



Complaints Handling Procedure

Annual Report 2021/22 (1st August 2021 to 31st July 2022)

16th August 2022

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2021/22		2020/21	
1.0	Total number of complaints received & complaints received per 100 population				
	Number of complaints Received	73		83	
	College Population and Number of Complaints received per 100 population	25000	0.29	25000	0.34
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	56	82.4%	54	72.7%
	Number of complaints closed at Stage 2 and % of total closed	9	13.2%	21	27.3%
	Number of Complaints closed after Escalation and % of total closed	3	4.4%	2	2.6%
*	Open	5	0.0%	6	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	8	14.0%	20	37.0%
	Number and % of complaints not upheld at Stage 1	17	29.8%	28	51.9%
	Number and % of complaints partially upheld at Stage 1	2	3.5%	4	7.4%
	Number and % of complaints resolved at Stage 1	29	50.9%	2	3.7%
	Stage 2				
	Number and % of complaints upheld at Stage 2	1	11.1%	4	19.0%
	Number and % of complaints not upheld at Stage 2	3	33.3%	11	52.4%
	Number and % of complaints partially upheld at Stage 2	5	55.6%	6	28.6%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
	Escalated				
	Number and % of complaints upheld after Escalation	1	33.3%	0	0.0%
	Number and % of complaints not upheld after Escalation	2	66.7%	2	100.0%
	Number and % of complaints partially upheld after Escalation	0	0.0%	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 Summer break and will resume on 15th August 2022

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	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	244	4.4	266	4.9
	Total working days and average time in working days to close complaints at Stage 2	239	26.6	439	20.9
	Total working days and average time in working days to close complaints after Escalation	93	31.0	34	17.0
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	50	89.3%	40	71.4%
	Number and % of Stage 1 complaints not closed within 5 working days	6	10.7%	14	25.0%
	Number and % of Stage 2 complaints closed within 20 working days	6	66.7%	11	52.4%
	Number and % of Stage 2 complaints not closed within 20 working days	3	33.3%	10	47.6%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	2	100.0%
	Number and % of Escalated complaints not closed within 20 working days	3	100.0%	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)	5	83.3%	13	92.9%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	16.7%	1	7.1%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	66.7%	10	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days (extension)	3	100.0%	0	0.0%
	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	Total number of complaints received decreased by 12%, from 83 to 73.		
2.0	The number of Stage 1 complaints is broadly the same as last year. The number of complaints handled at Stage 2 has more than halved.		
3.0	Over half (50.9%) of all Stage 1 complaints were resolved. Fewer Stage 2 complaints were upheld this year when compared to last year.		
4.0	Average handling times for Stage 1 complaints improved. The average handling times of Stage 2 and Escalated complaints increased this year, with Stage 2 complaints requiring an additional 6 working days to resolve and Escalated complaints an additional 14 working days to resolve.		

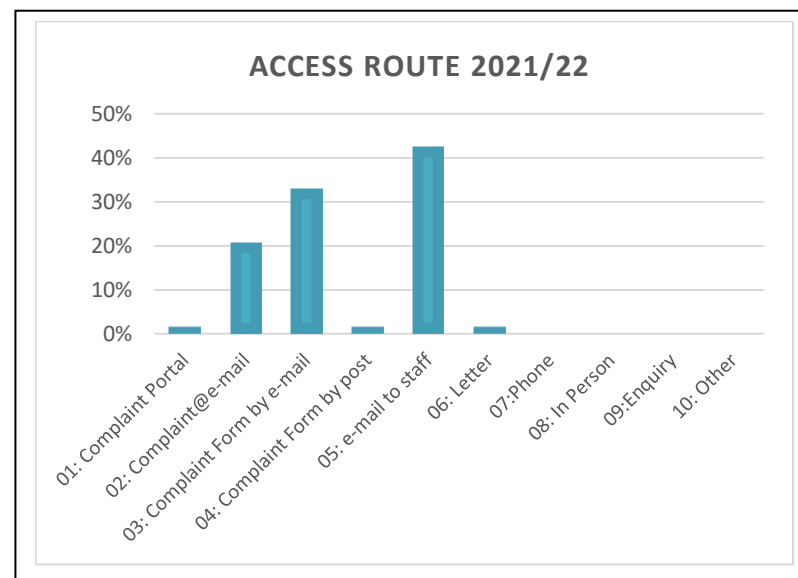
5.0	More Stage 1 complaints were closed within 5 working days when compared to the same period last year, from 71% to 89%. More complaints at Stage 2 were resolved within the 20-working day target, up by 15pp. Of the three complaints escalated to Stage 2, all required an extension to the 20 working days timescale, in part, reflecting their complexity.
6.0	Fewer Stage 1 and Stage 2 complaints required an extension this year. However, there all 3 escalated complaints this year required an extension to the deadline.

