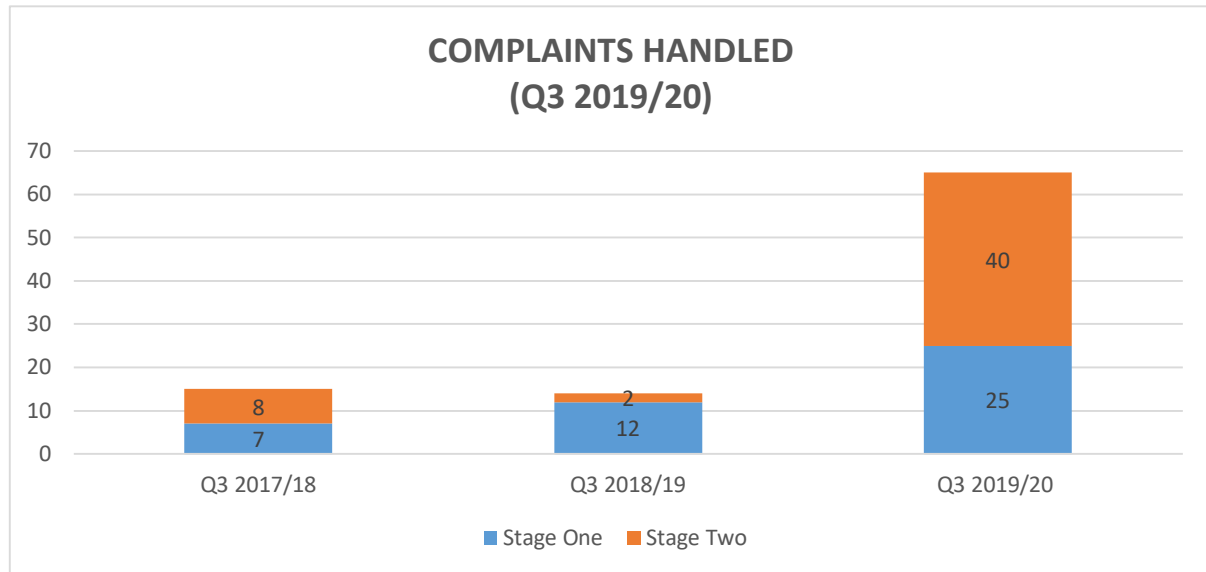


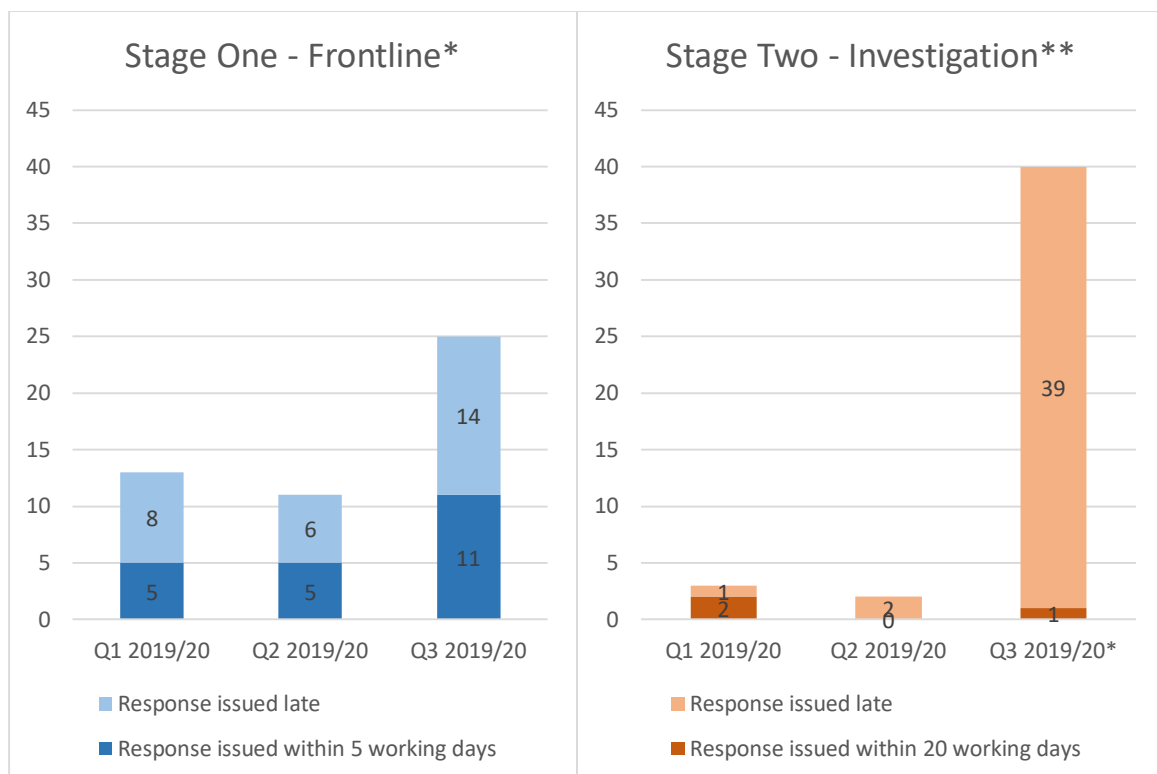
GSA Complaints Performance – Q3 (Mar-May) 2019/20

