

## Board of Management Learning and Teaching Committee

<b>Date of Meeting</b>	Tuesday 5 February 2019
<b>Paper No.</b>	LTC3-H
<b>Agenda Item</b>	13
<b>Subject of Paper</b>	SPSO Annual Complaint Handling Report – Academic Year 2017/18
<b>FOISA Status</b>	Disclosable
<b>Primary Contact</b>	Douglas Dickson, Performance and Improvement Director
<b>Date of production</b>	21 January 2019
<b>Action</b>	For Information

### 1. Recommendations

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

## **2. Purpose of Paper**

This report presents College complaints for academic year 2017/18.

## **3. Strategic Context and Key Points**

The College 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.

The College takes each complaint received and assigns a Complaint Investigation Manager to identify the cause of the complaint and to provide a resolution to the complainant. Through this process we identify the lessons learnt in resolving complaints and also the improvements that we should make to the process, Faculty or Service department.

In accordance with the procedure the target for resolution of Stage 1 complaints is 5 days and Stage 2 complaints 20 days. In 2017/18 the average days to close a Stage 1 complaint was 5.2 days (4.5 days in 2016/17) and Stage 2 17 days(18.8 days in 2016/17).

City of Glasgow College complaint resolution days is lower than the College Sector performance, see page 26 -28.

We continue to publish our complaints to our Website as required by SPSO.

## **4. Impact and implications**

Each complaint has an outcome which either upholds the complaint or does not uphold the complaint. The outcome identified informs the lessons learnt from complaints which provide opportunity for the College to enhance the student experience.



## Complaints Handling Procedure

Annual Report 2017/18 (01 Aug 2017 to 31 July 2018)

21st December 2018

## **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		2017/18		2016/17	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
	Number of complaints Received	188		222	
	College Population and Number of Complaints received per 100 population	25000	0.75	25000	0.9
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	152	80.9%	188	84.7%
	Number of complaints closed at Stage 2 and % of total closed	24	12.8%	22	9.9%
	Number of Complaints closed after Escalation and % of total closed	12	6.4%	12	5.4%
	Open	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	73	48.0%	140	74.5%
	Number and % of complaints not upheld at Stage 1	79	52.0%	48	25.5%
	<b>Stage 2</b>				
	Number and % of complaints upheld at Stage 2	13	54.2%	11	50.0%
	Number and % of complaints not upheld at Stage 2	11	45.8%	11	50.0%
	<b>Escalated</b>				
	Number and % of complaints upheld after Escalation	4	33.3%	7	58.3%
	Number and % of complaints not upheld after Escalation	8	66.7%	5	41.7%
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	789	5.2	847	4.5
	Total working days and average time in working days to close complaints at Stage 2	407	17.0	413	18.8

	Total working days and average time in working days to close complaints after Escalation	202	16.8	258	21.5
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	106	69.7%	144	76.6%
	Number and % of Stage 1 complaints not closed with 5 working days	46	30.3%	44	23.4%
	Number and % of Stage 2 complaints closed within 20 working days	17	70.8%	15	68.2%
	Number and % of Stage 2 complaints not closed within 20 working days	7	29.2%	7	31.8%
	Number and % of Escalated complaints closed within 20 working days	9	75.0%	8	66.7%
	Number and % of Escalated complaints not closed within 20 working days	3	25.0%	4	33.3%
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)	37	80.4%	39	88.6%
	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	9	19.6%	5	11.4%
	Number and % of Stage 2 complaints closed within 40 working days ( extension)	7	100.0%	7	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days ( extension)	3	100.0%	4	100.0%
	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	The College received 188 complaints in 2017/18 compared with 222* the previous year representing a DECREASE of 15%.		
2.0	An significant increase in the number of complaints handled at Stage 1 (see Notes)		
3.0	A significant DECREASE in the number of complaints upheld at Stage 1. Overall 48% of complaints were upheld compared with 71% for the previous year.		

