



2022/23

# COMPLAINTS STATISTICS

Reporting period covering  
1 September 2022 - 31 August 2023



## 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

This year we've seen changes to policies, procedures, methods of communication, assessment, additional/enhanced staff training and improvements to support made available because of complaints submitted to us. These have included:

- A complaint led to a review of protocol concerning a school's collaboration with an external partner.
- Development of a system to ensure students are made aware of a change to their Personal Development Tutor (PDT) more efficiently is being considered.
- The accommodation team has reviewed an aspect of their maintenance provision and the process concerning how certain tasks are delegated.
- A recommendation was made concerning the provision of advice on ordinary residency criteria for tuition fee status assessments. It was determined that, due to the complexity of these, that applicants should also be advised to contact their funding body (if any) to check eligibility.
- A working group was set up in one school to consider whether the use of a standard assessment feedback form should be an expectation rather than be optional.

# TOTAL NUMBER OF COMPLAINTS RECEIVED

This year, Edinburgh Napier University staff recorded 217 complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as “Frontline Response” and Stage 2 “Investigation”.

190 (87.6%) of the complaints recorded were considered solely at Stage 1 of the University’s two stage Complaints Handling Procedure with the remaining 27 (12.4%) 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 five 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 five working days.

**The table below details the completion times on the Stage 1 complaints the University received this year:**

Full response within 5 working days (%)	Full response between six - ten working days - permitted exceptionally in line with procedure (%)	Full response in eleven working days or higher	Total Stage 1 Complaints
146 (76.8)	31 (16.3)	13 (6.9)	190

## 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 this year:**

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
10 (37)	17 (63)	27

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received this year irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
187 (86.2)	30 (13.8)	217

## OUTCOME STATISTICS

The table below details the outcomes of the Stage 1 complaints the University received this year:

Category	Number Upheld (%)	Number Partially Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	Total for the year
Total	75 (39.5)	17 (8.9)	35 (18.4)	63 (33.2)	190

The table below details the outcomes of the Stage 2 complaints the University received in this year:

Category	Number Upheld (%)	Number Partially Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	Total for the year
Total	4 (14.8)	6 (22.2)	17 (62.9)	0	27

The table below details the outcomes of all complaints the University received this year, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Partially Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	Total for the year
Total	79 (36.5)	23 (10.5)	52 (24)	63 (29)	217

## 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.