



## Complaints Handling Procedure

Quarter 3, 2022/23 Report (1<sup>st</sup> February to 30<sup>th</sup> April 2022)

1<sup>st</sup> August 2023

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## 1. PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2022/23 (Q3)		2022/23 (YTD)		2021/22 (YTD)	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	21	%	67	%	53	%
	College Population and Number of Complaints received per 100 population	25000	0.08	25000	0.27	25000	0.21
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	14	66.7%	47	75.8%	41	77.4%
	Number of complaints closed at Stage 2 and % of total closed	4	19.0%	12	19.4%	9	17.0%
	Number of Complaints closed after Escalation and % of total closed	3	14.30%	3	4.8%	3	5.7%
	Open	0	0.0%	0	0.0%	0	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	1	7.1%	1	2.1%	6	14.6%
	Number and % of complaints not upheld at Stage 1	5	35.7%	15	31.9%	11	26.8%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	1	2.1%	2	4.9%
	Number and % of complaints resolved at Stage 1	8	57.1%	30	63.8%	22	53.7%
	<b>Stage 2</b>						
	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	1	11.1%
	Number and % of complaints not upheld at Stage 2	2	50.0%	7	58.3%	3	33.3%
	Number and % of complaints partially upheld at Stage 2	1	25.0%	4	33.3%	5	55.6%
	Number and % of complaints resolved at Stage 2	1	25.0%	1	8.3%	0	0.0%
	<b>Escalated</b>						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	2	66.7%	2	66.7%	2	100.0%
	Number and % of complaints partially upheld after Escalation	1	33.3%	1	33.0%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

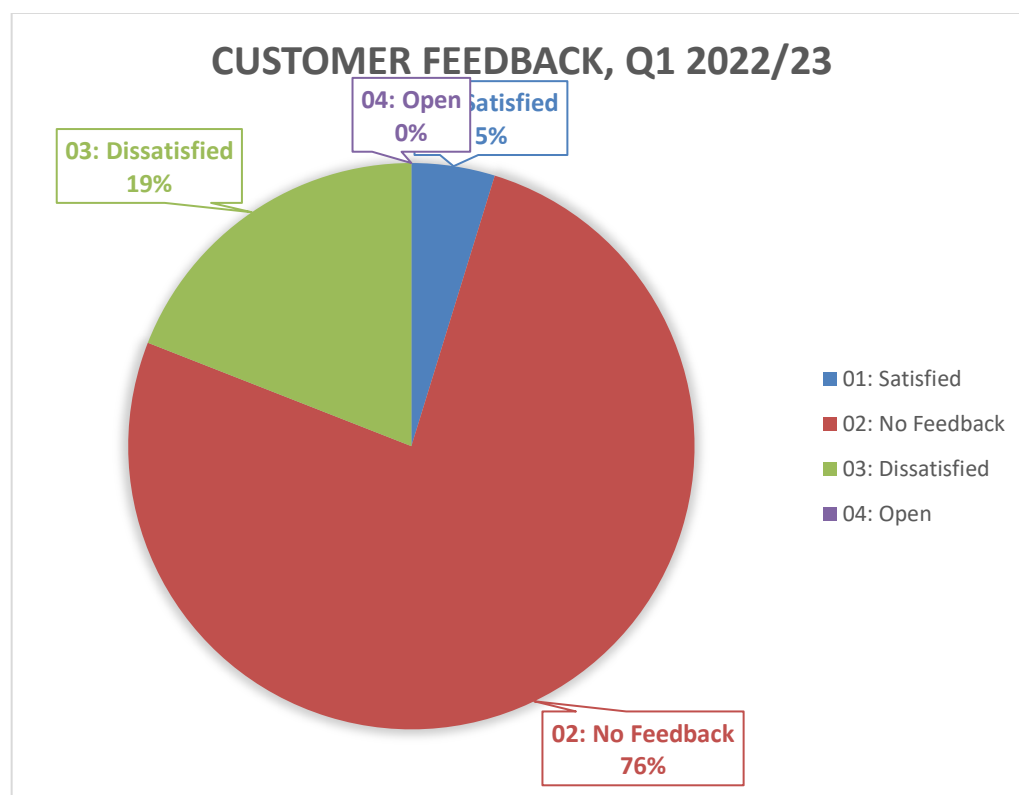
1.0	Overall number of complaints year to date has increased by 21% from 53 to 67.
2.0	Complaints closed at Stage 1 decreased from 18 in Q3 2021/22 to 14 in Q3 2022/23. Complaints closed at Stage 2 also decreased from 7 in Q3 2021/22 to 4 in Q2 2022/23. Complaints closed after escalation increased from 0 in Q3 2021/22 to 3 in Q3 2022/23.
3.0	Only one complaint at stage 1 was upheld in Q3. No complaints at stage 2 or following escalation 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 (Q3)		2022/23 (YTD)		2021/22 (YTD)	
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	56	4.0	176	3.7	171	4.2
	Total working days and average time in working days to close complaints at Stage 2	86	21.5	214	17.8	239	26.6
	Total working days and average time in working days to close complaints after Escalation	49	16.3	49	16.3	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	13	92.9%	44	93.6%	37	90.2%
	Number and % of Stage 1 complaints not closed with 5 working days	1	7.1%	4	8.5%	4	9.8%
	Number and % of Stage 2 complaints closed within 20 working days	2	50.0%	7	58.3%	6	66.7%
	Number and % of Stage 2 complaints not closed within 20 working days	2	50.0%	5	41.7%	3	33.3%
	Number and % of Escalated complaints closed within 20 working days	3	100.0%	3	100.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	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)	1	100.0%	4	100.0%	3	75.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	1	25.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	5	100.0%	2	66.7%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	33.3%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	3	100.0%
	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 Q3 this year (4.0 wds) remains the same as Q3 last year (4.0 wds).
5.0	The majority of Stage 1 complaints were closed within set timescales. Half of Stage 2 complaints were closed within the set timescales. This is indicative of the increase in complexity of complaints requiring further investigation.
6.0	All complaints requiring an extension were closed within the extension deadline.

