



2013/2014 Complaints Statistics

TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2013 to 31st August 2014, Edinburgh Napier University staff recorded 210 complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

190 (90.5%) of the complaints recorded were considered solely at Stage 1 of the University's Complaints Handling Procedure with the remaining 20 (9.5%) 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 2013/14:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
156 (82.1)	34 (17.9)	190

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 2013/14:

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

OUTCOMES

The table below details the outcomes of the Stage 1 complaints the University received in 2013/14:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ upheld in part (%)	2013/14 Total
Total	58 (30.5)	46 (24.2)	86 (45.2)	190

The table below details the outcomes of the **Stage 2** complaints the University received in 2013/14:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ upheld in part (%)	2013/14 Total
Total	8 (40)	10 (50)	2 (10)	20

INTERNAL REPORTING

In line with the requirements of the Complaints Handling Procedure a quarterly report is produced for the University's senior management as follows:

- January – covering reporting quarter 1; period 1st Sep – 30th Nov inclusive
- April - covering reporting quarter 2; period 1st Dec – 28(9)th Feb inclusive
- July - covering reporting quarter 3; period 1st Mar – 31st May inclusive
- October - covering reporting quarter 4; period 1st Jun– 31st Aug inclusive

Internal annual reporting on complaints is done as part of the annual report on Appeals, Complaints and Conduct matters which is presented to University committees including Academic Board and Court.

LEARNING FROM COMPLAINTS

The University strives to learn all it can from complaints and not just complaints which are upheld. If a complaint is not upheld or resolved amicably but improvements which could be made to services as a result of issues stemming from the complaint are noted, the area of the University concerned will consider any changes which can be implemented, either locally or across the University, to improve our the experience of our students, customers and visitors.

In 2013/14, we've seen changes to policies, procedures, methods of communication, assessment, support available as a result of complaints made.

INFORMATION AND CONTACTS

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

Should you have any queries please email complaints@napier.ac.uk or telephone 0131 455 2396.