



## Complaints Handling Procedure

Annual Report 2022/23 (1<sup>st</sup> August 2022 to 31<sup>st</sup> July 2023)

28<sup>th</sup> August 2023

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**1 PERFORMANCE INDICATORS: P1-P6**

	PERFORMANCE INDICATORS	2022/23		2021/22	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
	Number of complaints Received	84		73	
	College Population and Number of Complaints received per 100 population	25000	0.34	25000	0.29
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>				
	Number of complaints closed at Stage 1 and % of total closed	55	75.3%	56	82.4%
	Number of complaints closed at Stage 2 and % of total closed	14	19.2%	9	13.2%
	Number of Complaints closed after Escalation and % of total closed	4	5.5%	3	4.4%
*	Open	5	0.0%	5	0.0%
3.0	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>				
	<b>Stage 1</b>				
	Number and % of complaints upheld at Stage 1	2	3.6%	8	14.0%
	Number and % of complaints not upheld at Stage 1	19	34.5%	17	29.8%
	Number and % of complaints partially upheld at Stage 1	1	1.8%	2	3.5%
	Number and % of complaints resolved at Stage 1	33	60.0%	29	50.9%
	<b>Stage 2</b>				
	Number and % of complaints upheld at Stage 2	0	0.0%	1	11.1%
	Number and % of complaints not upheld at Stage 2	7	50.0%	3	33.3%
	Number and % of complaints partially upheld at Stage 2	6	42.9%	5	55.6%
	Number and % of complaints resolved at Stage 2	1	7.1%	0	0.0%
	<b>Escalated</b>				
	Number and % of complaints upheld after Escalation	0	0.0%	1	33.3%
	Number and % of complaints not upheld after Escalation	3	75.0%	2	66.7%
	Number and % of complaints partially upheld after Escalation	1	25.0%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%

\* All 5 open complaints have been suspended due to the academic staff summer break and will resume on 14<sup>th</sup> August 2023.

*Stage 1 complaints are frontline resolution complaints requiring little or no investigation and are concluded within 5 working days. Stage 2 complaints are full investigation complaints and are concluded within 20 working days. Escalated complaints refer to complaints that have been investigated at Stage 1, but the complainant has remained unsatisfied and further investigation at Stage 2 is required.*

4.0	<b>Total working days and average time in working days to close complaints at each stage</b>				
	Total working days and average time in working days to close complaints at Stage 1	224	4.1	244	4.4
	Total working days and average time in working days to close complaints at Stage 2	251	17.9	239	26.6
	Total working days and average time in working days to close complaints after Escalation	77	19.2	93	31.0
5.0	<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>				
	Number and % of Stage 1 complaints closed within 5 working days	48	87.3%	50	89.3%
	Number and % of Stage 1 complaints not closed within 5 working days	7	12.7%	6	10.7%
	Number and % of Stage 2 complaints closed within 20 working days	9	64.3%	6	66.7%
	Number and % of Stage 2 complaints not closed within 20 working days	5	35.7%	3	33.3%
	Number and % of Escalated complaints closed within 20 working days	3	75.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	1	25.0%	3	100.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>				
	Number and % of Stage 1 complaints closed within 10 working days (extension)	5	71.4%	5	83.3%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	28.6%	1	16.7%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	5	100.0%	2	66.7%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	33.3%
	Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%	3	100.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%

