

# University of Edinburgh

## Complaints Quarterly Report 2024/25

### Q1 (August 2024 – October 2025)

#### Introduction

The University's [Complaint Handling Procedure](#) (CHP), which is based on the [Model Complaint Handling Procedure](#) published by the Scottish Public Services Ombudsman (SPSO), has two stages.

On 1 September 2022 the SPSO introduced four [Key Performance Indicators](#) for the Higher Education sector: and this asked for quarterly reporting and publishing of complaints data.

This summary has been published following the quarterly report being presented to the University Executive Committee. This report will detail:

The SPSO requires the University to report on 4 Key Performance Indicators (KPIs):

- K.P 1: The total number of complaints received;
- K.P 2: The number and percentage of complaints at each stage that were closed in full within the expected timescales;
- K.P 3: The average time in working days for a full response to complaints at each stage;
- K.P4 The number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at Stage 1 and Stage 2.

#### K.P 1 – Total Number of New complaints

In 24/25 quarter 1, the University of Edinburgh received a recorded total of 139 new complaints during the three-month period of August 2024 to October 2024.

**Stage 1:** 127 new complaints

**Stage 2:** 12 new complaints; 8 reported directly and 4 escalated

#### K.P 2 – Complaints closed at each stage and Timescales

It is noted that the above number of new complaints received above does not include ongoing complaints carried over from 2023/24 Quarter 4. The below figures therefore detail the number of cases closed within quarter 1. The numbers of closures may differ and be higher than the total received due to the carryover of previous complaints into this quarter and some cases that could not be closed in Q1 were carried over to Q2.

In Q1, 122 complaints were closed by receiving an outcome on their complaint. 116 at Stage 1 and 6 at Stage 2 (4 direct complaints and 2 escalated).

**Stage 1:** 83 complaints (71.5%) were closed within 5 working days, with a further 25 (21.6%) closed between 6-10 working days meaning 93.1% of Stage 1 complaints received an outcome within 10 working days. 8 cases (6.9%) did not receive a response within the expected Stage 1 timescale and this was reported to University Executive.

**Stage 2:** In total; of the 6 Stage 2 complaints closed in Q1; 5 complaints (83.3%) at Stage 2

were closed within 20 working days, and 1 complaint (16.7%) took longer than 20 working days.

2 escalated complaints (100%) received a response within 20 working days and of the 4 direct complaints at Stage 2, 3 complaints (75%) received a response within 20 working days and 1 case (25%) took more than 20 working days to close.

### K.P 3 – Average Time taken to close

**Stage 1:** The average response time at Stage 1 was 7.7 working days.

**Stage 2:** The average response time for escalated Stage 2 complaints was 14.5 working days. The average response time for direct complaints closed was 16.5 working days.

### K.P 4- Complaint Outcomes

#### Stage 1 – 116 outcomes in Q1

Complaint Outcome	Number (%)
Resolved	39 (33.6%)
Fully Upheld	30 (25.9%)
Partially Upheld	14 (12.1%)
Not Upheld	32 (27.6%)
Out of Scope	1 (0.8%)

#### Stage 2- 6 outcomes in Q1

	Direct	Escalated	All
<b>Resolved</b>	0 (0%)	0 (0%)	0 (0%)
<b>Upheld</b>	0 (0%)	0 (0%)	0 (0%)
<b>Partially Upheld</b>	1 (25%)	0 (0%)	1 (16.7%)
<b>Not Upheld</b>	3 (75%)	2 (100%)	5 (83.3%)
<b>Total</b>	4 (100%)	2 (100%)	6 (100%)