
LEARNING AND TEACHING MEETING

Date of Meeting	8 th November 2017
Paper Title	Complaints Annual Summary 2016-17
Agenda Item	17.44
Paper Number	17.44A
Responsible Officer	Eric Brownlie, Assistant Principal Quality and Performance
Status	Disclosable
Action	For Noting

1. Report Purpose

The purpose of this report is to inform the committee of the formal complaints received and handled during 2016-17.

2. Recommendations

The Learning and Teaching committee are asked to note the report.

3. Background

The attached report summarises the complaints received during 2016-17. A total of 169 complaints were handled in the period 1 Aug 2016 to 31 July 2017. This compares with 153 complaints handled in 2015-16, however it should be noted that 36 complaints were as a result of the lecturing staff industrial action. Summary:

Stage 1 – 144 (85%) – 71% were upheld

Stage 2 – 25 (15%) – 16% were upheld

Stage 1

- There were 59 complaints in the **Customer Care** category – 30 were upheld
- 24 of the 38 complaints in the **Course related** category were upheld
- There were 18 complaints in the **Application/Admissions** category – down from 34 in the previous year
- 8 of the 11 complaints in the **Facilities** category were upheld

4. Risk Analysis

Failure to follow procedures within agreed timescales may result in non-compliance with SPSO guidelines.

5. Legal Implications

There are no specific legal implications.

6. Financial Implications

There are no specific financial implications.

7. Regional Outcome Agreement Implications

N/A

8. Has an Equality Impact Assessment been carried out (Y/N/NA)

N/A