



# 2019/2020 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 2019/20

In 2019/20, 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:

- 2019/20 saw a higher than average number of complaints being recorded regarding antisocial behaviour of students at our accommodation. These complaints came from residents local to the accommodation. The university already has in place a number of initiatives to foster good relations with the local community including liaison groups. The issue has proven difficult to tackle as many complaints are not made directly at the time of the noise and by the time security have been able to attend the noise has dispersed and it is difficult to identify who the culprits were. The accommodation team have been reminding all students of their obligation not to bring the university into disrepute through their behaviour and to observe their tenancy codes with disciplinary action being implemented where appropriate.
- A complaint received this year led to a School conducting a review of how they provide information on module options and selection for those students coming to study on an exchange basis.

- A School has sought to simplify processes with regard to engagement with a distance learning programme to make it easier for students to stay on track with their studies.
- A complaint received led to a School reconsidering how they manage their relationship with a partner to improve the student experience including an increase in three way dialogue involving the School, partner and student whilst the student is on placement.
- A service area has reviewed one of the services they provide as a complaint investigation led to a realisation that existing practice could not always meet demand for the service.
- A School reviewed their provision of advice to students on appropriate methods of uploading material for submission, with reference to potential costs incurred by making use of uploading platforms as well as seeking to improve communication between module supervisors and technical support staff.

## TOTAL NUMBER OF COMPLAINTS RECEIVED

During the period 1st September 2019 to 31st August 2020, Edinburgh Napier University staff recorded **218** complaints. All complaints are subject to our two stage Complaints Handling Procedure with Stage 1 known as "Frontline Resolution" and Stage 2 "Investigation".

**199** (91.3%) of the complaints recorded were considered solely at Stage 1 of the University's two stage Complaints Handling Procedure with the remaining **19** (8.7%) 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 2019/20:

Full response within 5 working days (%)	Full response beyond 5 working days where extension authorised (%)	Total Stage 1 Complaints
162 (81.4)	37 (18.6)	199

## 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 2019/20:

Full response within 20 working days (%)	Full response beyond 20 working days where extension authorised (%)	Total Stage 2 Complaints (% for year)
12 (63.2)	7 (36.8)	19

## OVERALL RESPONSE RATES

The table which follows details the completion times on all complaints the University received in 2019/20 irrespective of the stage addressed:

Full response within timeframes stipulated in procedure (%)	Full response beyond stipulated timeframes where extension authorised (%)	Total Complaints for year
174 (79.8)	44 (20.2)	218

## OUTCOME STATISTICS

The table below details the outcomes of the Stage 1 complaints the University received in 2019/20:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2019/20 Total
Total	50 (25.1)	41 (20.6)	108 (54.3)	199

The table below details the outcomes of the **Stage 2** complaints the University received in 2019/20:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2019/20 Total
Total	5 (26.3)	8 (42.1)	6 (31.6)	19

The table below details the outcomes of all complaints the University received in 2019/20, irrespective of the stage at which they were addressed:

Category	Number Upheld (%)	Number Not Upheld (%)	Number resolved amicably/ referred to another procedure (%)	2019/20 Total
Total	55 (25.2)	49 (22.5)	114 (52.3)	218

## 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).