



Complaints Handling Procedure

Quarter 3, 2021/22 Report (1st February to 30th April 2022)

June 2022

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1. PERFORMANCE INDICATORS: P1-P6

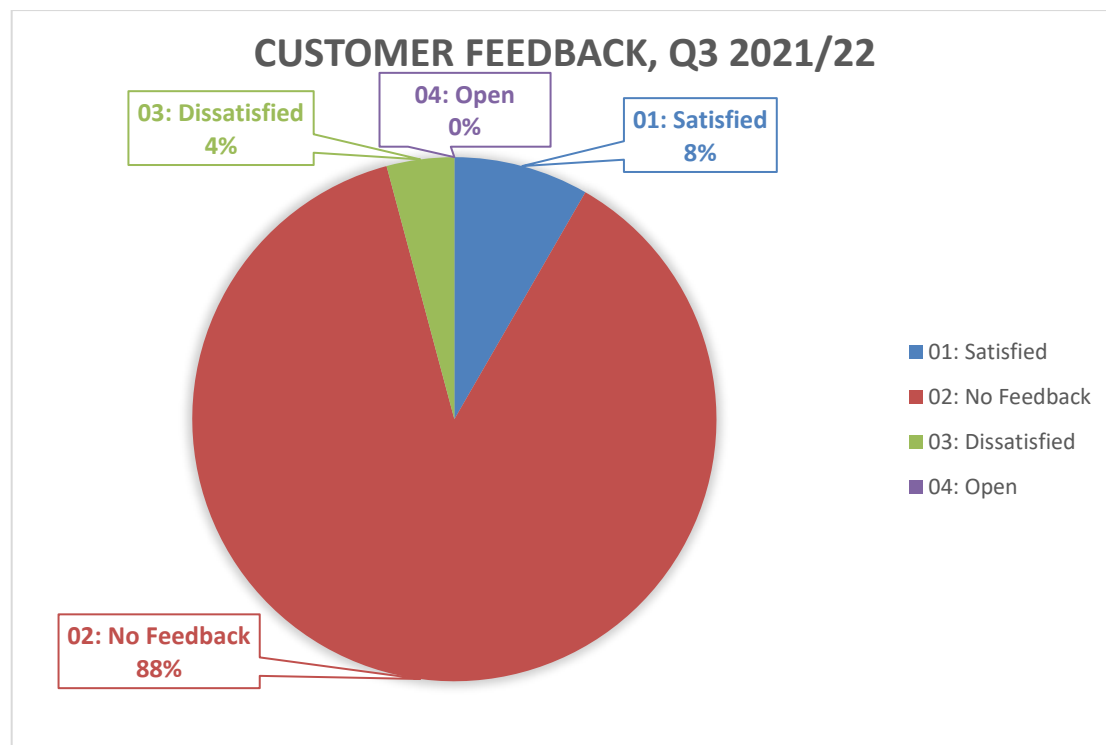
	PERFORMANCE INDICATORS	2021/22 (Q3)		2021/22 (YTD)		2020/21 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	25		53		63	
	College Population and Number of Complaints received per 100 population	25000	0.1	25000	0.21	25000	0.25
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	18	72%	41	77.4%	41	66.1%
	Number of complaints closed at Stage 2 and % of total closed	7	28%	9	17.0%	19	30.6%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	3	5.7%	2	3.2%
	Open	0	0.0%	0	0.0%	1	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	4	22%	6	14.6%	17	41.5%
	Number and % of complaints not upheld at Stage 1	2	11.1%	11	26.8%	24	58.5%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	2	4.9%	0	0.0%
	Number and % of complaints resolved at Stage 1	12	66.7%	22	53.7%	0	0.0%
	Stage 2						
	Number and % of complaints upheld at Stage 2	1	14.3%	1	11.1%	4	21.1%
	Number and % of complaints not upheld at Stage 2	3	42.9%	3	33.3%	15	78.9%
	Number and % of complaints partially upheld at Stage 2	3	42.9%	5	55.6%	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%	1	33.3%	0	0.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	2	66.7%	2	100%
	Number and % of complaints partially upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

1.0	Overall number of complaints year to date has decreased from 63 to 53.
2.0	Complaints received and closed at Stage 1 year to date stayed the same at 41 complaints. Complaints received and closed at Stage 2 year to date have decreased from 19 to 9 complaints. Escalated complaints increased by 1, from 2 to 3 complaints.
3.0	Significant decrease in the number of Stage 1 complaints upheld year to date, from 17 to 6, and not upheld, slight decrease from 24 to 11. The number of Stage 2 complaints upheld year to date has decreased from 4 to 1 complaint. For not upheld Stage 2 complaints, there has been a significant decrease from 15 to 3 complaints. Not upheld escalated complaints has remained the same, 2 complaints.

