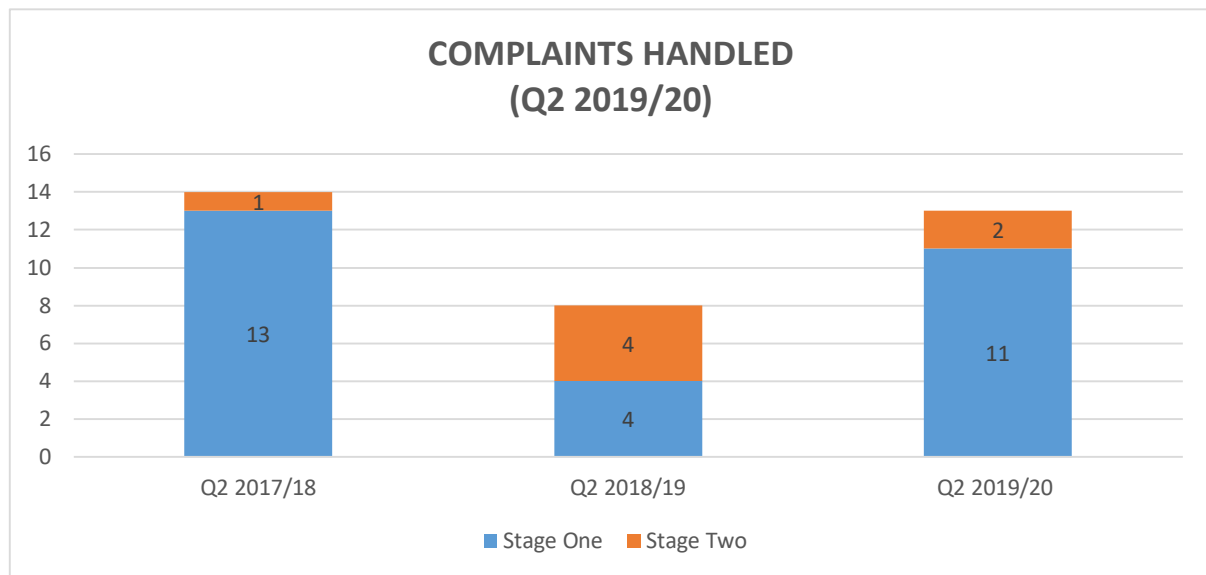


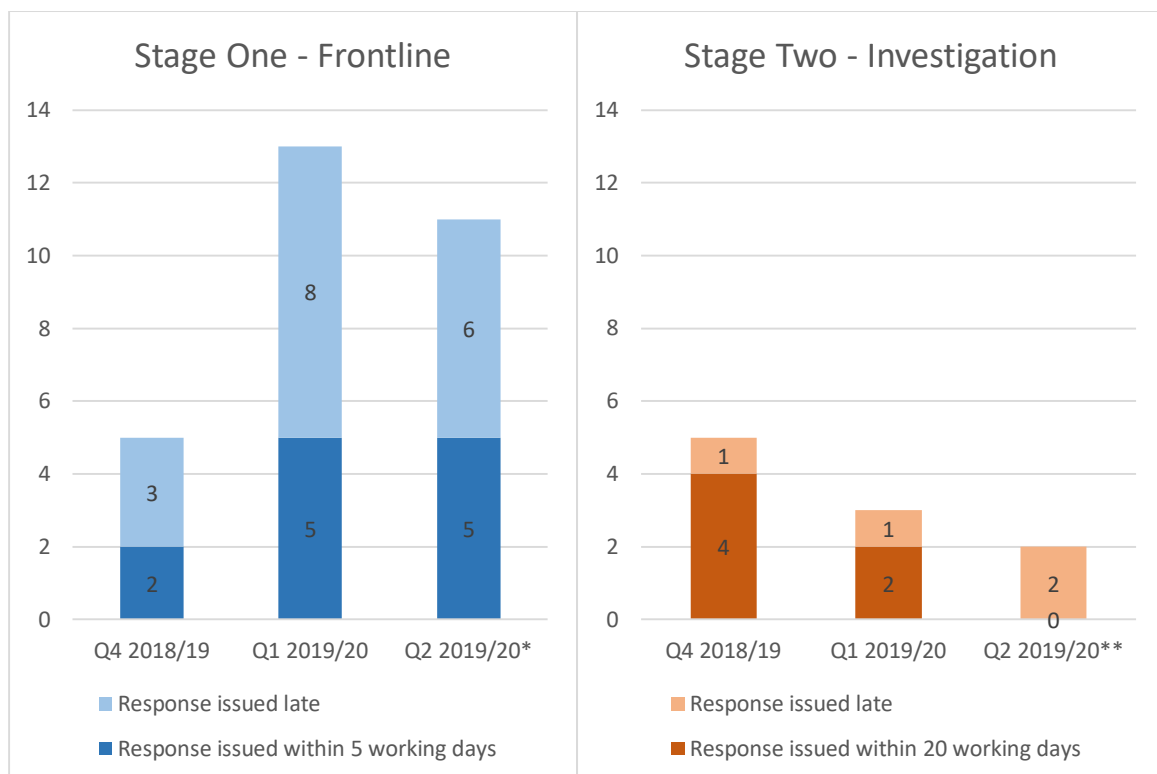
GSA Complaints Performance – Q2 (Dec-Feb) 2019/20

