

COMPLAINTS REPORT

January 2018 (2nd Quarter)

Number, Category and Response Rates

Quarter	Number of Frontline complaints received	Number of Investigation complaints received	Number of Frontline responses within deadline	Number of Investigation responses within deadline	Number of Frontline responses missing deadline	Number of Investigation responses missing deadline
AUG-OCT	9	3	4 (44%)	3 (100%)	5 (56%)	0 (0%)
NOV-JAN	12	4	7 (58%)	3 (75%)	5 (42%)	0 (0%)
FEB-APR						
MAY-JUL						
ALL						

Complaints Upheld

Quarter	Number of complaints	Number upheld	Number partially upheld	Number not upheld
AUG-OCT	12	6	3	3
NOV-JAN	16	8	4	4
FEB-APR				
MAY-JUL				
ALL				

Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	Other	ALL
AUG-OCT	6	4	2	0	12
NOV-JAN	9	3	2	2	16
FEB-APR					
MAY-JUL					
TOTAL					

Origin of Complaints – Department

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
BUSINESS & COMMUNITY DEVELOPMENT	0	2			
SERVICE INDUSTRIES	3	4			
ENGINEERING, SCIENCE & TECHNOLOGY	3	4			
CREATIVE INDUSTRIES, COMPUTING & BUSINESS ENTERPRISE	0	2			
SCOTTISH MARITIME ACADEMY					
FACILITIES					
CATERING	1	0			
HEALTH & SAFETY	1	2			
HUMAN RESOURCES					
STUDENT SUPPORT	5	3			
IT & INNOVATION	1	0			
INFORMATION & BOOKINGS					
EXAMS					
LEARNING ENHANCEMENT	0	1			
STUDENT RECORDS & ADMIN					
STUDENT FUNDING					
TIMETABLING					
EVENTS					
ALL	14	18			

Nature of Complaints

Code	Category of Complaint	Number Received			
		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C1: Customer Care					
C1S01	Health & Safety				
C1S02	Security	0	2		

C1S03	Diversity & Equality	0	1		
C1S04	Data Protection	1	0		
C1S05	Environmental	1	0		
C1S06	Staff Conduct	1	3		
C1S07	Student Conduct	0	3		
C1S99	Other	0	0		
C2: Applications to Progression		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C2S01	Marketing	0	0		
C2S02	Application, Admission, Interview, Enrolment, Induction	4	0		
C2S03	Progression, Articulation, Withdrawal	0	0		
C2S99	Other	0	0		
C3: Course Related		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C3S01	Learning & Teaching	1	3		
C3S02	Environment/Resources	0	1		
C3S03	Course Management	1	1		
C3S04	Facilitated Learning & Support	0	0		
C3S05	Assessment, Exams & Certification	1	0		
C3S99	Other	0	0		
C4: Services		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C4S01	Finance	0	0		
C4S02	Funding / Bursary	1	1		
C4S03	Student Records	0	0		
C4S04	Providing Learning Support	0	0		
C4S05	Library / Learning Technology	0	0		
C4S06	Quality etc.	0	0		
C4S99	Other	0	0		
C5: Facilities		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul

C5S01	Catering	1	0		
C5S02	Student Accommodation				
C5S03	Maintenance, Lifts, Car Parking				
C5S99	Other				
C6: Others		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C6S01	Others				
C6S99					