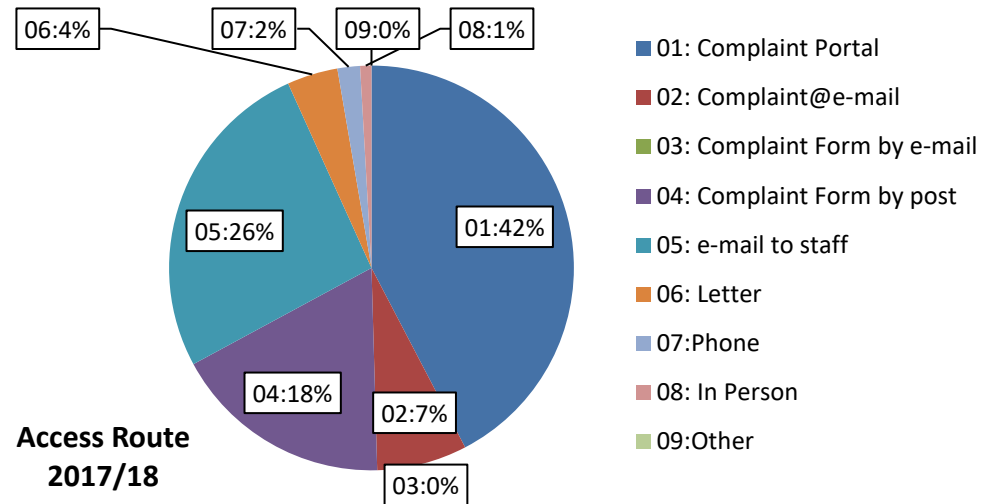
<b>4.0</b>	Average Stage 1 response time was outside target of 5.0 wd. and increased to 5.2 wd compared with 4.5 wd for the previous year. The Averages response times for Stage 2 and Escalated complaints were within target and improved from the previous year
<b>5.0</b>	The number of Stage 1 complaints closed out within the 5 working days of target has fallen significantly from 77 % to 70%. Overall 70% of complaints were closed within their respective targets compared with 76% for the previous year.
<b>6.0</b>	47 out of 56 (84 %)complaints requiring an extension where closed out within target compared with 50 out of 55 (90%) previous year
<b>Notes</b>	*A total of 46 complaints were received on 2016/17 regarding the national industrial dispute in Scotland's Colleges which impacted on a number of the Performance Indicators – e.g. all were considered to be upheld, most were handled at Stage 1 and within the 5 working day target. If these were excluded from the 2016/17 the 188 complaints received in 2017/18 would represent an increase of 7% on the adjusted 2016/17 figure.

## 2 Performance Indicator P7: Customer Satisfaction

### 2.1 Access to Complaint Handling Procedure

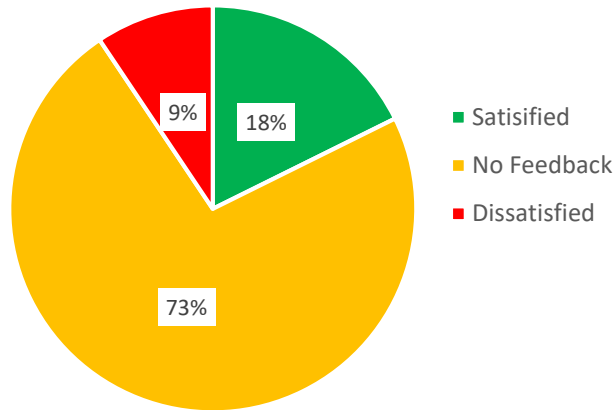
Through our “City Listens” process the College provides an on-line Complaint Portal to raise complaints and also a dedicated e-mail address. Complaint Forms are also available in hard copy or electronic format which can be posted or e-mailed. All these routes are handled by members of the Performance Team who quickly identify the most appropriate member of staff to handle the complaint. Other routes include e-mailing staff directly, letter, phone or ‘in person’.

The on-line complaint portal and direct e-mail to staff remain the most popular routes of access to the Complaint Handling Procedure.





**Customer Feedback  
2017/18**



## 2.2 Feedback

The College requests feedback on the 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'

Feedback from customers has increased from 18% in the previous year to 27% . Those customers expressing satisfaction increased from 13% to 18%.

