

HERIOT-WATT UNIVERSITY COMPLAINTS ANNUAL SUMMARY 2014 – 2015

The following is a summary of the complaints recorded across the University (including Dubai and Malaysia campuses) for the period 1 September 2014 to 31 August 2015.

	2014/15	2013/14
Total number of Complaints Received 2014/2015	77	88
Number of complaints received from Students	68	78
Number of complaints received from Staff	2	1
Number of complaints received from Externals	7	9

Number of complaints considered at Stage 1	65	69
Number of complaints closed at Stage 1	59	66
Number of Stage 1 complaints escalated to Stage 2	6	3
Number of complaints considered at Stage 2	12	19
Number of complaints received directly at Stage 2	6	16

Complaint Response Times 2014/2015			
	No of Complaints Recorded 2014/15	% Completed within timescales 2014/15	% Completed within timescales 2013/14
Stage 1			
Stage 1 complaints completed within 5 working days	30	45%	57%
Stage 1 complaints completed within 10 working days	21	30%	17%
Stage 1 complaints completed over 10 working days (ie outwith SPSO deadline)	14	22%	26%
Stage 2			
Stage 2 Complaints completed within 20 working days	5	42%	74%
Stage 2 Complaints completed over 20 working days (ie outwith SPSO deadline)	7	58%	26%

Average time taken to resolve complaints	2014/15
The average time in working days to resolve complaints at Stage 1	8 days
The average time in working days to resolve complaints at Stage 2	14 days

Summary of Lessons Learned from Complaints 2014/2015

Heriot-Watt University recognises that valuable feedback is obtained through complaints and that it is important to continually review and make improvements where opportunities are identified. As a result of complaints received, the University has acted to make improvements in a number of areas. The following are examples of improvements made across the University:

1. Radiators were checked out in three teaching rooms following complaints from students who were feeling cold during lectures.
2. Mitigating Circumstances outcome letters have been reviewed and customised to meet students' circumstances.
3. The provision of alternative study space in one School during the summer months when the Library was closed in the evenings and at weekends.
4. Where complaints have been raised relating to attitude of members of staff towards students and others, steps have been taken locally to assist the staff in understanding that a more supportive approach is required
5. Training and support provided to an ALP by Heriot-Wat University colleagues to improve student experience.