

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 2 , 2016/17 Report (01 November 2016 to 31 January 2017)

Published : 8th March 2017

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2016/17(Q2)		2016/17 (YTD)		2015/16 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	54		96		74	
	College Population and Number of Complaints received per 100 population	25000	0.2	25000	0.4	25000	0.3
2.0	Number of complaints closed at each stage and as a % of all complaints closed						
	Number of complaints closed at Stage 1 and % of total closed	49	90.7%	86	89.6%	51	68.9%
	Number of complaints closed at Stage 2 and % of total closed	4	7.4%	7	7.3%	18	24.3%
	Number of Complaints closed after Escalation and % of total closed	1	1.9%	3	3.1%	5	6.8%
	Open	0	0.0%	0	0.0%	0	0.0%
3.0	Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage						
	Stage 1						
	Number and % of complaints upheld at Stage 1	35	71.4%	61	70.9%	33	64.7%
	Number and % of complaints not upheld at Stage 1	14	28.6%	25	29.1%	18	35.3%
	Stage 2						
	Number and % of complaints upheld at Stage 2	4	100.0%	5	71.4%	12	66.7%
	Number and % of complaints not upheld at Stage 2	0	0.0%	2	28.6%	6	33.3%
	Escalated						
	Number and % of complaints upheld after Escalation	1	100.0%	2	66.7%	2	40.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	1	33.3%	3	60.0%
4.0	Total working days and average time in working days to close complaints at each stage						
	Total working days and average time in working days to close complaints at Stage 1	211	4.3	339	3.9	195	3.8
	Total working days and average time in working days to close complaints at Stage 2	72	18.0	110	15.7	396	22.0
	Total working days and average time in working days to close complaints after Escalation	20	20.0	53	17.7	66	13.2

	PERFORMANCE INDICATORS	2016/17(Q2)		2016/17 (YTD)		2015/16 (YTD)	
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)						
	Number and % of Stage 1 complaints closed within 5 working days	36	73.5%	68	79.1%	45	88.2%
	Number and % of Stage 1 complaints not closed with 5 working days	13	26.5%	18	20.9%	6	11.8%
	Number and % of Stage 2 complaints closed within 20 working days	3	75.0%	6	85.7%	9	50.0%
	Number and % of Stage 2 complaints not closed within 20 working days	1	25.0%	1	14.3%	9	50.0%
	Number and % of Escalated complaints closed within 20 working days	1	100.0%	3	100.0%	5	100.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised						
	Number and % of Stage 1 complaints closed within 10 working days (extension)	13	100.0%	17	94.4%	3	50.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	5.6%	3	50.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	1	100.0%	7	77.8%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	2	22.2%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

Observations

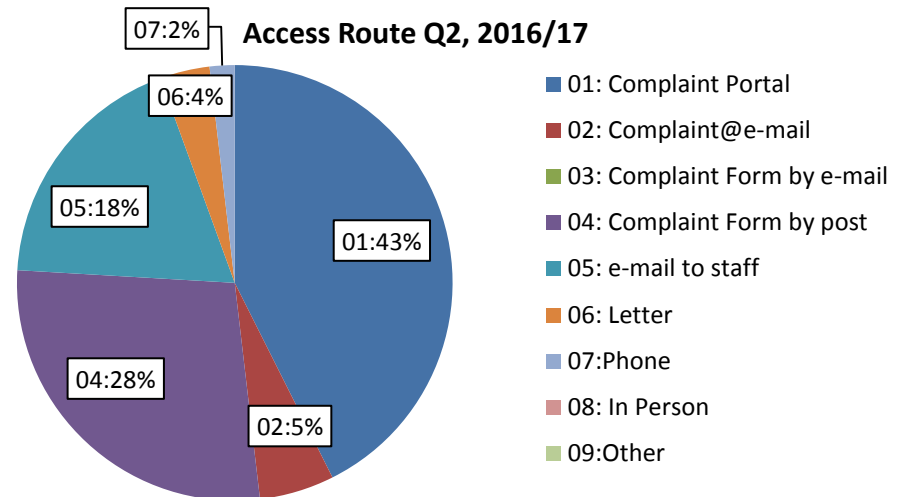
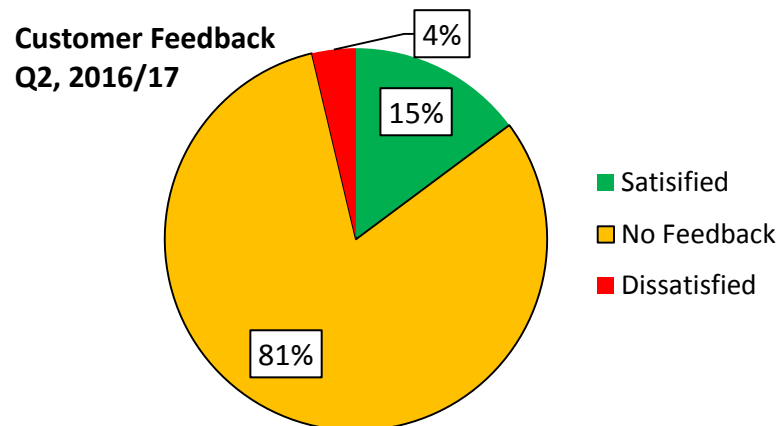
- In Q2 the College received 54 complaints the year-to-date total to 96 compared with 74 for the same period last year, representing a 30% increase.
- In Q2 91% of complaints were handled at Stage 1 giving a year-to-date performance of 91% compared with 69% previous year.
- In Q2 ~70% of Stage 1 complaints were upheld, similar to Q1 and slightly up on previous year. All 4 Stage 2 complaints upheld.
- Year-to-date the number of complaints upheld is 70% compared with ~60% for the same period last year.
- The average response time for complaints at each stage is within their respective targets for Q2 and year-to-date.
- In Q2 74% complaints across all stages were responded to within target, a significant slippage from Q1 (86%)
- A total of 14 complaints required an extension all of which were responded to within the extended period.