### **3 Indicator P8: Learning from Complaints**

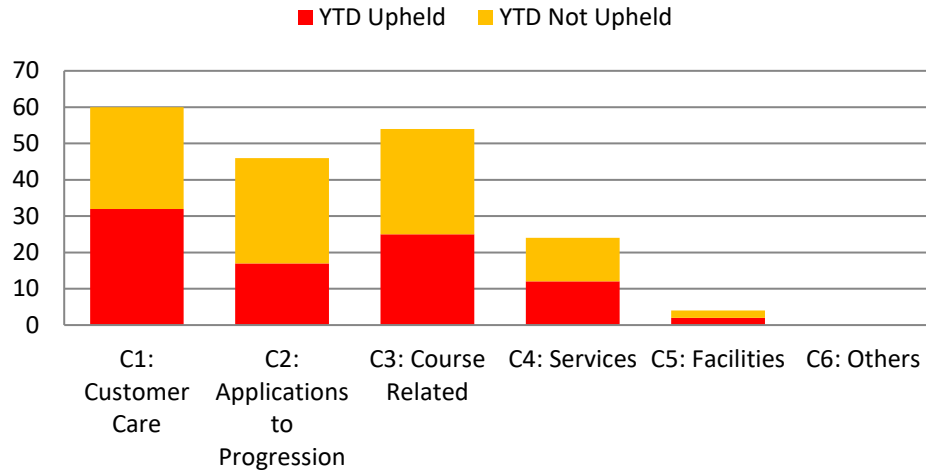
#### **3.1 Complaint Reporting**

- **Monthly Reports:** Prepared by Customer Relationship Manager for departmental review.
- **Quarterly Reports:** Prepared by Customer Relationship Manager 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 web-site.
- **Annual Report:** Prepared by Customer Relationship Manager 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 web-site.

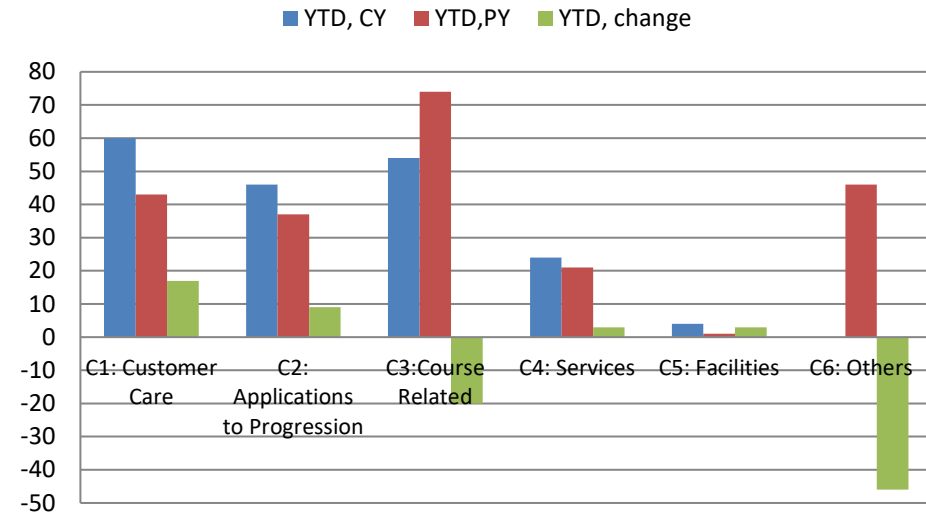
#### **3.2 Complaints Received by Category and Complaint Outcomes**