	PERFORMANCE INDICATORS	2021/22 (Q3)		2021/22 (YTD)		2020/21 (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	62	3.4	171	4.2	201	4.9
	Total working days and average time in working days to close complaints at Stage 2	179	25.6	239	26.6	399	21.0
	Total working days and average time in working days to close complaints after Escalation	0	0.0%	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	18	100.0%	37	90.2%	26	63.4%
	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	4	9.8%	14	34.1%
	Number and % of Stage 2 complaints closed within 20 working days	5	71.4%	6	66.7%	9	47.4%
	Number and % of Stage 2 complaints not closed within 20 working days	2	28.6%	3	33.3%	10	52.6%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	2	100.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	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)	0	0.0%	3	75.0%	13	92.9%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	25.0%	1	7.1%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	2	66.7%	10	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	33.3%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	3	100.0%	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	For Stage 1 complaints, average response time year to date has decreased from 4.9wd to 4.2wd. Stage 2 complaints have increased from 21wd to 26.6wd. Escalated show the most significant change in average response time, increasing from 17wd to 31wd.
5.0	The number of Stage 1 complaints not closed within the set timescale has significantly decreased from 14 to 4 year to date. There has also been a significant decrease in the number of Stage 2 complaints not closed within the set timescale from 10 to 3, year to date. All escalated complaints YTD for this year have not been closed within the set timescale.
6.0	There have been decreases in the volume of complaints requiring extensions for both Stage 1 and Stage 2 year to date, from 13 to 4 and 10 to 3 respectively.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Upheld
2021/22 Q3	8.3%	12.5%	20%
2021/22 YTD	9.5%	14.3%	14.6%
2020/21 YTD	13%	23%	34%

- The adjacent graph shows results for YTD Q3 2021/22.
- The percentage of complainants satisfied in the manner that complaints were handled, has decreased to 9.5%, compared with 13% for the same period last year. However, the percentage of feedback received (positive or negative) has decreased from 23% to 14.3%.
- There has been a significant decrease in the percentage of upheld complaints YTD, from 34% in 2020/21 to 14.6% in 2021/22.

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.

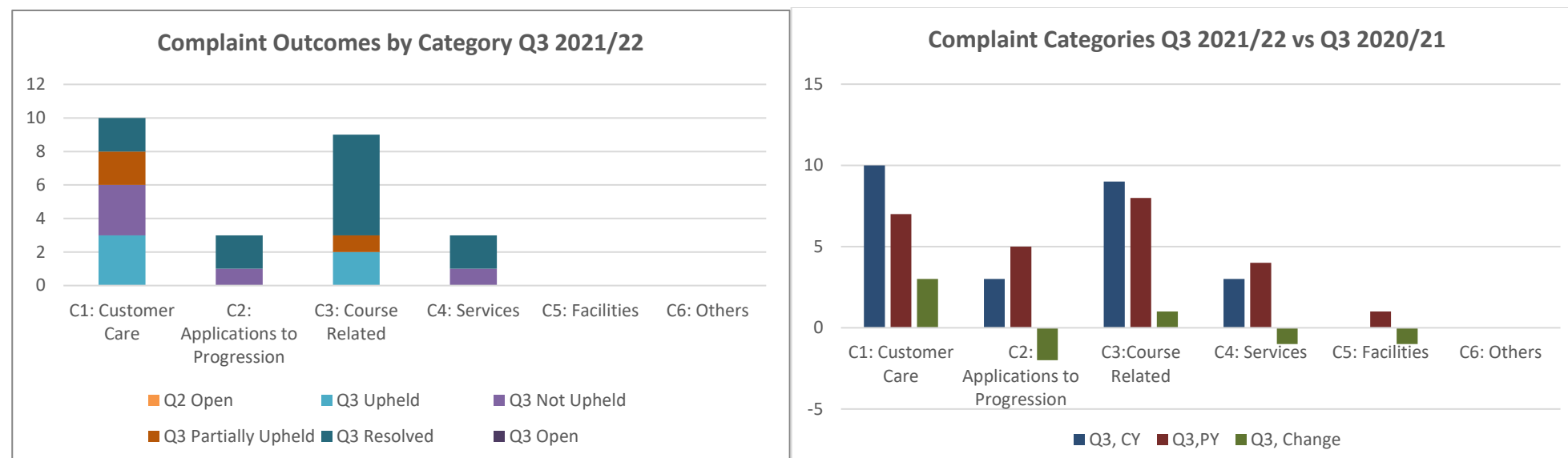
3.2 COMPLAINT CATEGORIES

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, C6S02: 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.

