

University of Edinburgh

Complaints Quarterly Report 2024/25

Q3 (February 2025 – April 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 3, the University of Edinburgh received a recorded total of 150 new complaints during the three-month period of February 2025 to April 2025.

Stage 1: 140 new complaints

Stage 2: 10 new complaints; 8 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 Q2. The below figures therefore detail the number of cases closed within quarter 3. 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 Q3 were then carried over to Q4.

In Q3, 136 complaints were closed by receiving an outcome on their complaint (including cases carried over from previous quarter). 128 were closed at Stage 1 and 14 at Stage 2 (12 direct complaints and 2 escalated.)

Stage 1: 67 complaints (52.3%) were closed within 5 working days, with a further 42 (32.8%) closed between 6-10 working days meaning 85.1% of Stage 1 complaints received an outcome within 10 working days. 19 cases (14.9%) did not receive a response within the expected Stage

1 timescale and this was reported to University Executive.

Stage 2: In total; of the 14 Stage 2 complaints closed in Q3; 7 complaints (50%) at Stage 2 were closed within 20 working days, and 7 complaints (50%) took longer than 20 working days.

2 escalated complaints (100%) received a response in more than 20 working days. 7 direct complaints (58.3%) at Stage 2 received a response within 20 working days and 5 (41.7%) 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 7.2 working days.

Stage 2: The average response time for escalated Stage 2 complaints was 28.5 working days. The average response time for direct complaints closed was 43.9 working days.

K.P 4- Complaint Outcomes

Stage 1 – 128 outcomes in Q3

Complaint Outcome	Number (%)
Resolved	48 (37.5%)
Fully Upheld	13 (10.2%)
Partially Upheld	19 (14.8%)
Not Upheld	43 (33.6%)
Out of Scope	5 (3.9%)

Stage 2- 8 outcomes in Q3

	Direct	Escalated	All
Resolved	0 (0%)	0 (0%)	0 (0%)
Upheld	0 (0%)	0 (0%)	0 (0%)
Partially Upheld	0 (0%)	0 (0%)	0 (0%)
Not Upheld	12 (100%)	2 (100%)	14 (100%)
Total	12 (100%)	2 (100%)	14 100%