



# 2017/2018 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 2017/18

In 2017/18, 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:

- Following a complaint regarding what was described as misleading information on a programme's webpage concerned with the timeframe during which someone could realistically complete the programme, the information available was re-evaluated and this led to changes to the published content and guidance.
- Though the complaint was considered to have been resolved amicably rather than being upheld or not upheld, feedback received following a complaint about induction events being geared solely towards students living locally, was considered as part of annual reviews into student experience of induction events.
- A complaint about assessment feedback made by a dyslexic student saw a reminder circulated to staff with regard to the protocols on marking and the issuing of feedback particularly concerning feedback relating to spelling and grammar.

- Student complaints with regard to issues on overseas placements, as well as other learning activity undertaken at partner institutions, led to reminders to those concerned with the management of programmes offering this to ensure that all aspects of such activity are subject to a reasonable level of monitoring particularly around the areas of student support and assessment.
- A complaint flagged that all staff should ensure they are taking into account the impact of holiday periods, such as the Christmas and Easter breaks, when sending communications to students. This broadly centres on giving consideration to the likelihood of adequate support being available to students when they receive potentially stressful communications relating to academic misconduct and assessment results immediately ahead of these periods. The complaint also highlighted the need for staff to ensure that their communications are tailored to suit the needs of the individual noting that a “one-size-fits-all” style of communication is not always appropriate.
- A complaint made by a group of students led to a module review and enhanced scrutiny of the impacted students’ results profiles when the Programme Board of Examiners met.
- As a result of a complaint received from an applicant, there has been a review of the interview process for applicants to particular programmes.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2017 to 31st August 2018, Edinburgh Napier University staff recorded **141** complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as “Frontline Resolution” and Stage 2 “Investigation”.

**122** (86.5%) of the complaints recorded were considered solely at Stage 1 of the University’s Complaints Handling Procedure with the remaining **19** (13.5%) 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 2017/18:**

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
98 (80.3)	24 (19.6)	122

## 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 2017/18:**

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
10 (52.6)	9 (48.4)	19

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2017/18 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
108 (76.5)	33 (23.4)	141

## OUTCOME STATISTICS

The table below details the outcomes of the **Stage 1** complaints the University received in 2017/18:-

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2017/18 Total
Total	40 (32.7)	18 (14.8)	64 (52.5)	122

The table below details the outcomes of the **Stage 2** complaints the University received in 2017/18:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2017/18 Total
Total	6 (31.6)	10 (52.6)	3 (15.8)	19

The table below details the outcomes of all complaints the University received in 2017/18, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2017/18 Total
Total	46 (32.6)	28 (19.8)	67 (47.5)	141

## 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.