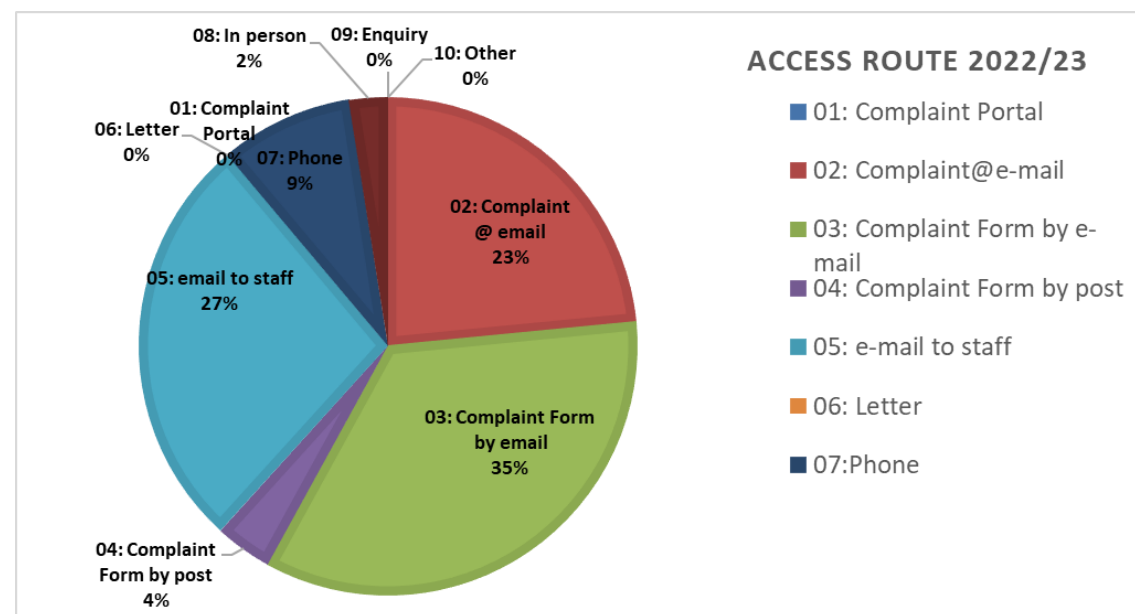
PI	Key Observations	Key	wd. = working days
1.0	Overall number of complaints received increased by 15.1%, from 73 to 84.		
2.0	The volume of complaints closed at Stage 1 (55) is comparable to the volume closed at Stage 1 last year (56). There has been an increase in the number of complaints closed at Stage 2, from 9 the previous year to 14 this year.		
3.0	Significant decrease of 75% in the number of complaints upheld at Stage 1. The volume of Stage 1 complaints resolved has increased from 29 to 33. Significant increase in complaints not upheld at Stage 2 of 133%.		
4.0	There was a decrease in the time taken to close Stage 2 complaints in 22/23 (17.9 working days) compared to 26.6 working days in 21/22. The time taken to resolve Escalated complaints has also decreased from 19.2 working days in 22/23 from 31 working days in 21/22.		
5.0	A slight decrease of 2% in the number of Stage 1 complaints closed within 5 working days and a slight increase in complaints requiring extensions. This is consistent with the increase in complexity of complaints received.		
6.0	A decrease of 11.9% in the number of Stage 1 complaints closed within 10 working days where an extension had been authorised but an increase of 33.3% for Stage 2 complaints where an extension had been authorised.		

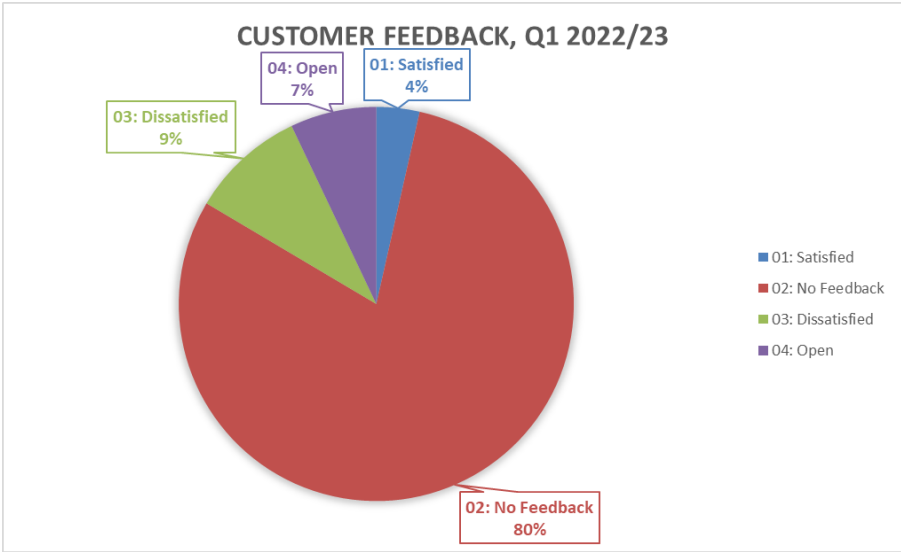
## 2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

### 2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

As part of the College's Customer Care Charter, "City Listens" demonstrates our commitment to maintaining high standards and continuously seeking to improve our processes in order to provide a better service. Through "City Listens" process the College provides an online complaint portal to raise complaints and also a dedicated email address. Complaint forms are available in hard copy and electronic format and can be posted or emailed. All access routes to the Complaint Handling Procedure are handled by members of the Performance Team who quickly identify the most appropriate member of staff to handle the complaint. Other routes include emailing staff directly, letter, phone or in-person.