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.

The most popular route for complaints being made was in a direct email to staff (43%). Sending a complaint form by email was the second most popular route of access to the Complaint Handling Procedure (33%).

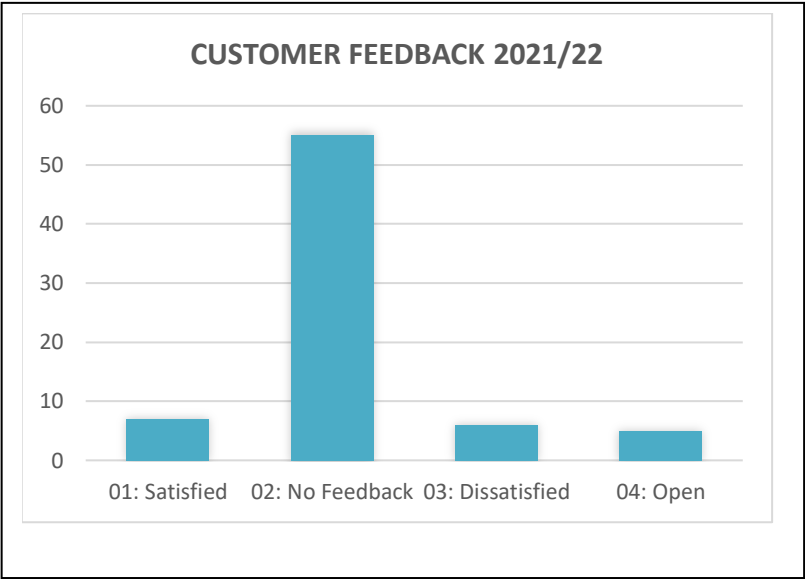


2.2 FEEDBACK

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'.

This year, fewer complainants provided feedback following the closure of their complaint, from 19 in 2020/21 to 16 in 2021/22. There was a

decrease in complainants expressing satisfaction with the resolution of their complaint, from 17% in 2020/21 to 10% in 2021/22.



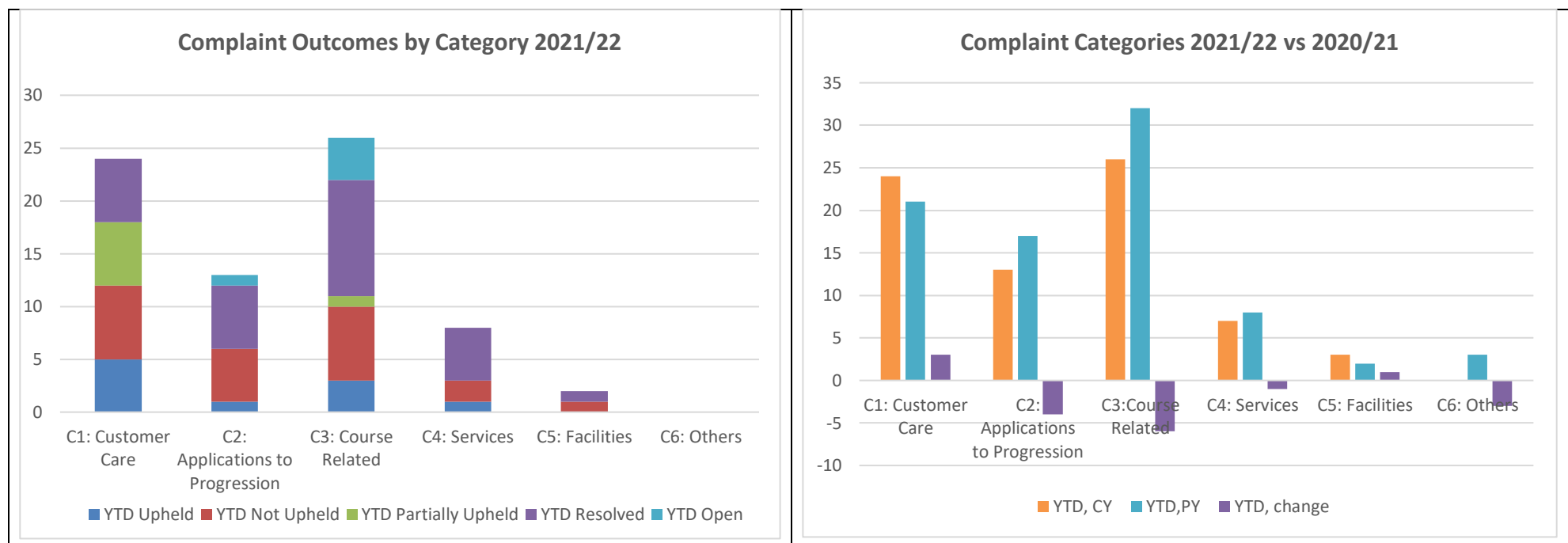
3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

