



2018/2019 Complaints Statistics

HOW WE HANDLE COMPLAINTS

We're committed to addressing any complaints we receive via a fair, efficient and transparent process. We seek to resolve complaints as quickly as possible while ensuring any issues are investigated thoroughly before providing a final response or offer of resolution.

We strive to learn all we can from complaints and not just the complaints that are upheld. If a complaint is not upheld or resolved amicably but improvements are identified, we will implement any changes to improve the experience of our students, customers and visitors.

LESSONS LEARNED FROM COMPLAINTS IN 2018/19

In 2018/19, we've seen changes to policies, procedures, methods of communication, assessment, additional/enhanced staff training and improvements to support made available as a result of complaints made.

These have included:

- A complaint received led to one School working with Finance to make system amendments with regard to fee allocations.
- A complaint lodged by a key stakeholder of the ENgage gym led to a review of practice and relationship building with the stakeholder.
- As a result of a class action complaint by students entering the university via a specific academic pathway, there was a review of the application and fee allocation process to ensure that the fees published to students at the time of application are the same as those charged upon matriculation.
- A complaint led to a School reviewing their Moodle content for the module subject to complaint.
- A School decided to review their relationship with a student society to ensure it is effectively governed following the conclusion of a complaint

investigation.

- A complaint led to a review of how information is communicated from staff to the iPoint at one campus.
- There has been a review of the guidance students studying abroad on placements are provided.
- A complaint led to a decision to split a class into two smaller classes to improve the experience for the students and the staff.

TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2018 to 31st August 2019, Edinburgh Napier University staff recorded **145** complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

134 (92.4%) of the complaints recorded were considered solely at Stage 1 of the University's Complaints Handling Procedure with the remaining **11** (7.6%) receiving Stage 2 consideration.

RESPONSE RATES

Stage 1

In line with our procedure we aim to provide a final response to all complaints heard at stage 1 within 5 working days. There are occasions where this is not always possible and the procedure states that managers may authorise an extension to this period in exceptional circumstances. The complainer is informed as soon as possible if it emerges they will not receive a full response within 5 working days.

The table below details the completion times on the Stage 1 complaints the University received in 2018/19:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
111 (82.8)	23 (17.2)	134

Stage 2

In line with our procedure we aim to provide a final response to all complaints heard at stage 2 within 20 working days. There are occasions where this is not always possible and the procedure states that managers may authorise an extension to this period in exceptional circumstances. The complainer is informed as soon as possible if it emerges it will not be possible to respond fully within 20 working days.

The table which follows details the completion times on the Stage 2 complaints the University received in 2018/19:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
8 (72.7)	3 (27.3)	11

OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2018/19 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
119 (82.1)	26 (17.9)	145

OUTCOME STATISTICS

The table below details the outcomes of the Stage 1 complaints the University received in 2018/19:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2018/19 Total
Total	35 (26.1)	30 (22.4)	69 (51.5)	134

The table below details the outcomes of the **Stage 2** complaints the University received in 2018/19:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2018/19 Total
Total	3 (27.3)	6 (54.5)	2 (18.2)	11

The table below details the outcomes of all complaints the University received in 2018/19, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2018/19 Total
Total	38 (26.1)	36 (24.8)	71 (49.1)	145

INFORMATION AND CONTACTS

Information on complaints at Edinburgh Napier University can be found [on the Napier University website](#).

Should you have any queries please email complaints@napier.ac.uk.