



# 2020/2021 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 2020/21

In 2020/21, 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 review to improve the payment system for Erasmus students.
- The Property and Facilities team to review funding provision for electric vehicle charging points following a complaint this year.
- The Accommodation team have established additional steps in their cleaning process for properties ahead of new arrivals at the start of terms following a complaint about cleanliness standards of a property at handover.
- The Information Services/library team have factored additional procedures to improve the operation of the self-service kiosks.
- Additional information on support for students with additional requirements in exams was circulated in one School as a result of a complaint.

- Consideration of the provision of advice and support available for students joining courses late is taking place as a result of learning from a complaint.
- A complaint helped inform an upgrade of PC facilities.
- A trend in complaints arising from many areas of the University being unable to resource enquiry responses was noted. It is noted that the University is looking at its wider staff resourcing provision across all areas in order to help improve service provision.
- A complaint this quarter has seen a School review procedure around dissertation supervision.
- As a result of an investigation, additional information will be added to course information pages to highlight the nature of fixed assessment submissions to applicants.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2020 to 31st August 2021, Edinburgh Napier University staff recorded **277** complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Response" and Stage 2 "Investigation".

**257** (92.8%) of the complaints recorded were considered solely at Stage 1 of the University's two stage Complaints Handling Procedure with the remaining **20** (7.2%) 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 complainant 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 2020/21:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
181 (70.4)	76 (29.6)	257

## 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 complainant 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 2020/21:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
4 (20)	16 (80)	20

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2020/21 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
185 (66.7)	92 (33.3)	277

## OUTCOME STATISTICS

The table below details the outcomes of the Stage 1 complaints the University received in 2020/21:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2020/21 Total
Total	64 (27)	62 (26.1)	131 (55.3)	237

The table below details the outcomes of the Stage 2 complaints the University received in 2020/21:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2020/21 Total
Total	6 (30)	9 (45)	5 (25)	20

The table below details the outcomes of all complaints the University received in 2020/21, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2020/21 Total
Total	70 (25.3)	71 (25.6)	136 (49.1)	277

## 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](mailto:complaints@napier.ac.uk).