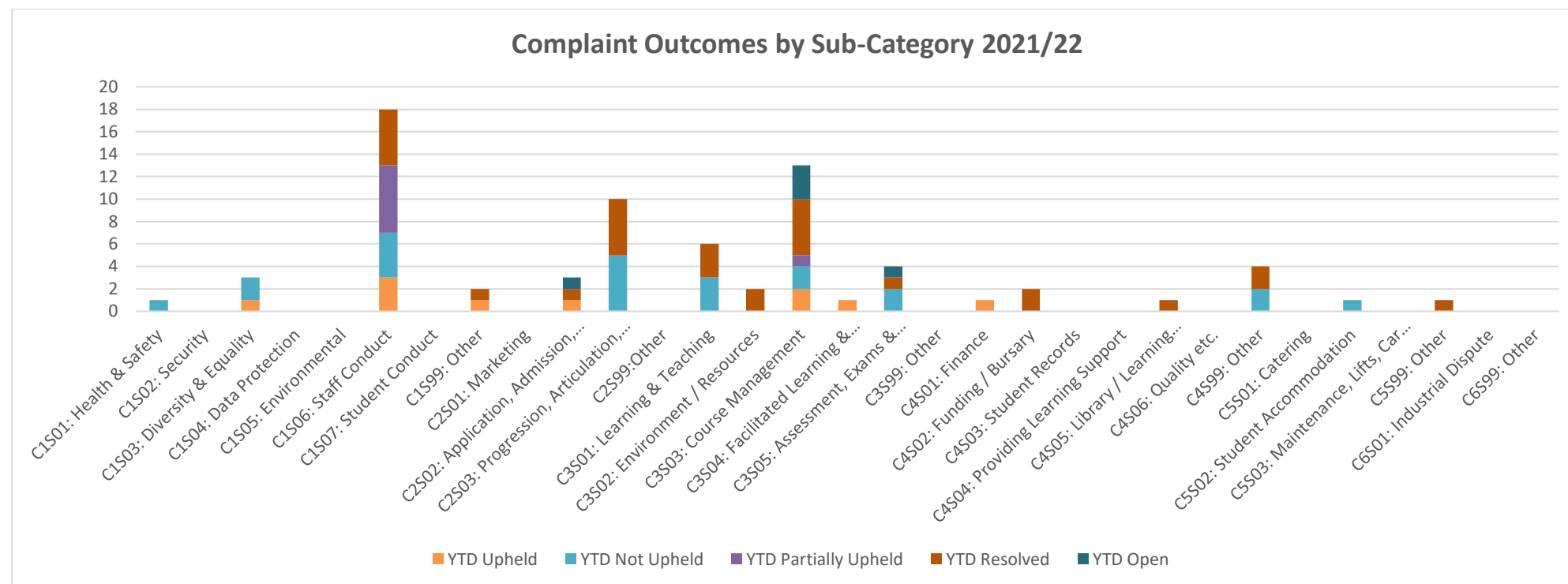
- **Quarterly Reports:** Prepared by Performance for the purpose of review by the Senior Management Team, Executive Leadership Team and approval by the Performance & Improvement Director for publishing on the College website.
- **Annual Report:** Prepared by Performance for the purpose of review by the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



2021/22	Customer Care	24 (33%)	Applications to Progression	13 (18%)	Course Related	26 (35%)	Services	8 (11%)	Facilities	2 (3%)	Others	0 (0%)
2020/21	Customer Care	21 (27%)	Applications to Progression	16 (19%)	Course Related	33 (39%)	Services	8 (10%)	Facilities	2 (2%)	Others	3 (3%)

3.4 COMPLAINT THEMES, LEARNING FROM COMPLAINTS AND IMPROVEMENT TO SERVICES

This year, we have seen positive progress with fewer complaints received. From August 2021 to July 2022, the College received 73 complaints, 10 fewer from the same period in 2020/2021. This continues the downward trend from its highest level of 111 in 2019/20.