27% of complaints in 2022/23 were received in a direct email to staff. A complaint form by email was the most popular route of access to the Complaint Handling Procedure with 35%.





**2.2 FEEDBACK**

The College requests feedback on 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'.

In 2022/2023, feedback was received for 6 of 79 closed complaints, and last year feedback was received for 16 of 74 closed complaints. In terms of satisfaction, this year 1 complainant expressed satisfaction compared to 5 complainants expressing satisfaction last year (10%).

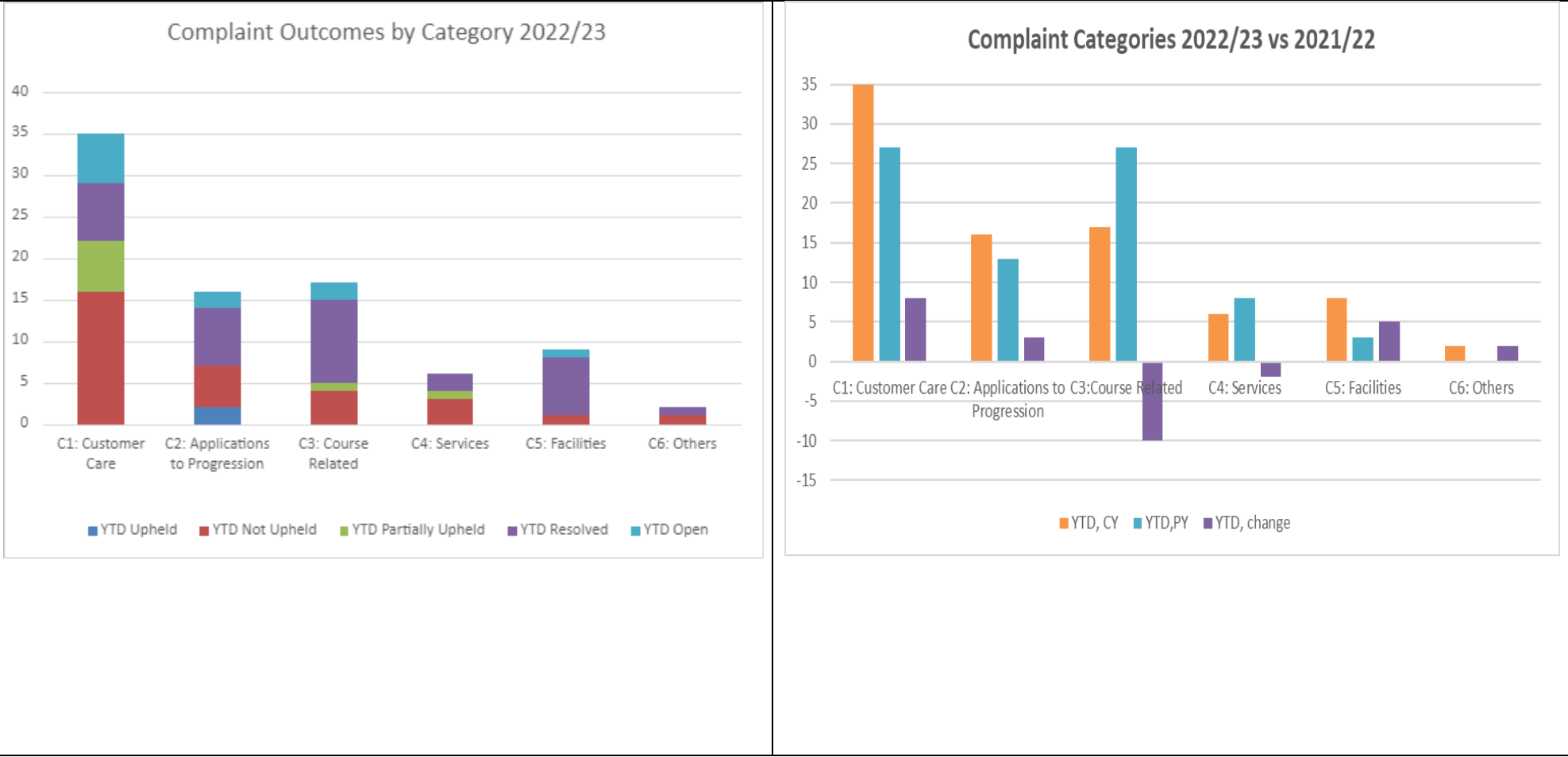
### **3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS**

