

COMPLAINTS REPORT

April 2018 (3rd 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	10	3	5 (50%)	3 (100%)	5 (50%)	0
NOV-JAN	12	4	9 (75%)	4 (100%)	3 (25%)	0
FEB-APR	21*	4**	20 (100%)	1 (100%)	0	0
MAY-JUL						
ALL						

*1 open complaint – response due May 3rd

** 3 open complaints – responses due May 14th, 25th and 28th

Complaints Upheld

Quarter	Number of complaints	Number upheld	Number partially upheld	Number not upheld
AUG-OCT	13	7	3	3
NOV-JAN	16	8	4	4
FEB-APR	25	11	4	6
MAY-JUL				
ALL				

Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	Other	All
AUG-OCT	7	4	2	0	13
NOV-JAN	9	3	2	2	16
FEB-APR	14	6	3	2	25
MAY-JUL					
TOTAL					

Origin of Complaints – Department

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
BUSINESS & COMMUNITY DEVELOPMENT		2	2		
SERVICE INDUSTRIES	1	4	2		
ENGINEERING, SCIENCE & TECHNOLOGY	3	4	7		
CREATIVE INDUSTRIES, COMPUTING & BUSINESS ENTERPRISE			4		
SCOTTISH MARITIME ACADEMY					
FACILITIES			1		
CATERING	1		3		
HEALTH & SAFETY	2	2	1		
HUMAN RESOURCES					

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
STUDENT SUPPORT	5	3	2		
IT & INNOVATION	1				
INFORMATION & BOOKINGS					
EXAMS					
LEARNING ENHANCEMENT		1	3		
STUDENT RECORDS & ADMIN					
STUDENT FUNDING					
TIMETABLING					
EVENTS					
ALL	13	16			

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				
C1S03	Diversity & Equality	1	2		
C1S04	Data Protection	1			
C1S05	Environmental	2			
C1S06	Staff Conduct	1	3	7	
C1S07	Student Conduct		5	3	
C1S99	Other			1	

Code	Category of Complaint	Number Received			
C2: Applications to Progression		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C2S01	Marketing				
C2S02	Application, Admission, Interview, Enrolment, Induction	4		1	
C2S03	Progression, Articulation, Withdrawal			1	
C2S99	Other				
C3: Course Related		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C3S01	Learning & Teaching	1	3	5	
C3S02	Environment/Resources		1		
C3S03	Course Management	1	1		
C3S04	Facilitated Learning & Support			1	
C3S05	Assessment, Exams & Certification	2		1	
C3S99	Other				
C4: Services		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C4S01	Finance	1			
C4S02	Funding / Bursary	1	1		
C4S03	Student Records				
C4S04	Providing Learning Support				
C4S05	Library / Learning Technology			2	
C4S06	Quality etc.				
C4S99	Other				
C5: Facilities		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C5S01	Catering	1		3	

Code	Category of Complaint	Number Received			
		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C5S02	Student Accommodation				
C5S03	Maintenance, Lifts, Car Parking			1	
C5S99	Other				
C6: Others		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C6S01	Others				