

**GSA Complaints Handling Procedure Annual Report  
Academic Session: 2014-15 (1 September 2014 – 31 July 2015)**

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**

<b>Total Number of Complaints Received</b>	<b>28</b>
<b>Frontline Stage</b>	
Number of Complaints Considered at Frontline Stage	20
% of Complaints Considered at Frontline Stage	71%
Number of Frontline Complaints Closed within 5 Working Days	19
% of Frontline Complaints Closed within 5 Working Days	95%
Number of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	1
% of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	5%
Number of Frontline Complaints Upheld	14
% of Frontline Complaints Upheld	70%
Number of Frontline Complaints Not Upheld	5
% of Frontline Complaints Not Upheld	25%
Average Time in Working Days to resolve Frontline Complaints	3.3
<b>Investigation Stage</b>	
Number of Complaints Considered at Investigation Stage	8
% of Complaints Considered at Investigation Stage	28%
Number of Investigation Complaints resolved within 20 Working Days	5
% of Investigation Complaints resolved within 20 Working Days	63%
Number of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	3
% of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	38%
Number of Investigation Complaints Upheld	5
% of Investigation Complaints Upheld	63%
Number of Investigation Complaints Not Upheld	3
% of Investigation Complaints Not Upheld	38%
Average Time in Working Days to resolve Investigation Complaints	19.1

*Note: 'Partially upheld' outcomes are counted as 'Upheld' for Performance Indicator purposes.*

**Improvements, Trends and Outcomes**

Accurate recording of complaints has identified common and repeating issues which require specific attention in order to avoid recurring. Clear and concise communications has also been identified as important in avoiding escalations due to misinformation or misunderstandings.

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