#### **3.1 COMPLAINT REPORTING**

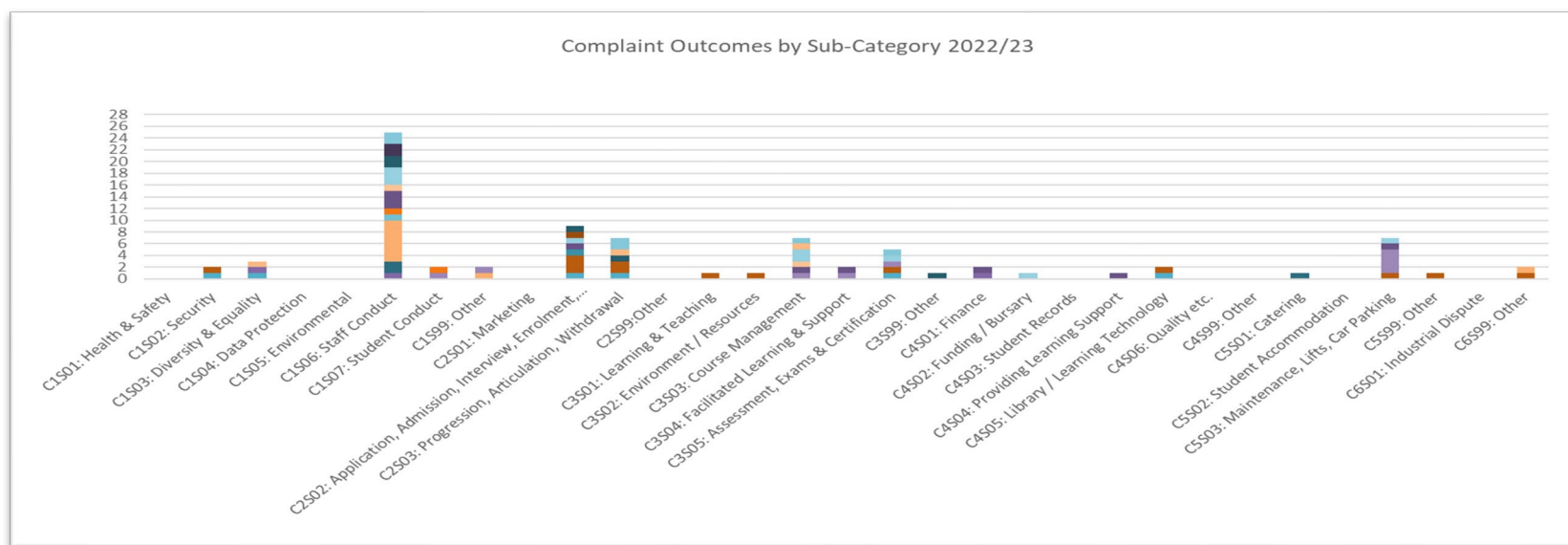
- **Quarterly Reports:** Prepared by Performance for the purpose of review by the Senior Management Team, Executive Leadership Team and approval by the Performance & Improvement Director for publishing on the College website.
- **Annual Report:** Prepared by Performance for the purpose of review by the College's Senior Management Team, Executive Leadership Team and approval by the College Board for publishing on the College website.

#### **3.2 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES**

The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network's Complaint Handling Advisory Group.



