

HERIOT-WATT UNIVERSITY COMPLAINTS ANNUAL SUMMARY 2015 – 2016

The following is a summary of the complaints recorded across the University (including Dubai and Malaysia campuses) for the period 1 September 2015 to 31 August 2016. The percentage of complaints recorded in relation to the total number of Heriot-Watt University students is 0.29%.

1. Total number of Complaints Received

	2015/16	2014/15
Total number of Complaints Received	95	77
Number of complaints received from Students	89	68
Number of complaints received from Staff	2	2
Number of complaints received from Externals	4	7

Number of complaints considered at Stage 1	70	65
Number of complaints closed at Stage 1	66	59
Number of Stage 1 complaints escalated to Stage 2	4	6
Number of complaints considered at Stage 2	25	12
Number of complaints received directly at Stage 2	21	6

2. Complaint Response Times 2015/16

	No of Complaints Recorded 2015/16	% Completed within timescales 2015/16	% Completed within timescales 2014/15
Stage 1			
Stage 1 complaints completed within 5 working days	42	60%	45%
Stage 1 complaints completed within 10 working days	15	21%	30%
Stage 1 complaints completed over 10 working days (ie outwith SPSO deadline)	13	19%	22%
Stage 2			
Stage 2 Complaints completed within 20 working days	10	42%	42%
Stage 2 Complaints completed over 20 working days (ie outwith SPSO deadline)	14	58%	58%

3. Average time taken to resolve complaints

	2015/16
The average time in working days to resolve complaints at Stage 1	12 days
The average time in working days to resolve complaints at Stage 2	56 days

Summary of Lessons Learned from Complaints 2015/2016

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 that have or are being made across the University:

- Due to the volume of complaints received from IDL students, a review will be undertaken to look at ways to better support distance learning students. A number of issues will be picked up by the Student Administration Revitalisation Project.
- Following a complaint from a student who was unhappy at the content of fliers and materials displayed on the Bridge Link, a new policy and guidelines is being developed with regards to the conduct of external speakers on campus, which will also include materials displayed and promoted.
- When work is submitted electronically, processes will be reviewed on how to identify students with special needs, and adjustments made.
- Guidelines on the use of calculators in exams were reviewed to ensure that they are clear.
- Increased study space available for students, and improvements to the library building to better support students learning and study requirements.
- The process for awarding monetary prizes, eg graduation prizes, will be reviewed to speed up payments to students.
- A review of what information is available to students of their overseas study options at the enrolment stage to avoid disappointment and raised expectations.