

# University of Edinburgh

## Complaints Quarterly Report 2024/25

### Q2 (November 2024 – January 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 2, the University of Edinburgh received a recorded total of 107 new complaints during the three-month period of November 2024 to January 2025.

**Stage 1:** 99 new complaints

**Stage 2:** 8 new complaints; 6 reported directly and 2 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 2024/25 Q1. The below figures therefore detail the number of cases closed within quarter 2. 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 Q2 were then carried over to Q3.

In Q2, 115 complaints were closed by receiving an outcome on their complaint (including cases carried over from previous quarter). 107 were closed at Stage 1 and 8 at Stage 2 (5 direct complaints and 3 escalated.)

**Stage 1:** 72 complaints (67.3%) were closed within 5 working days, with a further 21 (19.6%) closed between 6-10 working days meaning 86.9% of Stage 1 complaints received an outcome within 10 working days. 14 cases (13.1%) did not receive a response within the expected Stage 1 timescale and this was reported to University Executive.

**Stage 2:** In total; of the 8 Stage 2 complaints closed in Q2; 3 complaints (37.5%) at Stage 2 were closed within 20 working days, and 5 complaint (62.5%) took longer than 20 working days.

2 escalated complaints (66.7%) received a response within 20 working days with 1 escalated (33.3%) complaint taking more than 20 working days. 5 direct complaints at Stage 2 (100%) 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 6.2 working days.

**Stage 2:** The average response time for escalated Stage 2 complaints was 36.3 working days. The average response time for direct complaints closed was 43.5 working days.

**K.P 4- Complaint Outcomes**

**Stage 1** – 107 outcomes in Q2

Complaint Outcome	Number (%)
Resolved	46 (43%)
Fully Upheld	25 (23.4%)
Partially Upheld	10 (9.3%)
Not Upheld	15 (14%)
Out of Scope	11 (10.3%)

**Stage 2**- 8 outcomes in Q2

	Direct	Escalated	All
<b>Resolved</b>	0 (0%)	1 (33.3%)	1 (12.5%)
<b>Upheld</b>	0 (0%)	0 (0%)	0 (0%)
<b>Partially Upheld</b>	2 (40%)	1 (33.3%)	3 (37.5%)
<b>Not Upheld</b>	3 (60%)	1 (33.3%)	4 (50%)
<b>Total</b>	5 (100%)	3 (100%)	8 100%