CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 2, 2022/23 Report (1st November to 31st January 2022)

30th March 2023

Contents

1   Performance Indicators P1-P6 (quantitative measures)
2   Performance Indicator P7: Customer Satisfaction
3   Performance Indicator P8: Learning from Complaints

1. PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2022/23 (Q2)		2022/23 (YTD)		2021/22 (YTD)	
1.0	**Total number of complaints received & complaints received per 100 population**						
	Number of complaints Received	21	%	46	%	28	%
	College Population and Number of Complaints received per 100 population	25000	0.08	25000	0.18	25000	0.11
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	14	73.7%	33	80.5%	17	100%
	Number of complaints closed at Stage 2 and % of total closed	5	26.3%	8	19.5%	0	0.0%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%
	Open	2	0.0%	5	0.0%	11	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	0	0.0%	0	0.0%	1	5.9%
	Number and % of complaints not upheld at Stage 1	5	35.7%	10	30.3%	8	47.1%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	1	3.0%	0	0.0%
	Number and % of complaints resolved at Stage 1	9	64.3%	22	66.7%	7	41.2%
	Stage 2						
	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 2	4	80.0%	5	62.5%	0	0.0%
	Number and % of complaints partially upheld at Stage 2	1	20.0%	3	37.5%	0	0.0%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Escalated						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%

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1.0	Overall number of complaints decreased slightly by 16% from 25 to 21.

2.0	Complaints closed at Stage 1 increased from 4 in Q2 2021/22 to 14 in Q2 2022/23. Complaints closed at Stage 2 increased from 0 in Q2 2021/22 to 5 in Q2 2022/23.
3.0	No complaints handled at Stage 1 or Stage 2 were upheld.

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.

	PERFORMANCE INDICATORS	2022/23 (Q2)		2021/23 (YTD)		2021/22 (YTD)	
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	56	4.0	120	3.6	59	3.5
	Total working days and average time in working days to close complaints at Stage 2	72	14.4	128	16.0	0	0.0
	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	0.0	0	0.0
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	13	92.9%	31	93.9%	13	76.5%
	Number and % of Stage 1 complaints not closed with 5 working days	1	7.1%	3	9.1%	3	17.6%
	Number and % of Stage 2 complaints closed within 20 working days	4	80.0%	5	62.5%	0	0.0%
	Number and % of Stage 2 complaints not closed within 20 working days	1	20.0%	3	37.5%	0	0.0%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	1	100.0%
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)	1	100%	3	100%	2	66.7%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100%	3	100%	0	0.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	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%

4.0	The average response time of Stage 1 complaints in Q2 this year (4.0 wds) is similar to quarter 2 last year (3.7wds).
5.0	The majority of Stage 1 and Stage 2 complaints were closed within set timescales.
6.0	All complaints requiring an extension were closed within the extension deadline.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

CUSTOMER FEEDBACK, Q2 2022/23
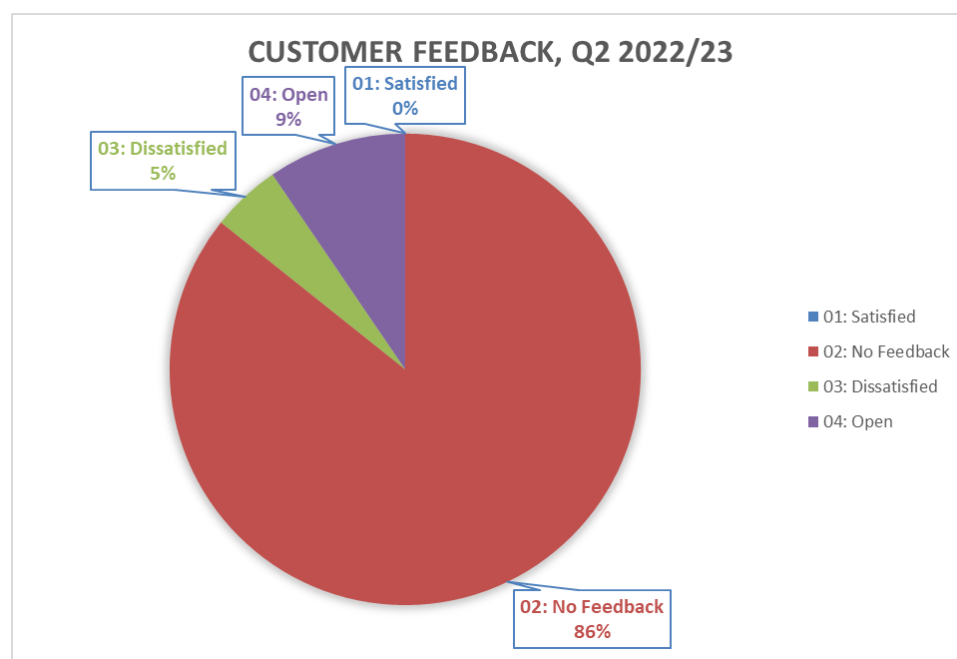
Session	% Satisfied	% Feedback	% Upheld
2022/23 Q2	0%	4.8%	0%
2022/23 YTD	2.4%	9.5%	0%
2021/22 YTD	11%	16.7%	7.4%

