduct. A summary of these will be provided.*