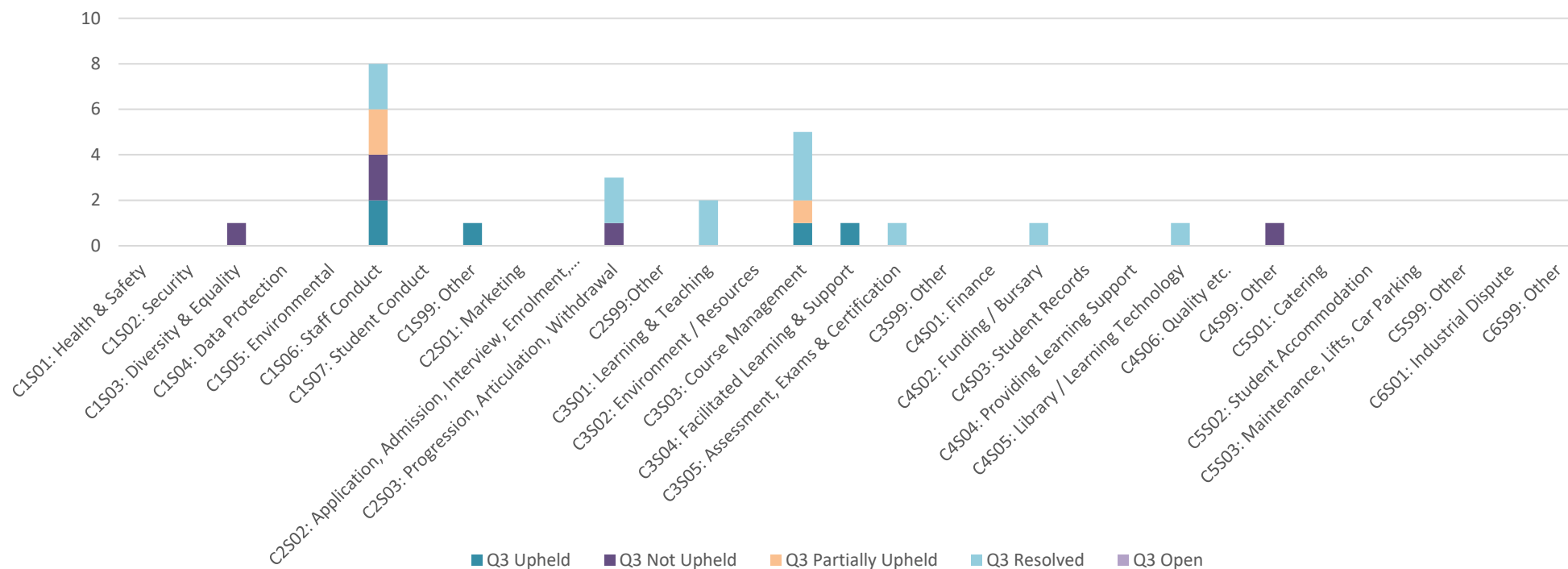


In Q3 this year, 25 complaints were received, 1 more than the 24 received for the same period of the previous year. Increases were seen in both Customer Care and Course Related Categories.

There were 5 complaints upheld this quarter, 5 not upheld, 3 were partially upheld, 12 were resolved and 0 remain open. Customer Care and Course Related are the categories with complaints that were not upheld with 5 complaints, representing 20% of complaints. Customer care, Services, and Applications, Admissions and Progression are the categories with complaints that were not upheld, also representing 20% of complaints. Customer Care and Course Related are the categories with complaints that were partially upheld with 3 complaints, representing 12% of complaints. Customer Care, Course Related, Services, and Applications, Admissions and Progression are the categories with 12 resolved complaints, representing 48% of complaints. There have been no complaints related to Facilities in Q3 2022.

Q3 2021/22	Customer Care	10 (40%)	Applications to Progression	3 (12%)	Course Related	9 (36%)	Services	3 (12%)	Facilities	0 (0%)	Others	0 (0%)
Q3 2020/21	Customer Care	6 (25%)	Applications to Progression	5 (21%)	Course Related	8 (33%)	Services	4 (17%)	Facilities	1 (4%)	Others	0 (0%)

Complaint Outcomes by Sub-Category Q3 2021/22



3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE	Received:	10	Upheld:	3
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C1S03: Diversity & Equality

A student complained about a lecturer who allegedly did not grant her request for additional support as requested on her PLSP. Following investigation, this complaint was not upheld.