- The adjacent graph shows results for YTD Q2 2022/23.
- The percentage of complainants satisfied in the manner that complaints were handled has decreased to 0%, compared with 2.4% for the same period last year. The majority of complaints (86%) handled in Q2 2022/23 received no feedback from the complainants.

3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College's Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College website. 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 website.

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).

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 to Progression	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: Industrial Dispute, CS602: Others

## 3.3 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.
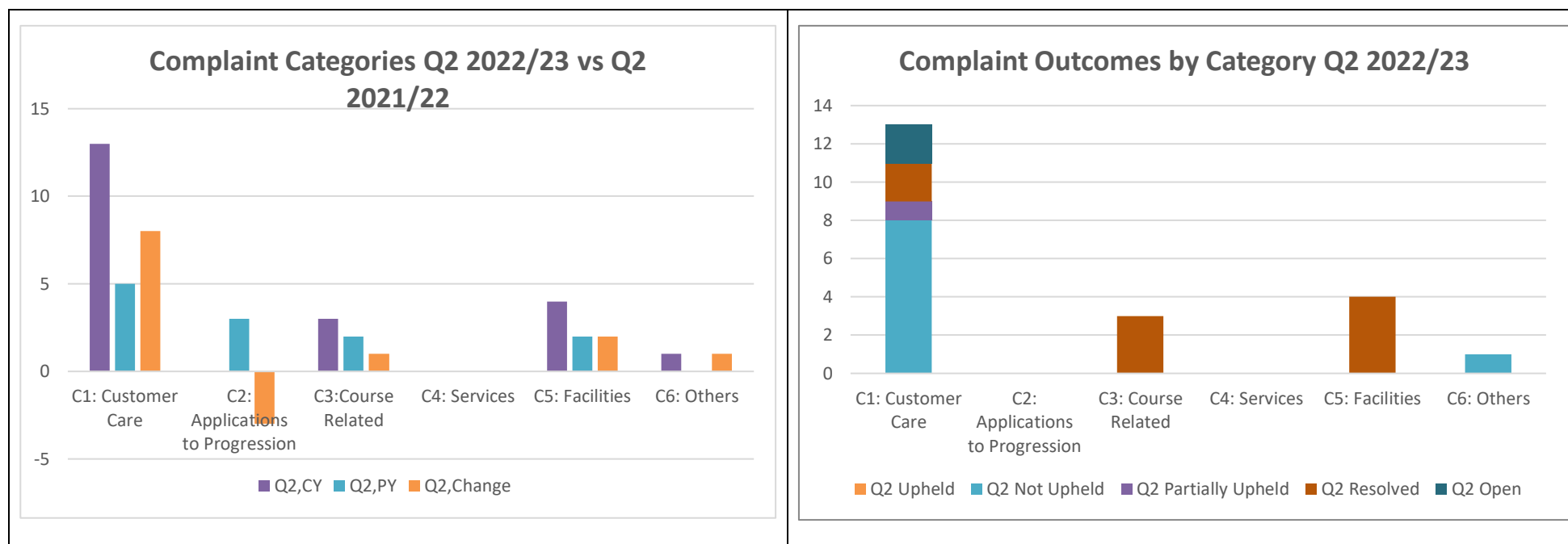
In Q2 this year 21 complaints were received, 9 more than the same period of the previous year. There were increases across the categories; Customer Care, Course Related, Facilities, and Others.

There were 0 complaints upheld this quarter, 9 not upheld, 1 partially upheld and 9 resolved. Most complaints were Customer Care related, representing 62% of all complaints received in Q2.