2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

Through our “City Listens” process the College provides an on-line Complaint Portal to raise complaints and also a dedicated e-mail address. Complaint Forms are also available in hard copy or electronic format which can be posted or e-mailed. All these routes are handled by members of the Performance Team who quickly identify the most appropriate member of staff to handle the complaint. Other routes include e-mailing staff directly, letter, phone or ‘in person’.

- Complaint Portal continues to be the most popular route



2.2 FEEDBACK

The College requests feedback on the responses to complaints and categorises feedback as "Satisfied", "Dissatisfied" and "No Feedback" The College also evaluates feedback against the complaint outcome of 'Upheld' or 'Not Upheld'

- Feedback remains low at 15%

3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

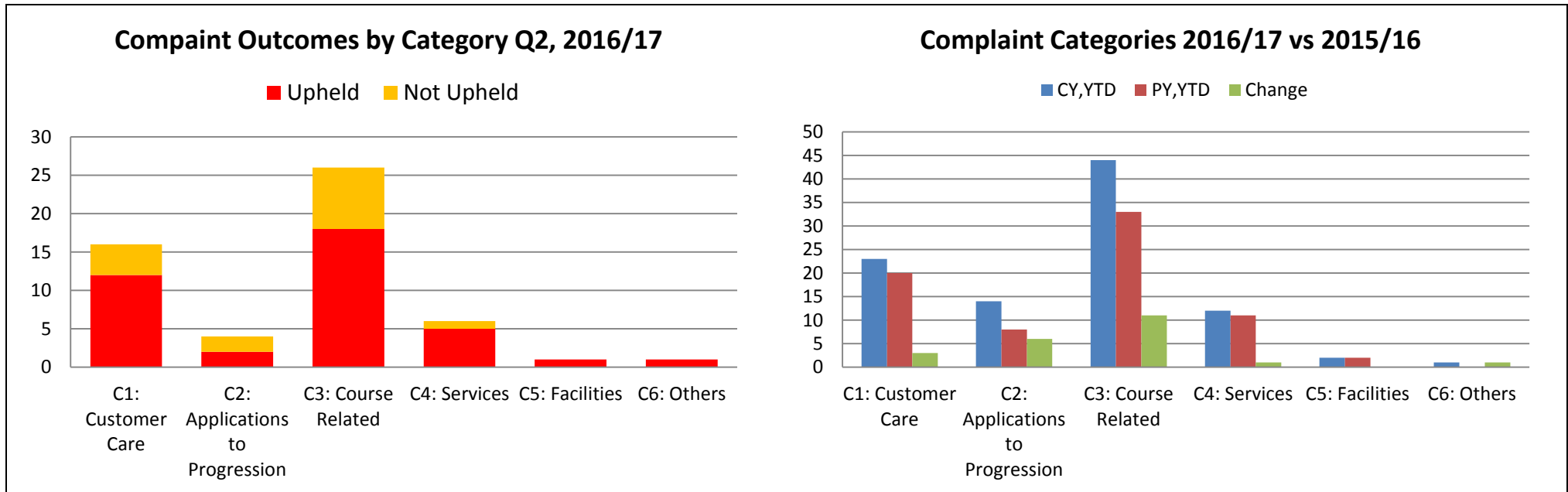
Complaint Reports are prepared Monthly and Quarterly for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College web-site. A Monthly Complaint Chart is also produced and published on the College Customer Service Excellence web-page.

3.2 Complaint Categories

The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network). Complaints received in 2015/16 have been reassigned to these categories to give a baseline for comparison going forward.

CATEGORIES	SUB-CATEGORIES
C1:Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications through to Progressions	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment/Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification,C3S99: Other
C4:Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc.,C4S99: Other
C5:Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6:Others	C6S01:Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES



In Q2 almost 50% of the complaints received fall into the category of Course Related with almost half of the 18 upheld complaints associated with examination conditions.

3.4 COMPLAINT THEMES AND LESSONS LEARNED

Customer Care

A total of 12 of the 14 complaints received were upheld.

A student complained that there were no warning lights in classrooms and toilets to alert them to a fire alarm. The student was reassured that their Personal Emergency Evacuation Plan (PEEP) covered evacuation from the classrooms. Although some toilets were fitted with warning lights not all were all. A further review of the student's PEEP resulted in student being provided with a vibrating pager linked to the fire alarm system.

