

University Complaints Handling Procedure

Recording and Reporting Procedure

Background:

1. The University Complaints Handling Procedure (CHP) has a requirement that all complaints dealt with under the CHP must be recorded and regularly reported.

Recording Procedure:

2. Heads of organisational management units within the University are requested to nominate an individual/individuals within their area (departmental complaint contact(s)) who will be responsible for recording any complaints received and dealt with at stage 1 (frontline resolution stage) and reporting these to the Appeals, Complaints and Conduct Officer (ACCO).

3. Heads must notify the ACCO of their nominated contact or any changes to this contact.

4. The Head/Departmental contact must ensure that all staff within their area are aware of the CHP, the identity of their contact and the requirement to record complaints as per the details on the pro-forma spread sheet, available at:

<http://staff.napier.ac.uk/services/sas/AppealsComplaintsConduct/Pages/AppealsComplaintsConduct.aspx>

The contact should liaise with colleagues within their department to maintain a record of complaints dealt with in their area, using the pro-forma spread sheet.

5. The ACCO will write to the departmental complaints contacts on a quarterly basis to request that they submit their completed pro-formas for the period.

6. In accordance with the procedure, the ACCO will be notified of, and record all complaints that engage stage 2 of the procedure (investigation stage).

Reporting Procedure

7. As per the requirements of the CHP, the ACCO will produce summary complaints reports for circulation to University Leadership Team quarterly and for presentation to the University Court annually. These reports will also be published annually on the University's intranet as required by the MCHP.

Future Developments

8. As the procedure becomes embedded and as experience of recording is gathered, this procedure may be revised/refined. The possibility of

introducing an online system for recording complaints is currently being explored.

June 2013