



# 2016/2017 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 2016/17

In 2016/17, 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:**

- As has been established in previous reports complaints about the noise made by new students at the start of each term, despite efforts made to combat the issue, are almost inevitable. In recent years the accommodation staff have further enhanced their communications and worked with students over the issue of noise excess and information provided to students on the potential disciplinary repercussions of anti-social behaviour. Security patrols and presence has been increased around the accommodation and initiatives to instill a sense of community and respect towards the local area in the student residents such as involving them in litter clearing have been arranged. This year, in addition to the work in previous years, as a response to complaints received, the University's Accommodation Officers have increased their presence at the accommodation and further engaged with the local community.
- There were complaints received about the cleanliness of study areas, particularly at night. The Property and Facilities teams ensured that

there was an increased presence of cleaners in key areas at nighttime, particularly in the run up to assessment periods. There have been no complaints of this nature made since these steps were taken.

- Student complaints with regard to modules and programmes have contributed to reviews of practice in several Schools; some that had been planned and some that took place as a result of complaints made. Steps taken to instill future improvement include senior lecturing staff assisting newer staff with contributions to programme material and teaching, additional staff being drafted to teach in areas where there had been issues identified, module guidance notes being re-written and additional lectures being added. Much of the action taken will be of benefit to new students rather than existing students though steps were taken to mitigate for current students where a complaint had identified that there may have been academic disadvantage for the students.
- Following a complaint from a student who had been suspended from their studies resulting in what they considered to be unfair fee charges, a new code for dealing with students in this situation was created so that charges could be accurately applied in future.
- As a consequence of complaints made, there was a review of the processes relating to the dissertation within one of the Schools.
- A student complaint was used in part to inform a planned review of the University's Fitness to Practise procedure.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2016 to 31st August 2017, Edinburgh Napier University staff recorded **157** complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

**128** (81.5%) of the complaints recorded were considered solely at Stage 1 of the University's Complaints Handling Procedure with the remaining **29** (18.5%) 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 2016/17:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total <b>Stage 1</b> Complaints
109 (85.2)	19 (14.8)	128

## 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 a response will be with them in more than 20 working days.

The table which follows details the completion times on the **Stage 2** complaints the University received in 2016/17:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total <b>Stage 2</b> Complaints
15 (51.7)	14 (48.3)	29

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2016/17 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
124 (79)	33 (21)	157

## OUTCOME STATISTICS

The table below details the outcomes of the **Stage 1** complaints the University received in 2016/17:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2016/17 Total
Total	65 (50.8)	25 (19.5)	38 (29.7)	128

The table below details the outcomes of the **Stage 2** complaints the University received in 2016/17:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2016/17 Total
Total	9 (31)	15 (51.7)	5 (17.2)	29

The table below details the outcomes of all complaints the University received in 2016/17, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2016/17 Total
Total	74 (47.2)	40 (25.5)	43 ( 27.3)	157

## INFORMATION AND CONTACTS

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

Should you have any queries please email [complaints@napier.ac.uk](mailto:complaints@napier.ac.uk) or telephone 0131 455 2396.