

**GSA Complaints Handling Procedure Annual Report
Academic Session: 2015-16 (1 August 2015 – 31 July 2016)**

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 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

Academic Session	2015/16
Total Number of Complaints Received	24
Frontline Stage	
Number of Complaints Considered at Frontline Stage	14
% of Complaints Considered at Frontline Stage	58%
Number of Frontline Complaints Closed within 5 Working Days	14
% of Frontline Complaints Closed within 5 Working Days	100%
Number of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	0
% of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	0%
Number of Frontline Complaints Upheld	9
% of Frontline Complaints Upheld	64%
Number of Frontline Complaints Not Upheld	5
% of Frontline Complaints Not Upheld	36%
Average Time in Working Days to resolve Frontline Complaints	2.0
Investigation Stage	
Number of Complaints Considered at Investigation Stage	10
% of Complaints Considered at Investigation Stage	42%
Number of Investigation Complaints resolved within 20 Working Days	6
% of Investigation Complaints resolved within 20 Working Days	60%
Number of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	4
% of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	40%
Number of Investigation Complaints Upheld	3
% of Investigation Complaints Upheld	30%
Number of Investigation Complaints Not Upheld	7
% of Investigation Complaints Not Upheld	70%
Average Time in Working Days to resolve Investigation Complaints	32.2

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