



# 2015/2016 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 2015/16

In 2015/16, 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 complaint with regard to the way the University communicated with a student over a UK Visa and Immigration issue saw a review of communication procedures in this area.
- Complaints made by students over the summer period with regard to noise from contract works on campus led to alternative study space being found for students. There was acknowledgement/understanding that essential works had to take place during the summer period but Property and Facilities will continue to evaluate ways in which these can be carried out in a manner which minimises disruption.
- In common with the start of most academic years, the University received complaints from residents living near student accommodation with regard to the noise created by our students. The accommodation staff have further enhanced their communications and work 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.

- A complaint from an applicant led to a policy reminder being sent to staff to ensure that there was full awareness of how to handle complex applications to post-graduate programmes in order to minimise the chances of future issues similar in nature arising.
- A School removed a marking guide from a module descriptor after a complaint was investigated and it was determined that the process was no longer fit for purpose. A review will take place before a new guide is provided.
- The timing of feedback and notice period for assessment on a module was reviewed and altered for future years as a result of a complaint which had alleged students were expected to undertake the second part of an assessment too soon after feedback had been issued on the first.
- There were complaints received with regard to the noise made by students attending the summer schools housed at Merchiston Campus. Additional information on minimising noise was delivered to the students by the school organisers and conduct expectations will feature highly in the induction programme for future events.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2015 to 31st August 2016, Edinburgh Napier University staff recorded 191 complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

169 (88.5%) of the complaints recorded were considered solely at Stage 1 of the University's Complaints Handling Procedure with the remaining 22 (11.5%) 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 2015/16:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total <b>Stage 1</b> Complaints
140 (82.8)	29 (17.2)	169

## 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 below details the completion times on the **Stage 2** complaints the University received in 2015/16:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
16 (72.7)	6 (27.3)	169

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2015/16 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
156 (81.7)	35 (18.3)	191

## OUTCOME STATISTICS

The table below details the outcomes of the **Stage 1** complaints the University received in 2015/16:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2015/16 Total
Total	73 (43.2)	43 (25.4)	53 (31.4)	169

The table below details the outcomes of the **Stage 2** complaints the University received in 2015/16:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2015/16 Total
Total	7 (31.8)	8 (36.4)	7 (31.8)	22

The table below details the outcomes of all complaints the University received in 2015/16, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2015/16 Total
Total	80 (41.9)	51 (26.7)	60 (31.4)	191

## 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.