

THE GLASGOW SCHOOL OF ART

SENIOR LEADERSHIP GROUP: 3 MAY 2022

SPSO COMPLAINTS HANDLING UPDATE: QUARTER 2 (JAN-MAR)

The Glasgow School of Art is subject to the Scottish Public Services Ombudsman's (SPSO) Model Complaints Handling Procedure.

The Complaints Handling Procedure divides complaints into Stage One (for routine, frontline complaints) and Stage Two (for more complex complaints). Stage One complaints should be resolved within five working days. Stage Two complaints should be resolved within twenty working days. Following the outcome of an investigation at Stage Two, complainants can ask the Scottish Public Services Ombudsman to review their complaint.

The Academic Quality Office co-ordinates Scottish Public Services Ombudsman complaints at GSA, linking closely with Schools and Professional Support areas. This includes logging incoming complaints, advising on process and liaising with the Scottish Public Services Ombudsman. The Academic Quality Office will allocate complaints for investigation at Stage Two according to an approved list of investigators. Investigators will be agreed in conjunction with line managers.

Issues raised through the Quality Assurance Agency Scotland's Scottish Concerns Scheme are managed and reported through the office of the GSA Deputy Director Academic.

The remainder of the reporting cycle for 2021/22 will cover Q3 (Apr-Jun) and Q4 (Jul-Sept).

COMPLAINTS RECEIVED

Compared with the previous year, there has been a marked decrease in complaints in both Quarter 2, and across the year to date.

	2020/21	2021/22
Stage One	11	6
Stage Two	10	2
Total	21	8

	2020/21	2021/22
Stage One	21	8
Stage Two	13	2
Total	34	10

RESPONSE TIMES

Compared with the previous year, both Stage 1 and Stage 2 response times remain mixed.

	2020/21	2021/22
Stage One On Time	7	2
Stage One Late	4	4
Stage Two On Time	1	0
Stage Two Late	9	2

Table 4: Complaint Response Times, Total of Quarter 1 and Quarter 2 (Oct - Mar)		
	2020/21	2021/22
Stage One On Time	11	4
Stage One Late	10	4
Stage Two On Time	1	0
Stage Two Late	12	2

COMPLAINTS BY AREA

The following table sets out the areas in which complaints originated from Quarter 2 2021/22, the total for the year to date and the overall full-year total for the previous year. Areas with more than 5 complaints in a Quarter or more than 10 in a year are highlighted.

Table 5: Complaints by Area

Area	2021/22					2020/21
	Q1	Q2	Q3	Q4	Total	Total
School of Design	0	0			0	2
School of Fine Art	0	2			2	15
School of Simulation & Visualisation	1	0			1	1
Mack. School of Architecture	0	1			1	3
Innovation School	0	1			1	3
Learning Resources	0	0			0	1
Technical Support	0	2			2	0
Academic Registry	0	1			1	5
Student Support & Development	0	0			0	0
Research	0	0			0	0
Estates	0	0			0	1
Student Residences	1	0			1	8
Open Studio	0	0			0	0
IT	0	0			0	0
Finance	0	0			0	1
GSA-wide	0	0			0	1
Other	0	2			2	4
Total	2	9			11	45

COMPLAINT THEMES

To aid reflection and alignment, the Academic Quality Office categorises complaints according to National Student Survey headings. Additionally, COVID 19, Industrial Action, Student Residences and Dignity & Respect categories have been added. Please note that where a complaint references more than one area this was recorded. Therefore, the overall theme count is higher than the number of complaints received. The current categories are:

- 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 draw on information/ideas from a wide range of topics.
- Assessment and 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 and 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.
- Dignity and Respect: e.g. misconduct; racism, and other related.
- COVID 19; Industrial Action; and Student Residences

The following table sets out the themes from Quarter 2 of 2021/22, the total for the year to date and the overall full-year total for the previous year. Themes with more than 5 complaints in a Quarter or more than 10 in the year are highlighted. Other complaints received during the quarter include complaints relating to Development; the application process; the Degree Show; and allegations of staff misconduct.

Table 6: Complaint Themes

Theme	2021/22					2020/21
	Q1	Q2	Q3	Q4	Total	Total
Teaching	0	0			0	1
Learning Opportunities	0	0			0	3
Assessment & Feedback	0	0			0	5
Academic Support	0	1			1	3
Organisation & Management	0	0			0	8
Learning Resources	0	2			2	5
Learning Community	0	0			0	3
Student Voice	0	0			0	7
Dignity & Respect	1	5			6	3
COVID-19	0	0			0	26
Industrial Action	0	0			0	4
Student Residences	1	0			1	9
Total	2	8			10	77

RECOMMENDATIONS

Stage Two complaints frequently contain recommendations for service improvement. These are allocated to relevant members of staff by the Academic Quality Office, and copied to the senior office holder in that area. At the end of each quarter, the Academic Quality Office ask those members of staff who have been allocated recommendations during the previous quarter for an update regarding progress. No recommendations resulting from complaints were issued during Quarter 1 of 2021/22.

Academic Quality Office
26 April 2022