

**GSA Complaints Handling Procedure Annual Report Academic Session: 2016-17
(1 September 2016– 31 August 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	2016/2017
Total Number of Complaints Received	24	23
Frontline Stage		
Number of Complaints Considered at Frontline Stage	14	10
% of Complaints Considered at Frontline Stage	58%	43%
Number of Frontline Complaints Closed within 5 Working Days	4	10
% of Frontline Complaints Closed within 5 Working Days	100%	100%
Number of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	0	0
% of Frontline Complaints where an Extension to the 5 Working Day Timeline was Authorised	0%	0%
Number of Frontline Complaints Upheld	9	7
% of Frontline Complaints Upheld	64%	70%
Number of Frontline Complaints Not Upheld	5	3
% of Frontline Complaints Not Upheld	36%	30%
Average Time in Working Days to resolve Frontline Complaints	2.0	4.7
Investigation Stage		
Number of Complaints Considered at Investigation Stage	10	13
% of Complaints Considered at Investigation Stage	42%	57%
Number of Investigation Complaints resolved within 20 Working Days	6	7
% of Investigation Complaints resolved within 20 Working Days	60%	53%
Number of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	4	7
% of Investigation Complaints where an Extension to the 20 Working Day Timeline was Authorised	40%	100%
Number of Investigation Complaints Upheld	3	7
% of Investigation Complaints Upheld	30%	53%
Number of Investigation Complaints Not Upheld	7	6
% of Investigation Complaints Not Upheld	70%	46%
Average Time in Working Days to resolve Investigation Complaints	32.2	30.8

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