

Royal Conservatoire of Scotland: Annual Complaints Report 2013-14

Background

In line with the statutory requirements of the Scottish Public Services Ombudsman (SPSO) the Conservatoire adopted the Complaints Handling Procedure (CHP) for Scottish HE from September 2013.

The CHP is intended to provide a quick, simple and streamlined process with a strong focus on early resolution by empowered and trained staff.

The procedure involved up to two stages:

Stage 1 Frontline Resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible

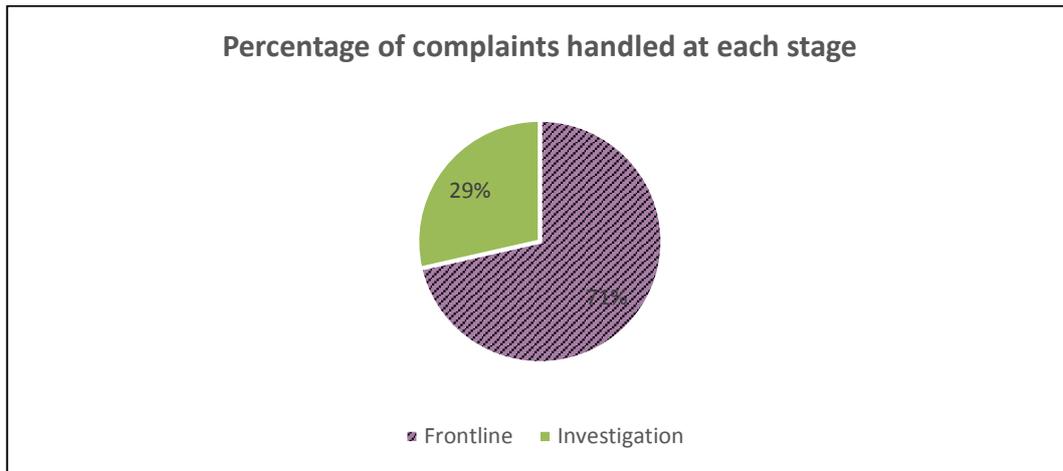
Stage 2 Investigation is appropriate where a complainant is dissatisfied with the outcome of a frontline resolution, or where this is not an appropriate route due to the complexity or seriousness of the case