The complaints received are categorised: Customer Care, Applications to Progression, Course Related, Services, and Facilities. Similar to 2020/21, the majority of complaints were Course Related, with Customer Care, and Applications, Admissions and Progression the next highest categories.

CUSTOMER CARE

A total of 24 Customer Care complaints were received in 2021/22, an increase of 3 when compared to the previous year. More complaints were received under the following sub-categories: Staff Conduct, Diversity and Equality, Health and Safety and Others.

C1S01: Health and Safety (1 complaint/ 1 not upheld)

There were no complaints for this category that were upheld, partially upheld or resolved.

C1S03: Diversity & Equality (3 complaints/ 1 upheld/ 2 not upheld /0 partially upheld/ 0 resolved)

A parent complained that a student's lecturers are not recording lessons even though Learning Support agreed that this request constitutes a reasonable adjustment to support the student's learning needs. Following thorough investigation, this complaint was upheld, and the curriculum team agreed to work with the student and the learning support team to prepare a plan to ensure that student can access all resources and is given the support to catch up with work student was behind with.

C1S06: Staff Conduct (18 complaints / 3 upheld /4 not upheld / 6 partially upheld / 5 resolved)

A student complained about a comment made from a staff member that made her feel uncomfortable. Following investigation, this complaint was upheld as the staff member did make this comment. An apology was offered to the student.

A student complained about the conduct of a staff member from the Learning Support and Advice department. Following investigation, this complaint was upheld as the initial documentation should have been accepted by the staff member. An apology was offered to the student and the payment was released.

A student complained that a lecturer allegedly spoke about them to other members of staff. This complaint was upheld as the investigation found that the student was mistakenly copied into an email between lecturers discussing the level of work that the student had left to complete. The Curriculum Head and lecturer apologised to the student.

A class group complained about alleged offensive remarks made during classes by the lecturer. Eight of the ten elements of the complaint were upheld and overall the complaint was partially upheld. An apology was offered it was recommended that in future lessons where certain words or phrases are used in context that can be perceived as sensitive or controversial, the class should be advised of this in advance and an explanation of the use of the terms should be given to avoid any offence or misrepresentation caused.

A student complained that the Curriculum Head accused him of drinking whilst at college, asked the student to leave and took his student card from him. This complaint was partially upheld following the investigation. Staff training to be implemented and the student was offered a meeting with the Associate Dean and Dean to discuss future support.

A current student complained regarding alleged staff conduct of a lecturer whereby the student was sent to the incorrect building for the class. This complaint was partially upheld as the student was sent to the wrong campus due to auto correct mistake on lecturers' phone when he replied to email, although this was not intentional.

A student complained that they had not received efficient support from the student advisors. They also noted that the IT systems are not robust enough. This complaint was partially upheld – an apology was offered and the student was directed to the mental health and wellbeing support services.

A student complained about alleged staff conduct of a lecturer and the learning and teaching materials provided. Three of the six elements of the complaint were upheld and the complaint was partially upheld. The following recommendations were made to the lecturer: review classroom layout to provide better visibility, a dedicated Q and A session to be provided towards the end of each class, any disruptions to class should be communicated with the class.

A student complained that he has been pressurised by a Curriculum Head to drop a complaint he made against another student. He also complained about alleged staff conduct from the Curriculum Head in relation to this. Following investigation, this complaint was partially held as the staff conduct elements were upheld although it was found that the previous complaint was not ignored, and the Curriculum Head was managing the student's expectations.

A parent complained on behalf of her son who had missed his interview for the course and received no response from the Curriculum Head after contacting them to rearrange. This complaint was resolved, and the student was offered a place on the course.

A parent complained that a lecturer made a joke that upset a student and as a result, the student did not want to return to the College. This complaint was resolved by the lecturer apologising to the student and the Curriculum Head made steps for student to meet with lecturer and come back into college.

A student complained about a lecturer's attitude to her when she asked for help with assessment remediation. The student wanted to remain anonymous and was happy for the Associate Dean to speak to the lecturer about his attitude in general terms. This complaint was resolved as the Associate Dean offered for the student to send their assessment response for another lecturer to review it.

