



# 2014/2015 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 2014/15

In 2014/15, 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 a result of a complaint from a student living in University accommodation additional training on the procedure for students leaving belongings was provided to relevant staff as well as the staff being given advice about how to deal with any belongings left after the move out date.
- A complaint was received regarding some induction workshops not being made available to all distance learning students. We are working on increasing the number of workshops available to students online and the provision of activities for distance learners is being reviewed.
- Following complaints about anti-social behaviour of students residing in one of our student accommodations, extra late night security patrols were put in place and regular tenants meetings are now taking place to reduce the impact on the local community.

- A student complained about a lack of information regarding the financial implications of suspending studies or withdrawing from a course at certain times. Work was undertaken to make this information clearer and more readily available to students.
- Complaints were received regarding our service provision on public holidays, particularly those occurring in September and April. Concern was expressed about the opening times of Jack Kilby Centre at Merchiston and the Music School's studio facilities at a time when demand was high due to the proximity of assessments. Property and Facilities advised they would review security and cleaning resources in order to enhance service provided on these holidays. Wider University discussions continue regarding some of the current public holidays.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2014 to 31st August 2015, Edinburgh Napier University staff recorded 169 complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

152 (89.9%) of the complaints recorded were considered solely at Stage 1 of the University's Complaints Handling Procedure with the remaining 17 (10.1%) 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 2014/15:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total <b>Stage 1</b> Complaints
125 (82.2)	27 (17.8)	152

## 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 2014/15:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total <b>Stage 2</b> Complaints (% for year)
16 (94.9)	1 (5.1)	17

## OUTCOME STATISTICS

The table below details the outcomes of the **Stage 1** complaints the University received in 2014/15:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ upheld in part (%)	2013/14 Total
Total	58 (38.2)	33 (21.7)	61 (40.1)	152

The table below details the outcomes of the **Stage 2** complaints the University received in 2014/15:-

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ upheld in part (%)	2013/14 Total
Total	5 (29.4)	8 (47.1)	4 (23.5)	17

## 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) or telephone 0131 455 2396.