



2021/2022 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 2021/22

In 2021/22, 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:

- Additional measures were introduced in the library to ensure it was clear to students when study sessions were running in a bid to greater ensure silence in these areas was observed.
- The Accommodation team has worked to further improve relations with local residents living near the University's accommodation sites by providing direct contacts for them to report future issues to.
- A programme review, including a review around processing extension requests and supervisor allocations, took place.
- A review of the student accommodation guarantee was undertaken in a bid to attempt to ensure student accommodation services are brought into discussions early in the accommodation process.
- A recommendation that a programme team explored the possibility of providing students access to on-line content for potential study over the summer period was considered.
- A recommendation made for a more formal process to be in place which monitors new staff becoming module leaders.

TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1 September 2021 to 31 August 2022, Edinburgh Napier University staff recorded 296 complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Response" and Stage 2 "Investigation".

274 (92.6%) of the complaints recorded were considered solely at Stage 1 of the University's two stage Complaints Handling Procedure with the remaining 22 (7.4%) 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 2021/22:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
180 (65.7)	94 (34.3)	274

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 2021/22:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
9 (40.9)	13 (59.1)	22

OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2021/22 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
189 (63.9)	107 (36.1)	296

OUTCOME STATISTICS

The table below details the outcomes of the Stage 1 complaints the University received in 2021/22:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2021/22 Total
Total	108 (39.4)	54 (19.7)	112 (40.9)	274

The table below details the outcomes of the Stage 2 complaints the University received in 2021/22:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2021/22 Total
Total	7 (31.8)	14 (63.6)	1 (4.6)	22

The table below details the outcomes of all complaints the University received in 2021/22, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2021/22 Total
Total	115 (38.9)	68 (22.9)	113 (38.1)	296

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 or telephone 0131 455 2396.