Complaint Report 2013-14

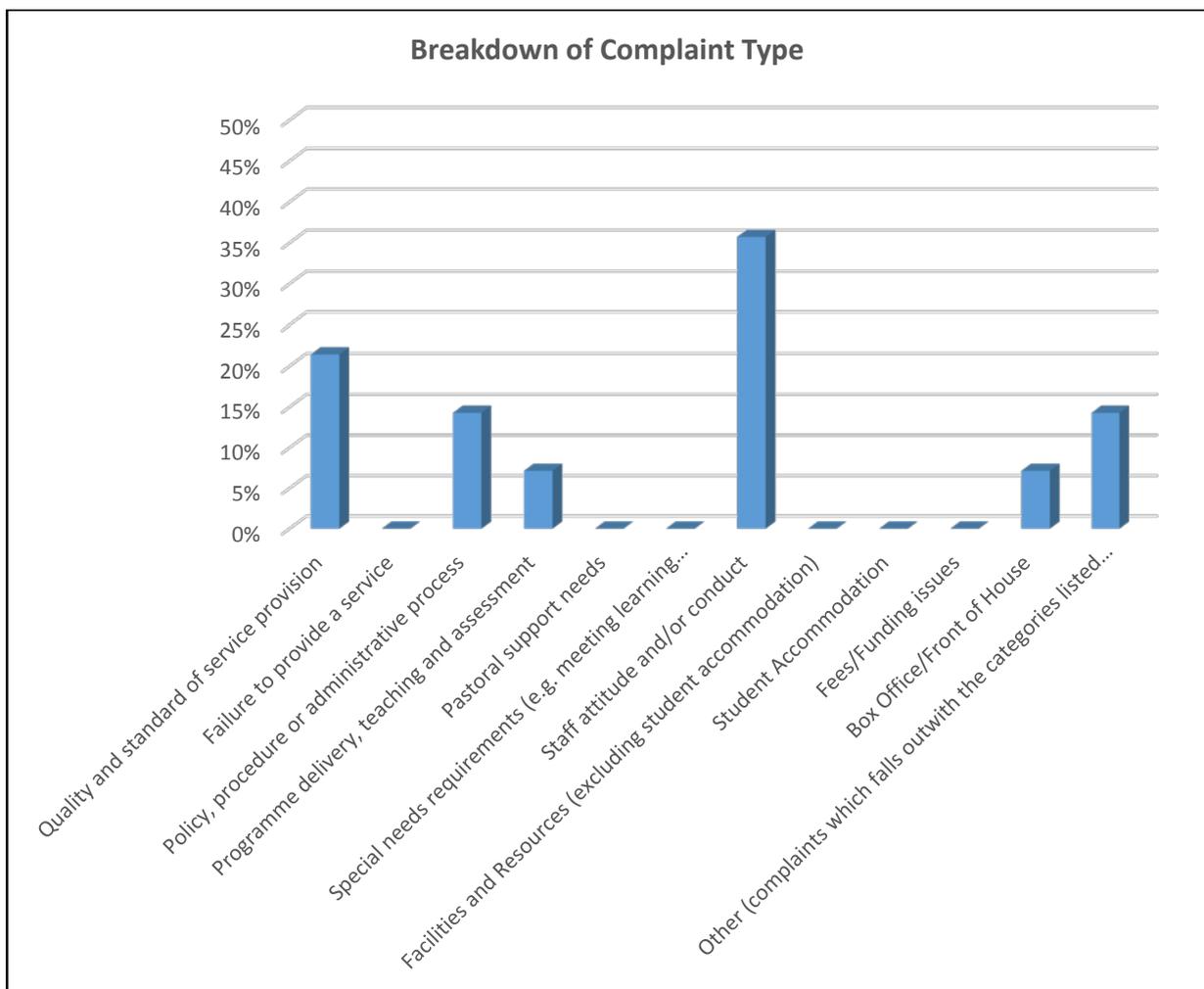
During the period 1 September 2013 to 1 July 2014, the Conservatoire received a total of 14 complaints. In all 14 cases the complainants were satisfied with the outcome of the complaint/investigation.

Total number of complaints received	14
Stage 1: Frontline	10
Number of complaints resolved at Stage 1	10
Number of complaints resolved within the 5 working days timeline	9
Number of complaints where an extension to the timeline has been authorised	1
Number of complaints upheld	9
Number of complaints not upheld	0
Number of complaints partially upheld	0
Number of complaints withdrawn	1
Stage 2: Investigation	4
Number of complaints resolved at Stage 2	4
Number of complaints resolved within the 20 working days timeline	3
Number of complaints where an extension to the timeline has been authorised	1
Number of complaints upheld	2
Number of complaints not upheld	1
Number of complaints partially upheld	1
Number of complaints withdrawn	0

Number and %age of complaints considered at Stage 1 and Stage 2:



The following bar chart provides a summary of complaints by category type for the period:

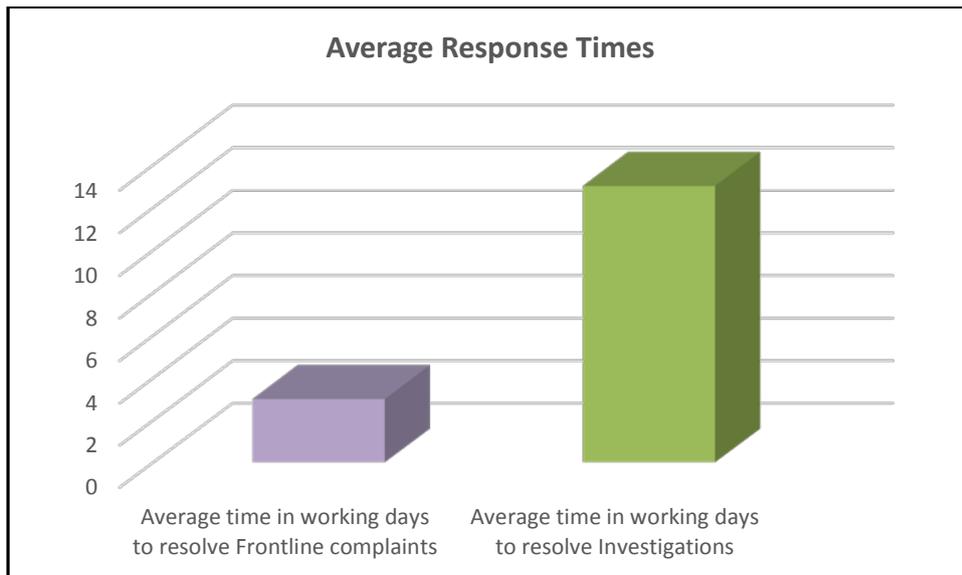


Complaints Response Times:

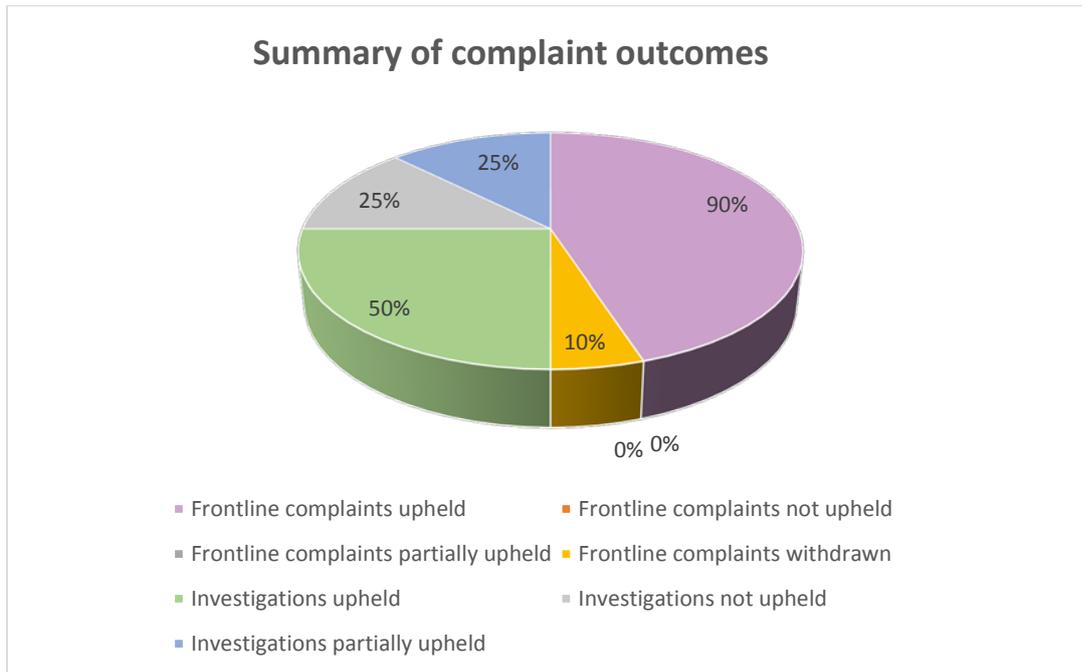
Stage 1: Frontline		as %age
Number of complaints resolved within the 5 working days timeline	9	90%
Number of complaints where an extension to the timeline has been authorised	1	10%
Stage 2: Investigation		
Number of complaints resolved within the 20 working days timeline	3	75%
Number of complaints where an extension to the timeline has been authorised	1	25%

Adherence to timelines

In academic year 2013-14 the vast majority of complaints were completed to the complainants' satisfaction within the 5 or 20 working day timeline as specified in the CHP. In those cases which exceeded timelines, one each at Stage 1 and Stage 2, both were extended in agreement with the complainants in order to accommodate the availability of the individuals concerned and reached satisfactory conclusions.



Summary of Complaint Outcomes:



Trends

With relatively few complaints so far there no real trends emerging as yet.

Actions/Lessons learned

The Conservatoire recognises the valuable feedback obtained through complaints and is committed to using this process to identify opportunities to improve the provision of services across the institution. From complaints received to date the Conservatoire has made the following adjustments:

- It is now standard practice to provide feedback in the form of the auditions decision sheet to individual audition candidates on request