C1S06: Staff Conduct

A current student complained about the alleged actions of the student information and advice department. This complaint was upheld; the documentation should have been accepted - an apology was offered to the student and the payment was released.

A student complained about alleged staff conduct. Following the investigation, it was found that some elements of the complaint were true, and the complaint was partially upheld. Recommendations were provided to the member of staff.

A current student complained that a lecturer allegedly spoke about them on a group chat with the rest of the class. Following investigation, this complaint was upheld.

A student complained about the alleged conduct of a lecturer. Following the investigation, all elements of the complaint were not upheld.

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

A parent complained that a lecturer had allegedly made a joke that upset a student and the student did not want to come back to college due to this. This complaint was resolved; the lecturer apologised, and the Curriculum Head made steps for the student to meet with the lecturer and to come back to college.

A student complained that they were pressured by the Curriculum Head to drop a complaint he made against another student. He also complains about alleged staff conduct from his Curriculum Head. Following investigation, this complaint was partially upheld.

A student complained about the alleged conduct of a lecturer. Following investigation, this complaint was partially upheld, and the member of staff was given recommendations for the future.

C1S99: Other

A current student complained about the lack of on-campus learning and wished to withdraw from their course. This complaint was resolved as the Curriculum Head met with the student and advised that the student could come to the College campus 3 days per week.

APPLICATIONS TO PROGRESSION	Received:	3	Upheld:	0
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C2S03: Progression, Articulation and Withdrawal

A student complained that she had been withdrawn from her course without notice. This complaint was not upheld as the Curriculum Head had contacted the student various times regarding their attendance and engagement on the course. The student was reinstated onto the course under the condition that they would engage and attend.

C2S03: Applications, Admissions and Progression

An applicant received a text offering her a place on the HND course and then received a text confirming they were unsuccessful and offered her a place on a different course. This complaint was not upheld as the student was made aware of the reason for being withdrawn from HND and being offered a place on an alternative course.

C2S03: Progression, Articulation and Withdrawal

A former student complained as they had requested a letter to state they had been withdrawn from the course however they were still live on system. This complaint was resolved as a letter confirming the student's withdrawal was sent as requested.

COURSE RELATED	Received:	9	Upheld:	2
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C3S01: Learning and Teaching

A student complained about the Lack of lecturing staff causing them to fall behind without the extra support. This complaint was resolved as the Associate Dean met with the student and explained that the studio and staff support are available during the block week.

A student complained about the alleged lack of support and communication in relation to CIPD course. This complaint was resolved as an action plan was put in place to support the student.

C3S02: Course Management

A student complained that the course was not delivered as advertised due to classes being cancelled and moved to on-campus learning. This complaint was upheld as the mode of delivery changed from online to on campus, and the student was reimbursed.

A student complained about how their tutor treated and spoke to them during an exam. This complaint was resolved as the Curriculum Head met with the student and discussed the issue.

A parent complained on behalf of her son as his timetable was not formalised on time which therefore impacted his studies. Following the investigation, this complaint was partially upheld.

A student complained as they would have liked to have had more classes on-campus rather than online. This complaint was resolved as the Curriculum Head met with the student and discussed the options available.

A student complained that their course was not being managed properly due to last minutes changes in the timetable. This complaint was resolved as the Curriculum Head met with the student to discuss the changes and to help put support in place for the student.

C3S04: Facilitated Learning and Support

A parent complained that her son was not receiving the support that he should have been receiving and that the student has a PLSP had not been followed. This complaint was upheld, and additional support and a new Learning Support Officer were put in place for the student.

C3S05: Assessment, Exams & Certification

A student complained that he had not received their diploma and after calling SQA had been advised that they had not completed the correct number of credits. This complaint was resolved as the Curriculum Head sent the student the additional assignment required to complete the qualification.

SERVICES	Received:	2	Upheld:	0
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C4S02: Funding/ Bursary

A former student complained as they had been sent debt collection letters to return a laptop to the College. Former student is struggling financially to return the laptop. This complaint was resolved as the student was given money from hardship funds to pay for courier to return laptop.

C4S02: Funding/ Bursary

A student complained about being asked to take their call out of the library as he was speaking on his mobile phone. This complaint was resolved as the student was reminded of the library rules and advised that calls can be taken on Level 3 of the library. it was also confirmed that the Library Manager will review which levels of the library mobiles can be used.

FACILITIES	Received:	0	Upheld:	0
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There were no complaints received in the facilities category.

OTHERS	Received:	0	Upheld:	0
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There were no complaints in the others category.