Q2 2022/23	Customer Care	13 (62%)	Applications to Progression	0 (0%)	Course Related	3 (14%)	Services	0 (0%)	Facilities	4 (19%)	Others	1 (5%)
Q2 2021/22	Customer Care	5 (42%)	Applications to Progression	3 (25%)	Course Related	2 (17%)	Services	0 (0%)	Facilities	2 (16%)	Others	0 (0%)

Complaint Outcomes by Sub-Category Q2 2022/23
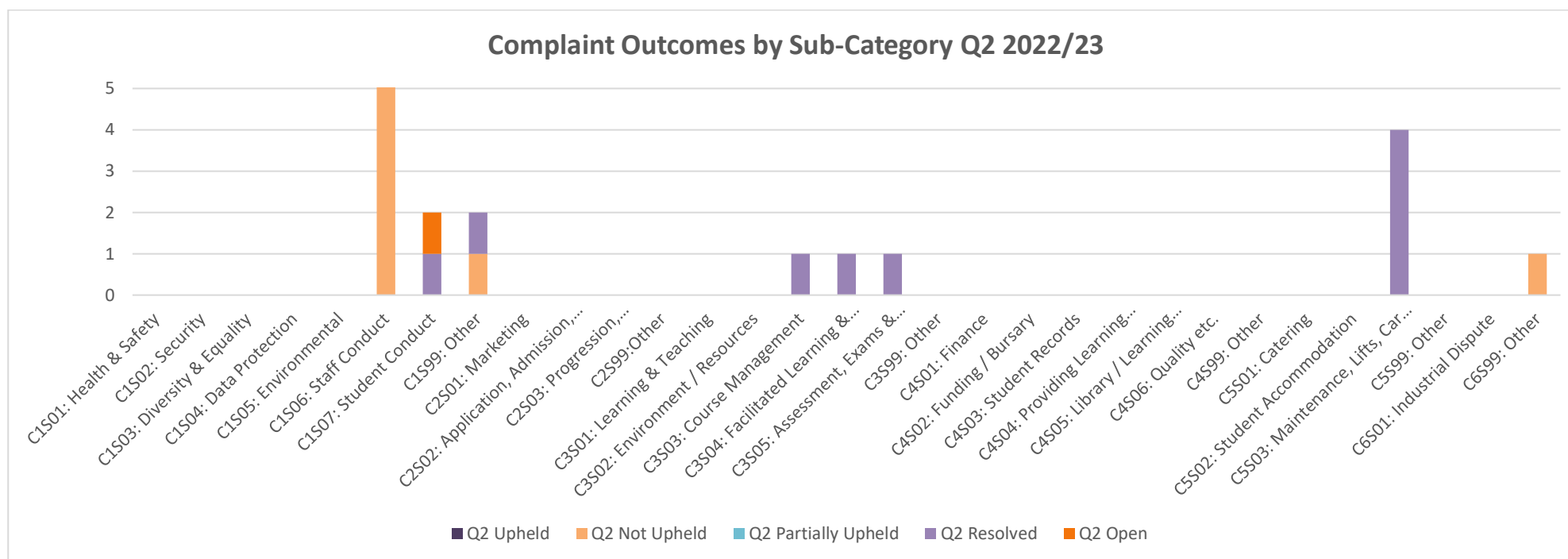
3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

| CUSTOMER CARE | Received: | 13 | Upheld: | 0 |

C1S06: Staff Conduct

Student complained about alleged sexism in class by their lecturer. Complaint was partially upheld, accounts varied during the investigation but it was concluded that the complaint could have been avoided had better communication taken place within the curriculum team.

A student complained of alleged discriminatory treatment by a lecturer at an Open Day. Student was issued an apology and department to take comments on board for future open days.

C1S07: Student Conduct

A member of the public complained that when attending the College for a therapist appointment, the therapist scanned their ID pass, went through the barrier and asked the visitor to follow behind. When the visitor then walked through the barrier, the barrier closed suddenly and caused injury. Students will be reminded not to use their own ID card to bring clients through the security barrier, but to use the stairs/lift beside reception instead.

| COURSE RELATED | Received: | 3 | Upheld: | 0 |

C3S03: Course Management

A student complained that the IT and display issues are causing problems, not only in the class but remote also. Complaint was resolved, the Academic and Support Teams in the College are working together to improve the application of Technology used to deliver "hybrid" courses and are arranging further Staff training sessions to ensure Staff are more familiar with the Technology set-up.

| FACILTIES | Received: | 4 | Upheld: | 0 |

C5S03: Maintenance, Lifts and Car Parking

A student complained that the kitchen changing rooms were not being regularly cleaned. Head of Facilities ensured that the kitchen changing rooms were cleaned and that they would be maintained regularly.

OTHERS   Received: 1   Upheld: 0

C6S99: Other

A student's father complained about student's treatment at graduation. The complaint was not upheld as the investigation found that the student had not registered to attend the graduation and that was why there was no seat for her with them class and no certificate for them on the day. Students will be further reminded of the need to register to attend future graduation ceremonies.