A student complained about the mis-use of disabled parking spaces by other drivers at the new City Campus and although staff continue to monitor the situation there remains some drivers who make the personal choice to disrespect others. A barrier has now been installed and only those drivers displaying blue badges will be allowed entry, meanwhile the College is trying to manage expectations regarding the number of blue badge spaces available to avoid disappointment.

Student complained that the automated door at the entrance to the new City Campus and the accessible lift on the ground floor are both faulty. The issued with the door was quickly identified as an operational issue and fixed. Regular checks to be carried out and the fault reporting system reviewed to enable faults with automated doors, accessible lifts, toilets, etc. to be monitored and reported.

A total of 8 complaints received in which staff could have handled difficult situations more tactfully and examples where customer service did not meet the required standard. Apologies were offered and where appropriate customer service training identified.

A student complained that a class-mate repeatedly uses foul abusive language in class. The matter was addressed to their satisfaction which included involving the class in a discussion on the College Values and Behaviours and in particular recognising what is acceptable and unacceptable behaviour

Application, Admission & Progression

A total of 2 of the 4 complaints received in this category were upheld

Student complains about poor experience in the application and interview processes. Initially their application for a place in 2nd Year HND course was rejected on grounds of 'not meeting entry requirements' although they were currently completing 1st Year at another college. During the interview the student was not made aware that the optional units that were of interest to them would not be offered by the College, or they would not have left their current course. A system has been put in place that will clearly identify Year 2 students and it will be made clear at interview the choices available on the course.

An administrative error resulted in student not being invited to the graduation ceremony. An apology was offered and student was given a Commemorative Certificate and Graduation Hoodie which they were pleased to receive.

Application, Admission & Progression

A total of 18 of the 26 complaints received in this category were upheld

A student complained about teaching style, lack of feedback, delays in assessment and error in an assessment. The error has now been corrected and a scheme of work prepared to guide lecturer with the pacing of teaching and assessing.

Two students complained about the shortage of toner for printers preventing course work for being printed out. Printing requirements within the new campus greatly exceeded expectations and resulted in a temporary shortage of toners. This was quickly addressed and the ordering process reviewed.

Student complained about lack of facilities to store work materials and tools. The Faculty is developing a plan with Facilities Management to identify suitable locations to install lockers.

Class representative complains on behalf of class that radio studio is not fit for purpose. College apologised for unacceptable delay and explained that it had proved difficult to assemble the various contractors and sub-contractors at the same time so the work was conducted by individual contractors which proved to be inefficient. The radio student is now fully operational and extra slots will be made available to allow students to catch up on any missed work.

Three complaints were upheld regarding timetabling of classes, including cancellations of classes. The best use of space within the new City Campus is currently under review to ensure the best use of space that is suitable for all parties.

Student complained of not having a tutor since the beginning of the course. Apologies for the disruption to class time due to unforeseen staff absence. The nature of this course also posed a difficulty in providing specialist cover from within the Faculty. Interviews of bank staff have now been completed.

A total of 8 complaints were upheld regarding examination conditions in the new City Campus including noise from the adjoining drama class, white noise from within the exam room and very cold conditions. Timetabling of classes vs. examinations has been reviewed to address any potential conflict and the issues of white noise and cold temperatures have been resolved by Infrastructure team.

Customer complained about the inconvenience caused by the rescheduling of an exam due to a fault with software being used for the first time and about delay of 3 weeks in the class being informed of the text book to be purchased to support the course. College apologised and the software is now and will be subject to regular tests prior to exams. A full reading list will be provided in the course handbook for next year. Six hours of free tuition was offered by way of compensation.

Services

A total of 5 out of 6 complaints received in this category were upheld.

Apologies were offered for giving student wrong information regarding expiry date of ILA funding. The College website was updated and the student's fees waived.

Student submitted details to College in order to register with Student Loans Company but was not informed that this department didn't deal with such requests and it was not forwarded to the department that does, resulting in delay on receiving loan. Apologies were offered and greater care to be taken in future to ensure students are re-directed to correct department.

Student complained that Student Card was not working and a replacement card was quickly provided.

College apologised that client's massage appointment had not been recorded in booking system and that due to the nature of assessment being undertaken by students that day were unable to accommodate the client with an alternative appointment. Beauty Reception staff to ensure care is taken to booked clients on system prior to leaving reception area.

Client complained that calls to Beauty Reception were not being answered and that on travelling to College to book in person no one was available and they were sent home and told to keep phoning. Apologies were offered and appointment booked free of charge. Arrangements for cover to be put in place more quickly, so that the reception is properly staffed.

Facilities

One complaint received and upheld

Student complains about incorrect advertising of the opening times of fitness suite .The opening of the new fitness suite had been delayed and the opening times not updated on college web-site. Web site was updated, memberships were opened and fitness suite now opens.

Others

One complaint received and upheld

College apologised for the short notice of the interview date for a job vacancy and for the delay in giving feedback and the Recruitment and Selection process is under review.