

# Complaint Report 2019 - 2020

During the 12-month period 1 August 2019 to 31 July 2020, the University's central team recorded a total of 818 complaints\*. 17 were considered at Stage 2, complaint investigation, meaning that over 98% of complaints were resolved at Stage 1, 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 most 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 on an investigation was 159 working days.

The outcomes of the 17 completed Stage 2 investigations are as follows:

Complaint fully upheld	0
Complaint partially upheld**	5
Complaint not upheld	9
Complaint withdrawn	3

\*At the time of writing, University-wide data is unavailable, due to the impact of Covid-19 on operations during the reporting period.

\*\*Many complaints cover several issues. Where any of these are upheld, the outcome for the investigation as a whole 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) at:

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