

Complaint Report 2020-21

During the 12 month period 1 August 2020 to 31 July 2021, the University recorded a total of 1228 complaints. 14 cases went to Stage 2 complaint investigation, meaning that 99% of complaints were resolved at frontline, the majority within the five-day period specified in the [Complaint Handling Procedure](#) (CHP).

Investigations should be completed within a maximum of 20 working days, unless an extension is given for good reason. In many cases, investigation took longer than 20 working days. Delays were often due to absence or difficulty contacting the complainant, the complainant taking longer to respond, or because investigation was put on hold at some point at the request of the complainant. Staff absence, e.g. on research leave, can also be a cause of delays.

The maximum time taken over an investigation was 289 working days.

The breakdown of the 14 Stage 2 investigation outcomes is as follows:

Complaint fully upheld	1
Complaint partially upheld*	4
Complaint not upheld	9
Complaint withdrawn	0

*Many complaints cover several issues. Where any of these are upheld, the outcome for the whole investigation is recorded as 'partially upheld'.

Due to the low number of cases investigated at Stage 2, this report does not give examples of learning outcomes or improvements to services on a year-by-year basis as it could be possible to identify an individual case from such information.

Instead, examples of learning outcomes and service improvements are provided (from academic year 2014- 15 onwards):

<https://www.ed.ac.uk/university-secretary-group/complaint-handling-procedure/procedure/complaint-handling-reports>