A student complained about the way the security guard spoke to her when asking her to leave the building at 9pm. This complaint was resolved as the security guards were reminded to remain polite during the closure of the College buildings and students were reminded to be mindful of closing times and to leave the building when instructed.

A student complained that their course work had not been marked on time to sit his exam in October, despite the student uploading the work before the deadline. Additionally, the student noted a lack of communication from the Curriculum Head. This complaint was resolved by offering the student the chance to have his work marked and returned within a few days and to be registered for the next exam diet in a few weeks.

C1S99: Other (2 complaints/ 1 upheld/ 1 resolved)

A student complained about that there was no on- campus learning and wished to withdraw from their course due to this. This complaint was upheld and classes were offered 3 days per week on campus.

A student complained as at his class group's graduation ceremony, not his or any of his classmates names were read out. The investigation found this to be an administrative error. The complaint was resolved, the Dean of the Faculty apologised to the students and offered the class group an opportunity to attend the next graduation ceremony.

APPLICATIONS TO PROGRESSION

A total of 13 Applications to Progression complaints were received in 2021/22 compared with 16 the previous year, a decrease of 3 complaints. The sub-category, Application, Admission, Interview, Enrolment and Induction had the biggest decrease (1 received this year compared to 8 last year).

C2S02: Applications, Admission, Interview, Enrolment & Induction (1 complaint/ 0 upheld/ 0 partially upheld /0 not upheld / 1 resolved)

An applicant had various issues when applying for a course online and as a result of this had not been given a place on the course. The complaint was resolved, the errors on the application system were fixed and student was successful in submitting their application and gaining interview.

C2S03: Progression, Articulation, Withdrawal (11 complaints/0 upheld /0 partially upheld /6 not upheld / 4 resolved / 1 open)

A student's parent requested an explanation as to why the student did not progress and requested if anything could be done for the student to obtain a place this year. This complaint was resolved, the student was given place on a more suitable course and additional support was put in place for student.

A student had requested a letter to state they had withdrawn from the course; this had not been completed as student was still live on the college system. This complaint was resolved, college records were updated, and student therefore received requested letter.

A student complained about not being offered a place on the HND course despite not being made aware of not meeting the entry requirements. This complaint was resolved, the student was informed of the reasons that deemed them unable to progress and the student accepted this.

A parent of former student who was wishing to return to the College top up course complained that there had been no communication from the Curriculum Head despite making numerous emails and calls. The Curriculum Head was away from college for 4 weeks and therefore could not communicate with the parent. Upon return, the Curriculum Head made the necessary steps for student to apply for the top up course.

COURSE RELATED

A total of 26 Course Related complaints were received in 2021/22, a 21% decrease compared to the 33 Course Related complaints received in 2020/21. The most significant decrease was in Learning and Teaching which received only 6 complaints in 2021/22 compared with 20 complaints in 2020/21, a decrease of 70%. A further notable decrease can be seen in Assessment, Exams and Certification with 4 complaints in 2021/22 compared with 8 complaints in the previous year. A notable increase can be seen in Course Management with 13 complaints in 2021/22 compared with only 2 complaints in 2020/21.

C3S01: Learning & Teaching (6 complaints / 3 not upheld / 3 resolved)

A student complained about the alleged lack of resources and learning & teaching taking place on their course. This complaint was resolved after the Associate Dean held a meeting with the Curriculum Head and lecturer to ensure that Zoom break out rooms are incorporated into online lessons.

A student complained about the lack of lecturing staff and that they are falling behind without the extra support. The Associate Dean met with the student and explained that the studio and staff support are available during the inter-block week, and this resolved the complaint.

A student complained about support and communication in relation to the CIPD course. This complaint was resolved as an action plan was agreed with the student to resolve the issues raised.

C3S02: Environment/Resources (2 complaints / 2 resolved)

A student complained about issues with their course placement and asked to be allowed to complete the course without completing the placement. Following investigation, the Curriculum Head met with the complainant and to suggest alternatives and this resolved the complaint.

A student complained about being 'banned' from using a piece of important equipment for their course after the equipment was damaged by another class. A short-term solution was implemented by the Curriculum Head, while investigation into the damage of the equipment was completed. This resolved the complaint.

C3S03: Course Management (13 complaints / 2 upheld / 1 partially upheld / 5 resolved / 3 open)

A student complained about the advertising of their course on the College website, as they realised that they will not be able to enter 3rd year of university in their choice of course with current HND and therefore wished to change to a different HND. The student was offered a change of course which resolved the complaint.

