

## Board of Management Learning & Teaching Committee

<b>Date of Meeting</b>	<b>Tuesday 27 September 2016</b>
<b>Paper No.</b>	<b>LTC1-F</b>
<b>Agenda Item</b>	<b>10</b>
<b>Subject of Paper</b>	<b>SPSO Complaint Handling Benchmarking 2014/15</b>
<b>FOISA Status</b>	<b>Disclosable</b>
<b>Primary Contact</b>	<b>Douglas Dickson, Head of Performance</b>
<b>Date of production</b>	<b>20 September 2016</b>
<b>Action</b>	<b>For Information</b>

### **1. Recommendations**

The Committee is asked to note the contents of this report.

## 2. Purpose of report

This report presents complaints for academic year 2014/15 benchmarked against the college sector.

## 3. Context and Discussion

We previously signed to the Scottish Public Service Ombudsman (SPSO) Further Education Complaint Handling Procedure. In accordance with this procedure we are required to publish our performance in the resolution of complaints.

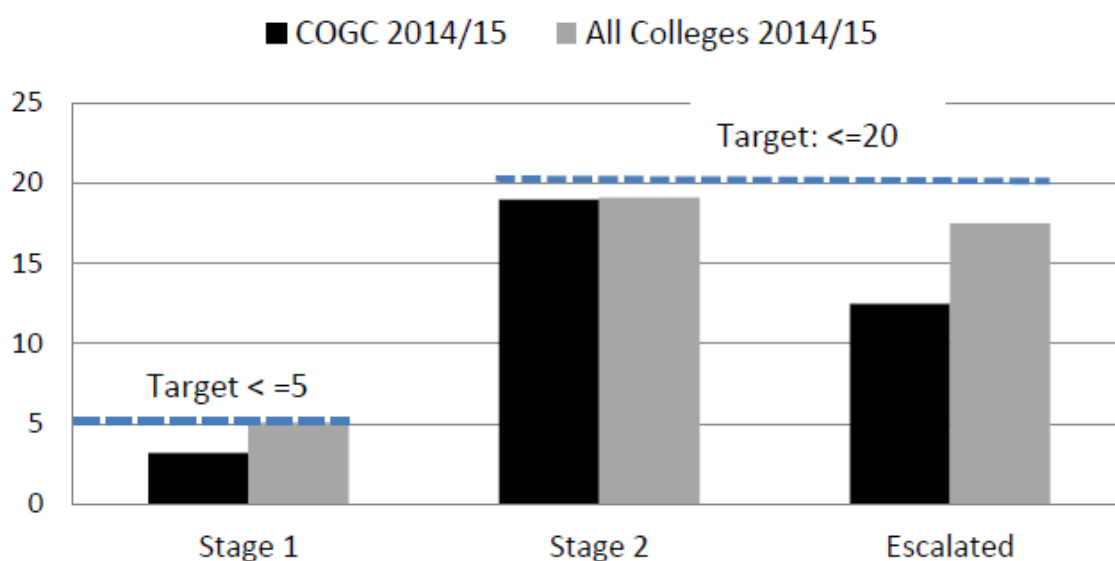
In accordance with the procedure the target for resolution of Stage 1 complaints is 5 days and Stage 2 complaints 20 days

It may be noted, that we identify the lessons learnt in the resolution of complaints so that improvements to our offer may be made and we publish this information on the College website as part of our commitment to SPSO and our Customer Service Excellence Charter (CSE).

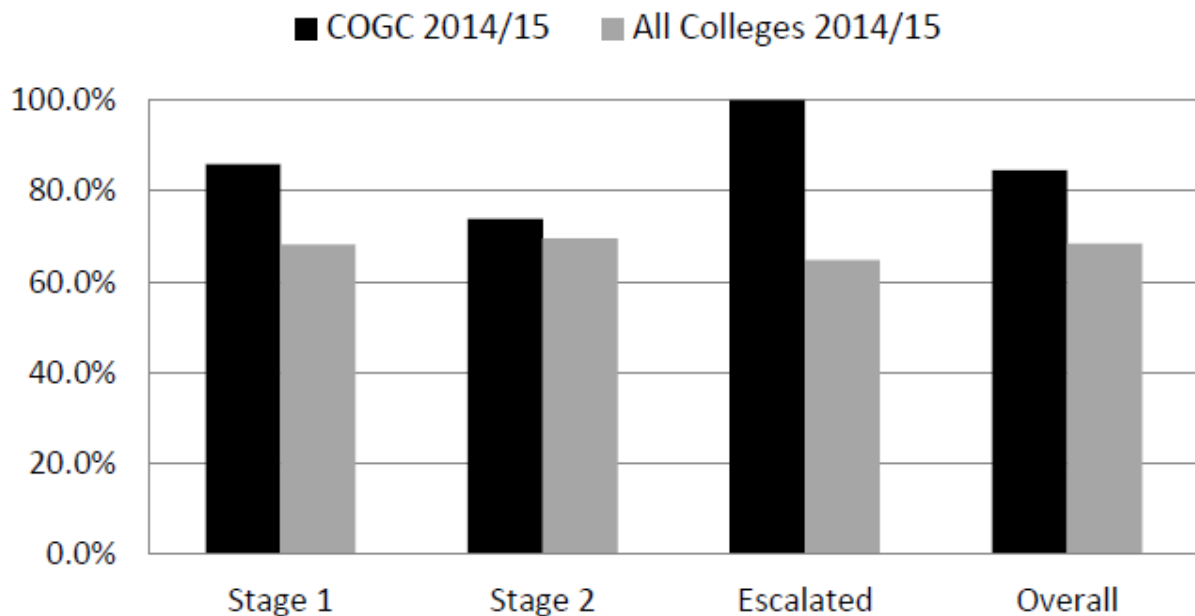
## 4. Impact and implications

The College's Customer Relationship Manager is leading with SPSO and the College Development Network to benchmark complaints. The aim of this work is to ensure all colleges use a consistent form of complaint categorisation and that that an annual benchmarking report is produced.

### Average Response (Working Days) by Stage



## % Complaints Responded to within Target



Of note for academic year 2014/15 -

- 74% of complaints received at City of Glasgow College are handled at Stage 1 compared to a sector average of 65%.
- Average response time for Stage 1 complaints at City of Glasgow College is 3.2 working days compared with 5.1 working days for the sector.
- Average response time for Stage 2 complaints for City of Glasgow College and the sector is 19 days.
- City of Glasgow College performs better than the sector in closing out complaints – 85% compared to the sector success rate of 68%.

The College's Customer Relationship Manager is continuing working with colleagues in the sector to harmonise the categorisation of complaints to allow further benchmarking.