

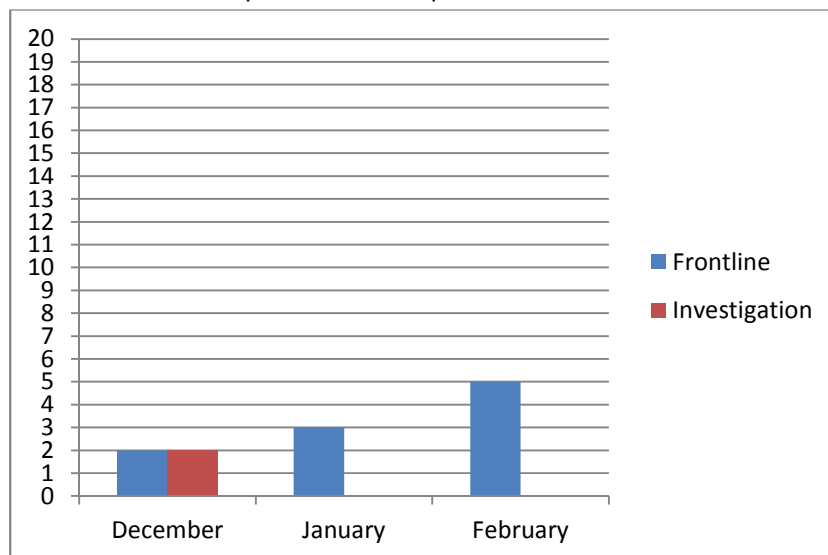
A. BACKGROUND

The Ombudsman requires the University to report on the numbers of complaints for each quarter, including those under the Frontline and Investigation parts of the procedure; average duration; trends; case studies; and changes/improvements made. This information is presented below.

B. COMPLAINTS DATA FOR QUARTER

1. Number of Complaints

The number of complaints for this quarter is shown in the chart below.



The total number and percentage of complaints for this quarter by type of procedure is shown in the table below.

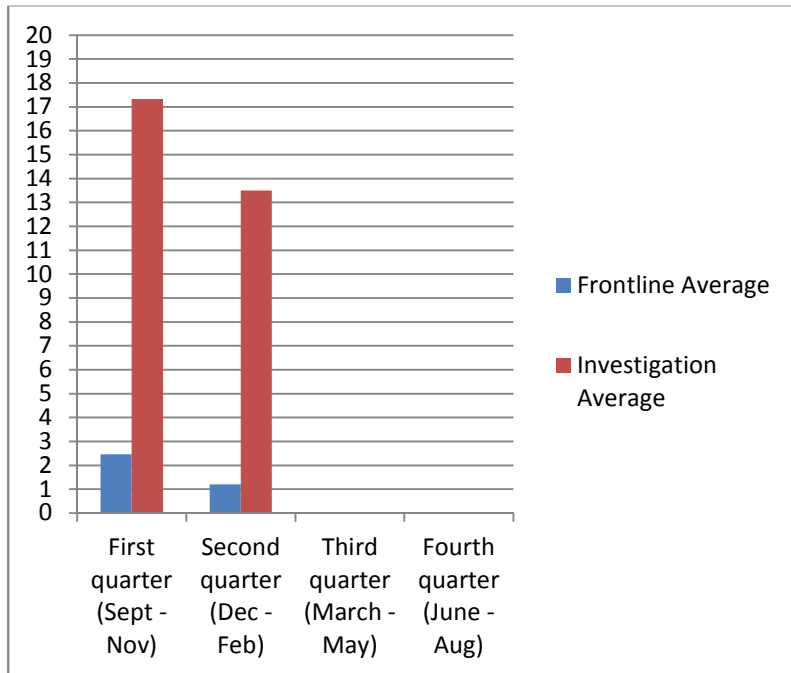
Number of frontline complaints	10
Number of complaint investigations	2
Total number of complaints	12
Frontline complaints as a percentage of total	83.3%
Complaint investigations as a percentage of total	16.6%

As expected, the number of Frontline complaints exceeds those for Investigations. The new CHP lays emphasis upon the quick resolution of complaints at the point where they arise, in preference to lengthy investigations, although some complaints may either start at the Investigation stage (if complex or sensitive) or may proceed to Investigation after Frontline

Resolution if the complainant is still dissatisfied. There is no automatic progression from Frontline to Investigation.

2. Time taken to resolve

The chart below shows the average length of time to deal with complaints in working days.