## 2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Dissatisfied
2022/23 Q3	4.8%	23.8%	19.0%
2022/23 YTD	3.2%	14/3%	10.4%
2021/22 YTD	9.5%	14.3%	14.6%

- The adjacent graph shows results for YTD Q3 2022/23.
- The percentage of complainants satisfied in the manner that complaints were handled has decreased to 4.8%, compared with 9.5% for the same period last year. The majority of complaints (76%) handled in Q3 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.

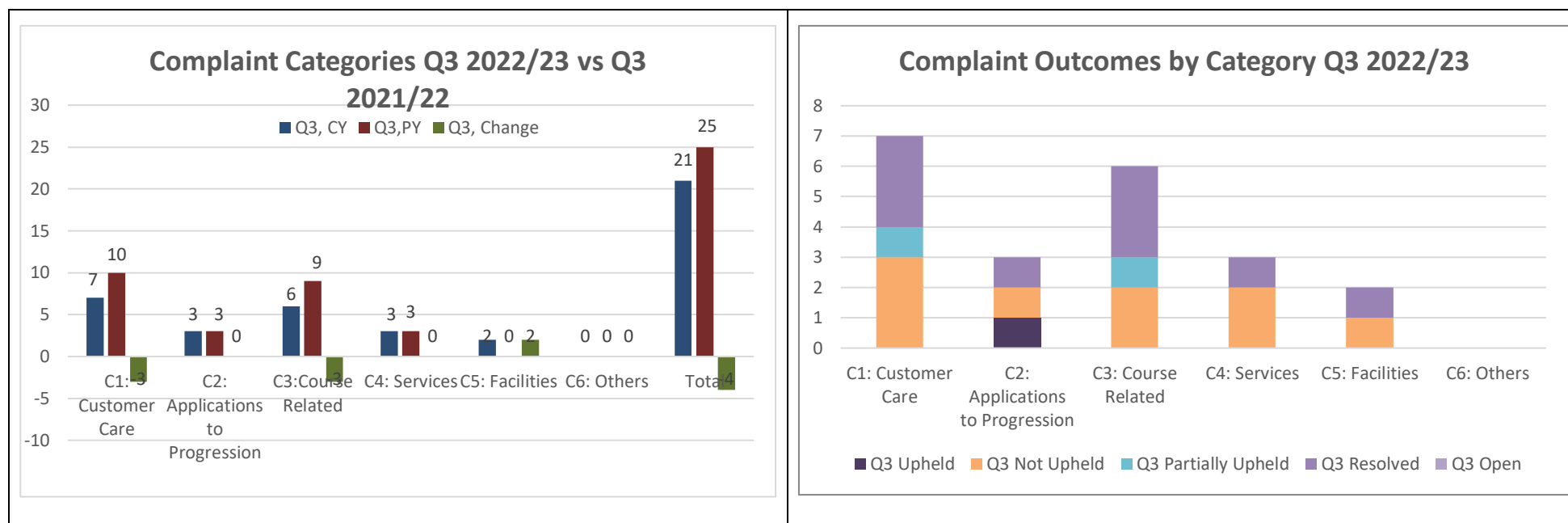
#### 3.2 COMPLAINT CATEGORIES

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, C6S02: Others

### 3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

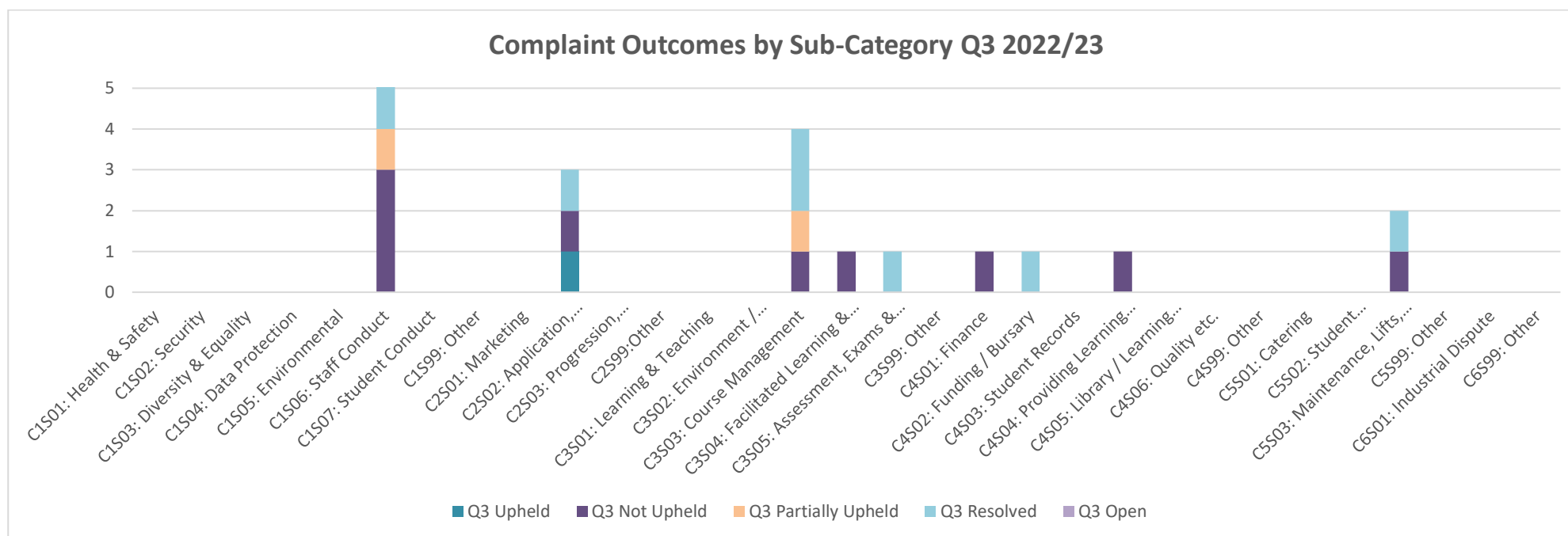
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network's Complaint Handling Advisory Group.



In Q3 this year 21 complaints were received, 4 fewer than the same period of the previous year. There were decreases across the categories; Customer Care and Course Related. There was an increase in Facilities related complaints.

There was 1 complaint upheld this quarter, 9 not upheld, 2 partially upheld and 9 resolved. Most complaints were Customer Care and Course Related, representing 33% and 29% of all complaints received in Q3.

<b>Q3 2022/23</b>	Customer Care	7 (33%)	Applications to Progression	3 (14%)	Course Related	6 (29%)	Services	3 (14%)	Facilities	2 (10%)	Others	0 (0%)
<b>Q3 2021/22</b>	Customer Care	10 (42%)	Applications to Progression	3 (25%)	Course Related	9 (17%)	Services	3 (0%)	Facilities	0 (0%)	Others	0 (0%)



### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

<b>CUSTOMER CARE</b>	<b>Received:</b>	<b>7</b>	<b>Upheld:</b>	<b>0</b>
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#### **C1S06: Staff Conduct**

student complained about lack of teaching materials and seminars for course. Complaint was partially upheld: investigation found that most of the issues that student was facing was due to them coming from an evening class rather than the traditional HNC route. Faculty to review this for future students.

Anonymous student complained about alleged treatment from lecturer. Complaint was resolved: as complaint was anon, the investigation was limited but complaint highlighted a need for additional support for staff dealing with challenging classroom environments, and for students to identify good standards of classroom practice.

<b>APPLICATIONS, ADMISSION, PROGRESSION</b>	<b>Received:</b>	<b>3</b>	<b>Upheld:</b>	<b>1</b>
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#### **C2S02: Application, Admission, Interview, Enrolment, Induction**

Student complained about not receiving the careers guidance and help specific to her background. Complaint was upheld and student was given correct advice. Department advised that when they review UCAS workshop and support, they will consider specifically widening access opportunities for students so that this does not happen again.

<b>FACILITIES</b>	<b>Received:</b>	<b>4</b>	<b>Upheld:</b>	<b>0</b>
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#### **C5S03: Maintenance, Lifts and Car 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. Complaint was resolved: student was advised that Level 0 door was fixed and repairs on the barrier on the 2<sup>nd</sup> floor were underway.