3.3 COMPLAINT OUTCOMES BY SUB-CATEGORY



<b>2022/23</b>	Customer Care	35 (42%)	Applications to Progression	16 (19%)	Course Related	17 (20%)	Services	6 (7%)	Facilities	8 (10%)	Others	2 (2%)
<b>2021/22</b>	Customer Care	24 (33%)	Applications to Progression	13 (18%)	Course Related	26 (35%)	Services	8 (11%)	Facilities	2 (3%)	Others	0 (0%)



### 3.4 COMPLAINT THEMES, LEARNING FROM COMPLAINTS AND IMPROVEMENT TO SERVICES

In 2022/23 the College received 84 complaints, which is 11 complaints more than the 73 complaints received in 2021/22. This is only slightly higher than the total number of complaints received in 2020/21 which was 83 complaints.

The complaints received are spread across the categories Customer Care (42%), Applications to Progression (19%), Course Related (20%), Services (7%), Facilities (10%) and Other (2%). With more complaints received in 2022/23 compared to 2021/22, the number of complaints has increased or remained the same for all categories, except for Customer Care which increased by 11 complaints. The category with the greatest decrease is Course Related, which received 17 complaints down from 26 the previous year.

#### CUSTOMER CARE

A total of 35 Customer Care complaints were received in 2022/23 compared with 24 the previous year representing an increase of 11 complaints. The main increase was across Staff Conduct and 2 complaints were received in student conduct and 2 in the Security category. Staff Conduct received 26 complaints compared with 18 last year, Diversity and Equality received 3 complaints which was the same amount received last year and Others also remained the same as the previous year, receiving 2 complaints.

##### **C1S02: Security (2 complaints: 1 not upheld / 1 resolved)**

A student complained that as their friend had left their bag in a classroom, when they tried to leave this at reception for them to collect, reception advised them that they are unable to hold personal items. This caused the student to miss their train as they had to wait on their friend coming out of the meeting.

A current student complained that most of their class did not receive their student card yet and consequently are being allegedly hassled by security when coming on campus.

##### **C1S03: Diversity & Equality (3 complaints: 0 upheld/ 1 not upheld /1 partially upheld/ 1 resolved)**

A student complained that Student Support have not responded to their enquiries and that their lecturer did not provide a reasonable adjustment.

A disabled student complained about lack of support and allegedly being forced out of their course.

student complained about sexist language used in teaching materials on their course.

**C1S06: Staff Conduct (26 complaints: 0 upheld / 15 not upheld / 6 partially upheld / 2 resolved / 3 Open)**

A current student complained that their lecturer allegedly shouted at them and that they no longer want to attend the class.

A current student complained about alleged staff conduct from their lecturer that has caused upset.

Student complains about alleged sexism in class by their lecturer.

A student complains that they felt disappointed by their lecturer and the way in which they were being treated.

A student complained that they had previously complained to the CH regarding an alleged sexual assault that took place on campus and that this wasn't investigated or handled by the CH.

A student complains about alleged staff conduct towards them and issues regarding their PLSP.

A student complained that they feel their lecturer is not taking them seriously since discussing their mental illnesses with them during a guidance session. This is now impacting on their health.

A student complained of alleged staff misconduct, naming a lecturer and CH in relation to mental illness.

A student complained of alleged discriminatory treatment by a lecturer at an Open Day.

A student complained about being told that course was cancelled by student advisors but was then able to book course through department. Student thinks this may have been discriminatory.

A student complained about alleged staff misconduct of a lecturer.

A student's carer complained about the lack of support from the student's guidance lecturer concerning the student's disability.

A current student complained that the CH did not take their complaints seriously.

Current students have complained about feedback given from their lecturer following an exam.

A student complained about his lecturer allegedly throwing their phone and causing slight damage.

A student complained about a staff member allegedly speaking aggressively to them when trying to exit the college from the wrong door.

student has complained about lack of teaching materials and seminars on his course. Student further complained about his CH when trying to intercept his complaint.

The parent of a student complained about a lecturers alleged discriminatory behaviour towards them regarding their Autism.

A student complained about being advised by his lecturer that he would not be given a grade for his graded unit thus not complete his course.

A parent complained about manner that daughter was spoken to by the health and safety manager when going through the barriers without a working card.

A student complained about alleged staff conduct of two lecturers. Student hopes to have fees reduced/waived.

A complaint was received from the student's employer as allegedly his test results were read aloud to the class when he was not present.

