

**GSA Complaints Handling Procedure Annual Report
Academic Session: 2013-14 (30 August 2013 – 31 July 2014)**

The Glasgow School of Art has a two-stage procedure for handling complaints to the institution which is in line with the requirements of the Scottish Public Sector Ombudsman (SPSO).

Frontline complaints have a 5 working day deadline for a response and are normally responded to immediately without the need for further enquiries or evidence.

Investigation complaints have a 20 working day deadline for a response and are instigated where a resolution cannot be found at the frontline stage or the complaint is complex or serious in nature.

Performance Indicators

Total Number of Complaints Received	10
Frontline Complaints	
Number of Complaints Considered at Frontline Stage	5
% of Complaints Considered at Frontline Stage	50%
Number of Frontline Complaints Closed within 5 Working Days	3
% of Frontline Complaints Closed within 5 Working Days	60%
Number of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	2
% of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	40%
Number of Frontline Complaints Upheld	4
% of Frontline Complaints Upheld	80%
Number of Frontline Complaints Not Upheld	1
% of Frontline Complaints Not Upheld	20%
Average Time in Working Days to resolve Frontline Complaints	5.6
Investigation Complaints	
Number of Complaints Considered at Investigation Stage	5
% of Complaints Considered at Investigation Stage	50%
Number of Investigation Complaints resolved within 20 Working Days	3
% of Investigation Complaints resolved within 20 Working Days	60%
Number of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	2
% of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	40%
Number of Investigation Complaints Upheld	4
% of Investigation Complaints Upheld	80%
Number of Investigation Complaints Not Upheld	1
% of Investigation Complaints Not Upheld	20%
Average Time in Working Days to resolve Investigation Complaints	29.2

Improvements, Trends and Outcomes

The above indicators coincide with the introduction of the SPSO Model Complaints Handling Procedure which has been the main factor behind an institutional improvement in complaint handling as well as highlighting to staff the importance of effective communication and engagement with students.

Mark Clancy
GSA SPSO Liaison Officer

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