1. Overview



2. Performance

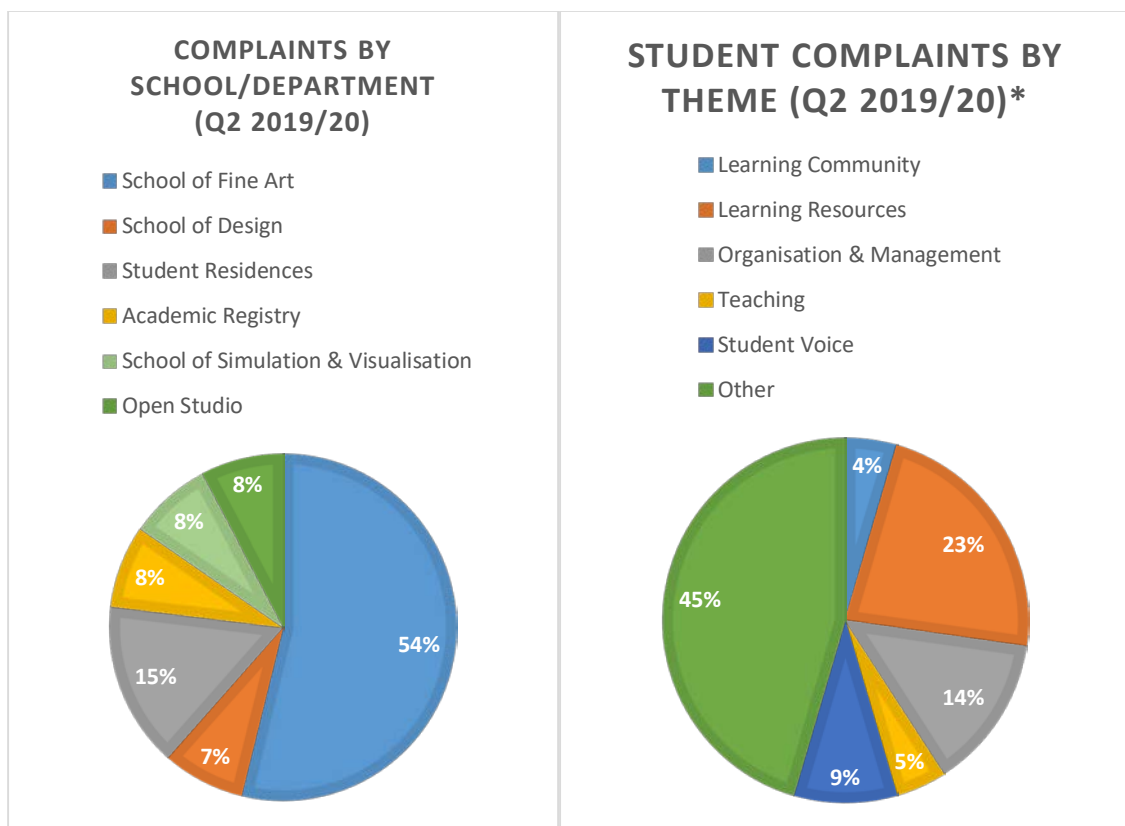
In line with sector requirements, GSA implements the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (CHP). According to the CHP, Stage One (Frontline) complaints should be addressed within five working days. Stage Two (Investigation) complaints should be addressed within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



*The average response time at Stage One in Q2 2019/20 was **11 days** (versus 9 days for Q1 2019/20)

The average response time at Stage Two in Q2 2019/20 was **35 days (versus 18 days for Q1 2019/20)

3. Themes



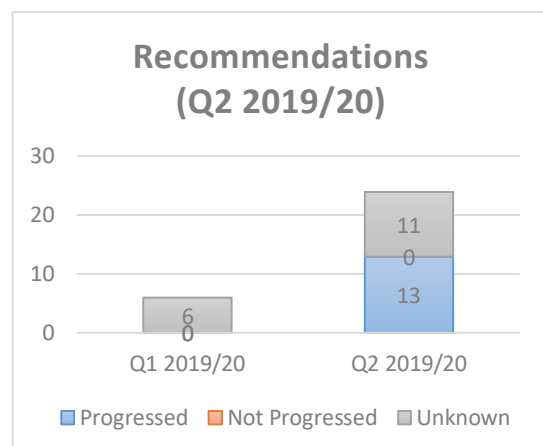
*Complaints have been categorised according to National Student Survey themes. This chart covers student complaints only. Some complaints cover multiple themes. **See Appendix I for more detail on themes.**

Around a quarter of complaints during the quarter related to *Learning Resources* – these primarily related to studio access (especially in Stow). Complaints categorised as *Other* included dissatisfaction with the GSA estate; allegations of student and staff misconduct; disruption caused by industrial action; and the application process.

4. Recommendations

24 recommendations resulted from Stage Two complaints during the quarter. 13 have been progressed by staff. The status of 11 is unknown as the Academic Quality Office have not been advised of progress.

A number of recommendations related to the GSA Estate, especially to inclusive access at the Stow Building. The rest related to procedures for managing guest speakers and trigger topics at GSA events.



Fergus Mason
Academic Quality Office
5 May 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.*