A student complained that their mode of course delivery was changed from what was advertised. After investigation, this complaint was Upheld. The investigation found that the delivery of the course was changed from online to on campus and this was not what was advertised.

A parent complained on behalf of the student that their timetable was not formalised on time which impacted their studies and also noted that they were not happy with the alleged lack of support offered to the student. Following an investigation this complaint was partially upheld. The elements relating to lack of timetabled classes were not upheld as the investigation found that the timetable satisfactorily covered the course delivery. The elements relating to work not being marked were upheld and the CH has agreed to oversee this as a priority.

A student complained about issues with their course. The Curriculum Head addressed the course issues and put plans in place to support the student, which resolved the complaint.

A student complained about the way the tutor spoke to them during an exam. The Curriculum Head met with the student and the complaint was resolved.

A student complained as they would like to have more on campus classes rather than online. The student was advised to contact the Curriculum Head to discuss this further.

A student complained about the lack of communication, support and consistency of a lecturer regarding all aspects of the course. The Curriculum Head issued an apology to the complainant and arranged for a new member of staff to cover all classes for the absent course lecturer which resolved the complaint.

A student complained as they felt like their course has been forgotten about and the students did not have the same opportunities they had been promised. After investigation the complaint was upheld as the Associate Dean recognised issues raised by student and apologised. The Associate Dean confirmed that most issues were related to staff absence and COVID-19 restrictions.

C3S04: Facilitated Learning & Support (1 complaint/ 1 upheld)

A parent complained on behalf of the student regarding them not receiving the support that they should have. After investigation, this complaint was upheld, additional support and a new learning support officer were put in place for the student.

C3S05: Assessment, Exams & Certification (4 complaints / 1 upheld / 2 not upheld / 1 resolved)

A student complained that they had not received their diploma and after calling SQA had been advised that they had not completed the required number of credits to pass their course. The complaint was resolved following investigation. The Curriculum Head sent the student the additional assignment required to complete the required number of credits and gain the qualification.

A former student complained after initially being advised that they passed an IAMI exam but was then informed months later that they had actually failed. Following investigation, the complaint was upheld. The student was issued with an apology and a refund to book a re-sit. Performance will meet with Marine and Nautical to discuss agreed improvements.

For Services, 8 complaints were received in 2021/22 and 8 complaints were also received the year prior. Differences can be seen in Library/Learning Technology which received 1 complaint in 2021/22 compared with 3 in the previous year. Finance also received 1 complaint this year compared to 2 last year. The most notable difference is seen in Other which received 4 complaints in 2021/22 compared with only 1 complaint in 2020/21.

C4S01: Finance

There were no upheld complaints in 2021/22 under this category.

C4S02: Funding/Bursary (2 complaints/ 2 Resolved)

A student complains they were not accepted for a Hardship fund. This was reassessed and the student was given a one-off payment of £1000 towards the deposit and set-up costs of renting a flat. Student was also advised to get back in contact once tenancy was in place so the full application could be reassessed to include rent and living costs.

A former student complains that they have been sent debt collection letters to return a laptop to the College. The student noted that they are struggling financially to return the laptop. This complaint was resolved as the student was given money from the hardship fund to pay for the courier to return the laptop.

C4S05: Library / Learning Technology (1 complaints / 1 Resolved)

A student complained about being asked to take a mobile phone call out of the Library. The student was reminded of the library rules and advised that phone calls can be taken on Level 3 of the Library. The Library Manager noted they will review which levels of the library mobiles can be used and this resolved the complaint.

C4S99: Other (4 complaints / 1 upheld / 1 Not upheld / 2 Resolved)

A student complained about having received a hairstyle cut in Amethyst salon which they did not like, and this enhanced their mental health issues and caused them to miss classes. Student was also concerned about progression on course. The student was offered a meeting with an industry professional to deal with their hairstyle issues and was signposted to Student Support to help with their course issues which resolved the complaint.

A student complains that they had an issue with their MS account and a member of IT did not fix it in person, but told them to email the issue to IT. This has been resolved, and the student is now able to access Office 365 and MyCity.

A member of the public complains about their experience in the College hair salon. The complaint was upheld, and the complainant was informed that the Amethyst salon is a training environment for students and that the students are learning how to apply colour. The complainant was also asked to send in the receipt for their cardigan so they could be re-imbursed.

Facilities

There were no upheld complaints in 2021/22 under Facilities Category.