A student complained about alleged staff conduct and issues with receiving their PLSP in class.

A student complained about their lecturer not allowing them to sit an exam when they arrived at class and their attitude towards them.

Parent complained about student's lecturer citing unfair treatment and sleazy behaviour.

Class group have complained about lecturer citing issues with leaving class and not being able to give examples.

**C1S07: Student Conduct (2 Complaints: 1 partial upheld / 1 resolved)**

A member of the public complained that whilst they attended the clinic for a therapist appointment, the therapist scanned their ID pass, walked through the barrier and asked them to follow behind. Whilst they walked through the barrier, the plastic 'gate' closed suddenly and struck them leaving the area bruised and with a lump.

A complaint was received where it is alleged that a student took a photograph on their phone of a nude life model employee and shared this online. It is also alleged that the key staff within the department tried to cover this incident up.

**C1S99: Other (2 complaints: 1 not upheld / 1 resolved)**

A former student complained about the handling of their expulsion and the fairness of the disciplinary process.

A student complained that due to being accused of bullying by another student they lost their position as LGBTQ Society Convenor.

## APPLICATIONS TO PROGRESSION

A total of 16 Applications to Progression complaints were received in 2022/23 which is a slight increase from 13 the previous year. In sub-category, Application, Admission, Interview, Enrolment and Induction 9 were received this year compared to only 1 in this category last year. In sub-category Progression, Articulation, Withdrawal; 11 complaints were received last year compared to 7 this year.

**C2S02: Applications, Admission, Interview, Enrolment & Induction (9 complaints: 2 upheld / 3 not upheld / 4 resolved)**

A student complained about not receiving the careers guidance and help specific to their background.

Complainant was booking Spanish beginner class online. Once booked, they attempted to book the second class but were advised the course was full. They complained that the online process does not allow candidates to see how many spaces are left on a course. When they then tried to get a refund, it advised they would only be offered a partial refund.

A student complained that they were not notified about the course start changing and came into college. The student also complained about the staff members attitude when they raised this issue.

A prospective student complained about a staff members manner when enquiring about a class.

A previous student applied to progress onto the Level 6 barbering course and was offered a definite place however this was retracted due to the student receiving a disciplinary when previously at the College.

Student accepted onto HND Printmaking. A few days before the course was due to start, they received an e-mail to say that the course would not be running due to insufficient numbers. Complainant was angry at lack of communication and that no alternatives course places were suggested.

Student complained that his evening class was cancelled at short notice and that no alternative was suggested in the e-mail.

A former student complains that he has been refused entry to HND Accounting due to leaving a four year gap between finishing HNC and applying for HND.

Prospective student complained about the interview process.

### **C2S03: Progression, Articulation, Withdrawal (7 complaints: 2 not upheld / 3 resolved/2 open)**

A student complained as they were unsuccessful in progressing to the HND level of their course and had no communication to inform them of this.

A student complained as they were unsuccessful in progressing to the HND level of the course despite achieving a B grade at HNC level.

A student complained they were unsuccessful in progressing to the HND level of his course and had no communication to inform him of this.

A former student complained that they were not accepted to progress onto the degree course.

A student complained about not being accepted to progress to HNC alleging due to attendance due to their disabilities.

A student complained about not being accepted to progress to Level 6 despite passing L5 and alleges discrimination.

A student complained about not progressing to HND despite having reassurance from lecturers that there were no issues with their work or grades.

A student's parent complained about them not progressing. The parent believes that this is due to lack of support for their application from student support. Student has dyslexia and is unable to complete application themselves.

## COURSE RELATED

A total of 17 Course Related complaints were received in 2022/23 compared to the 26 Course Related complaints received in 2021/22. The most significant decrease was in Course Management which received only 8 complaints in 2022/23 compared with 13 complaints the previous year. A further notable decrease can be seen in Learning and Teaching which received 6 complaints in 2021/22 compared with only 1 complaint in 2022/23.

### **C3S01: Learning & Teaching (1 complaint: 1 resolved)**

A student's friend complains about lack of support on course causing student mental health difficulties.

### **C3S02: Environment / Resources (1 complaint: 1 resolved)**

A current student complained that the locker facilities are unavailable at the Riverside campus and that there is no info of when these will be established.