1. Overview



2. Performance

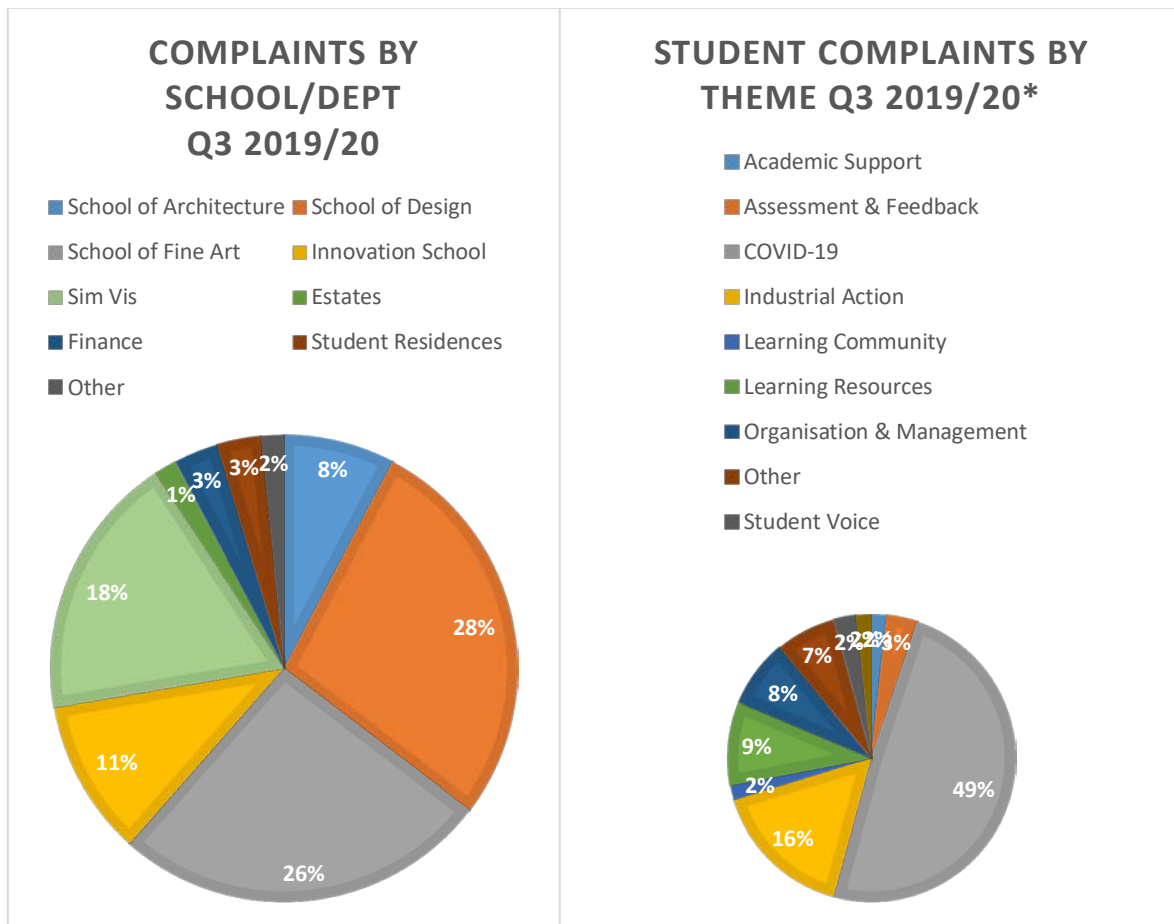
In line with sector requirements, GSA implements the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure (CHP). According to the CHP, Stage One (Frontline) complaints should be addressed within five working days. Stage Two (Investigation) complaints should be addressed within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



* The average response time at Stage One in Q3 2019/20 was **13 days** (versus 11 days for Q2 2019/20)

The average response time at Stage Two in Q3 2019/20 was **50 days at the time of writing (versus 35 days for Q2 2019/20) – however only 14 of 40 complaints have been completed as of 15 July 2020

3. Themes



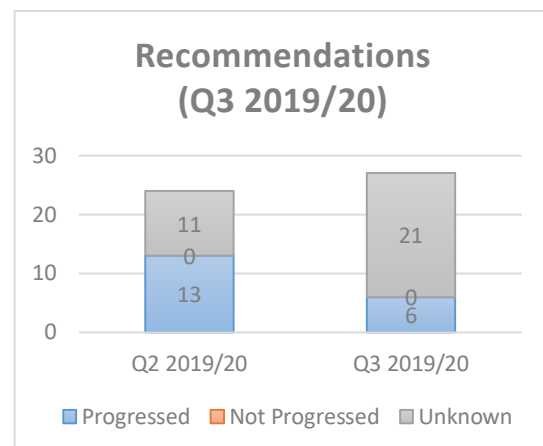
*Complaints have been categorised according to National Student Survey themes. Separate categories for Industrial Action and COVID-19 have been added owing to their prevalence. This chart covers student complaints only. Some complaints cover multiple themes. **See Appendix I for more detail on themes.**

Almost all complaints (58 out of 65) recorded during the quarter related in part to GSA’s response to the COVID-19 pandemic. Around a third (19 of 65) related in part to disruption caused by Industrial Action. Complaints categorised as *Other* include dissatisfaction with student residences; the GSA estate; the 2018 Mackintosh fire; tuition fee status; and an allegation of racism.

4. Recommendations

27 recommendations have resulted from Stage Two complaints during the quarter (as of 15 July 2020). 6 have been progressed by staff. The status of 21 is as yet unknown as the Academic Quality Office have not been advised of progress – however many of these were issued to staff within the last week.

Recommendations relate to the issue of apologies; communication with students during the on-going coronavirus pandemic; the booking of project spaces; information and support for a future Graduate Physical Showcase; process and communication around fee debts; pathway transfers; and feedback timescales.



Appendix I:

Fergus Mason
Academic Quality Office, 15 July 2020

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.