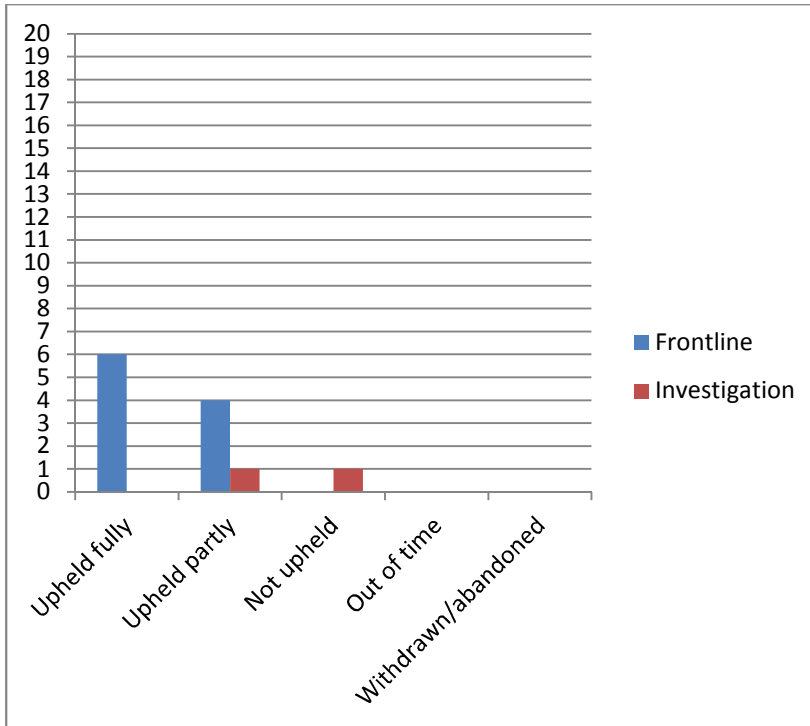


The targets for dealing with complaints, set down by the SPSO, are 5 working days for Frontline Resolution and 20 working days for Complaint Investigation cases, which by nature are more complex.

The figures for Frontline Resolution cases are well within the SPSO's targets, whilst those for Investigation cases are much nearer their target maximum duration. However, these figures are as one would expect, given the emphasis in the new CHP on rapid resolution of complaints at the Frontline Resolution stage. Inevitably, investigation cases will take considerably longer, because investigating officers may have considerable amounts of regulations, correspondence, records to review and staff interviews to undertake, for example.

3. Complaint Decisions

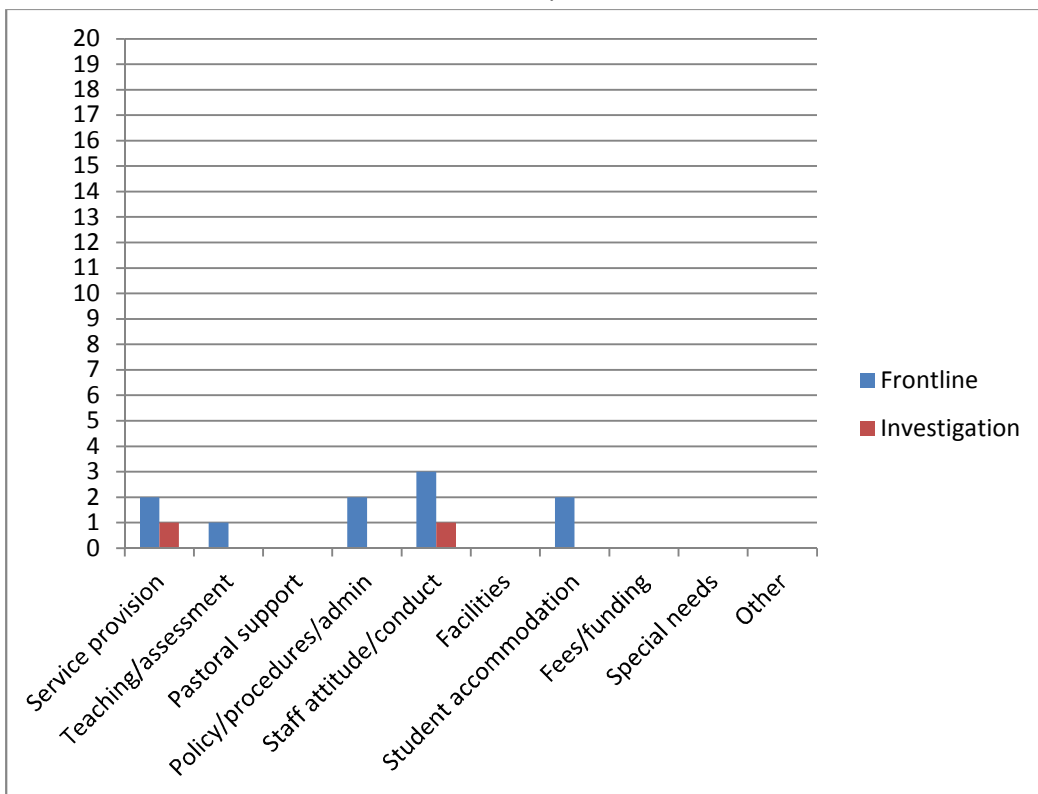
The chart below shows the complaint decisions reached for this quarter.



For Frontline Resolution cases, slightly more cases this quarter were upheld than not upheld. Last quarter, there was a roughly equal split between upheld and not upheld. Investigation cases are split between upheld partly and not upheld. These numbers, particularly for Investigation cases, are too low to draw meaningful conclusions.

4. Nature of Complaints

The chart below shows the nature of the complaints made.



The figures above show a wide variation across categories. One investigation case involved a complaint against staff in more than one Service, which is reflected in the figures above.

C. TRENDS AND ACTION TAKEN

No significant trends or causes for concern are displayed by the above figures, which represent a reduction in complaints compared with the previous quarter. The complaints procedure is still relatively new.