### **C3S03: Course Management (8 complaint: 4 resolved / 1 not upheld / 1 partial upheld / 2 open)**

A student complained that the IT and display issues are causing problems, not only in the class but remote too.

A student complained about reduction in teaching hours and therefore felt that a part refund of fees was applicable.

A student complained that they have not received their student card for their 10 week evening class and is having issues trying to enrol for the next evening class with it asking for payment which has already been paid.

A student complained that their in-College teaching (2 days a week) was being discontinued from the next academic year (2023-2024) in order to make financial cuts, and that they would have to complete our degree solely with the Open University.

A student complained that they felt the course was not for beginners as the recipes were complex and expensive which they felt inappropriate during the cost of living crisis.

A student complained about the lack of support on their blended learning course. Student stated that they have not been able to get in touch with anyone at the College for help.

A student complained about various issues with their course and is therefore requesting a refund.

A student complained about the lack of quality on their course when finance chased them up for their course fees.

**C3S04: Facilitated Learning & Support (2 complaints: 1 not upheld / 1 resolved)**

The mother of a student with Autism, complained about a lack of support for them.

A student complained about the removal of student support, namely separate accommodation in exams, in the student support area. Student felt it discriminatory to students with disabilities.

**C3S05: Assessment, Exams & Certification (4 complaints: 1 not upheld / 3 resolved)**

A parent complained on behalf of a student regarding the course title awarded on their certificate from SQA not matching what the course title was advertised as, HNC Professional Cookery / HNC Patisserie and the SQA Certificate stated only HNC Professional Cookery.

A former student complained about the delay in receiving their SQA certificate.

A former student complained that they have not yet been awarded their HND despite submitting additional work over the last few months. Student states that their record still shows outstanding and one failed unit(s).

A student complained about not receiving their BSL Level 201 Exam certificate.

**C3S99: Other (1 complaint: 1 not upheld)**

A student complained about having their cadetship withdrawn and student blamed the College.

For Services, 6 complaints were received in 2022/23 compared to 8 complaints the previous year. The most notable difference is seen in Other which received 4 complaints in 2021/22 and none in 2022/23.

**C4S01: Finance (2 complaints: 1 not upheld / 1 partially upheld)**

A former student complained about having to pay full fees when he only attended for a small number of classes.

A former student complained about having to pay fees for the course which they withdrew from after illness. Student already had fees reduced to compensate but student now alleges issues with course and feels entire fees should be waived.

**C4S02: Funding / Bursary (1 complaint: 1 resolved)**

A student complained about concern over the payment of college discretionary hardship funds.

**C4S04: Providing Learning Support (1 complaint: 1 not upheld)**

A student complained about lack of support offered to them despite disclosing additional support needs.

**C4S05: Library / Learning Technology (2 complaints: 1 not upheld / 1 resolved)**

A current student complained that the library was closing early and that they were unable to continue with their online class.

A current student complains that the printing credits that they had accrued from previous years were wiped at the start of this year. This had not happened in any previous year.

## Facilities

**C5S03: Maintenance, Lifts, Car Parking (7 complaints: 1 not upheld / 6 resolved)**



A student complained about not being able to get a disabled space in the car park.

Two complaints were received from members of the public complaining that members of staff are parking in the residential car parks near the City campus.

A member of the public complained that members of staff are parking in the residential car parks near the RS campus.

A student complained that the kitchen changing rooms were not being regularly cleaned.

A partner of a student complained that their partner was forcefully removed from the College premises by Security Staff due to a misunderstanding about parking.

A student complained that the college was inaccessible to them due to the disabled barrier on the second floor being broken and also the disabled entrance on the ground floor not working.

**C5S99: Other (1 complaint: 1 resolved)**

A student complained about dust in the floor power boxes, student has a dust allergy.

## Others

There were no complaints in 2021/22 under Others Category.

**C6S99: Other (2 complaints: 1 not upheld / 1 resolved)**

A member of the Wheatley Group called regarding the blocks of flats situated next to the City Campus. They alleged that students are taking drugs and urinating in the stairwell during their breaks at 10am and lunchtime.

The father of a student complains about their treatment at graduation, as the student was seated away from their class and did not receive their certificate on the day.