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

### Complaint Outcomes by Category 2017/18

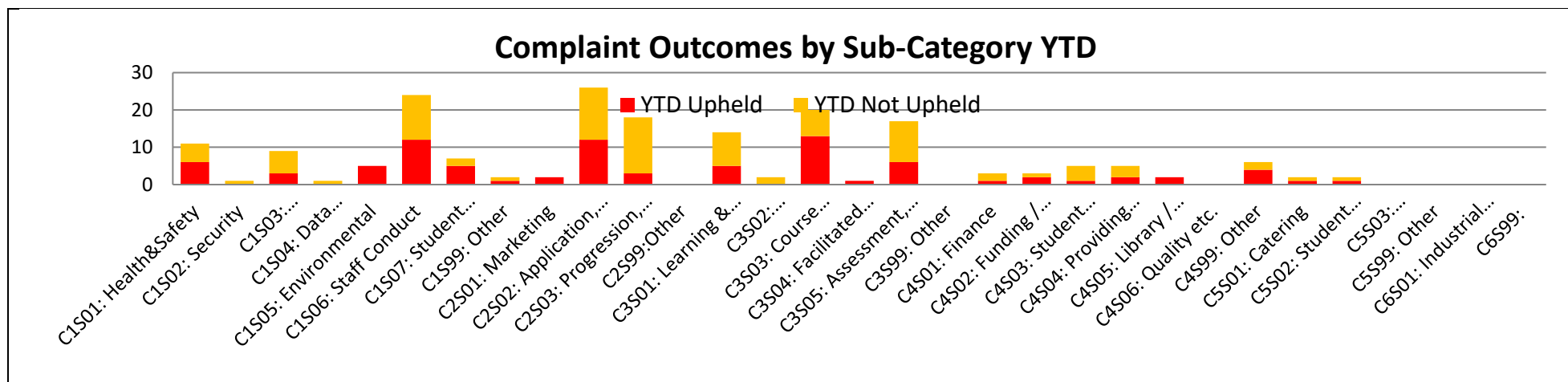


### Complaint Categories 2017/18 vs 2016/17



### 3.3 Complaint Outcomes by Sub-Category

2016/17\* represents complaints received in previous year excluding national industrial dispute complaints



<b>2017/18</b>	Customer Care	60 (32%)	Applications to Progression	46 (25%)	Course Related	54 (29%)	Services	24 (13%)	Facilities	4 (2%)	Others	0 (0%)
<b>2016/17</b>	Customer Care	43 (19%)	Applications to Progression	38 (17%)	Course Related	73 (33%)	Services	21 (9%)	Facilities	1 (1%)	Others	46 (21%)
<b>2016/17*</b>	Customer Care	43 (24%)	Applications to Progression	38 (21%)	Course Related	73 (42%)	Services	21 (11%)	Facilities	1 (1%)	Others	1 (0.5%)

### 3.4 Complaint Themes, Learning from Complaints and Improvement to Services

In 2017/18 the College received 188 complaints which represents a 15 reduction on the previous year of 222 complaints including the 46 associated with the national industrial dispute across Scotland's Colleges. On adjusting the 2016/17 figures to exclude the national dispute complaints the 188 complaints in 2017/18 received represents a 7% increase on the previous year.

The complaints received Customer Care (32%), Course Related (29%), Applications to Progression (25%), Services (13%), Facilities (2%) and Others (0%)

#### CUSTOMER CARE

A total of 60 Customer Care complaints were received in 2017/2018 compared with 43 the previous year representing a 40% increase. The increase was spread across the sub-categories.

#### **C1S01: Health & Safety (10 complaints / 5 upheld)**

##### **Smoking**

The College continues to receive complaints regarding its Smoke Free Campus policy at the City Campus. Three students complained about being subjected to passive smoking and the College's inability to enforce the policy. Another student, a smoker, complains that the policy is not followed consistently and requests the provision of smoking shelters. A local resident expresses their concern that students are being moved off College grounds to smoke at the entrance of their flat and asks why the College does not provide smoking shelters? The College has been pro-active in providing cessation classes for staff and students and while the No Smoking signage is clearly visible at the campus entrances the College recognises that enforcing the Smoke Free policy has proved challenging. Consideration will be given to penalising smokers through fines and the provision of smoking shelters will be explored while we will also look to learn from other education providers. A Short Life Working Group comprising staff, students and the Students Association to progress these actions and develop more creative solutions.

**Severe Weather**

The College's Business Continuity Team (BCT) carefully considered the range of comments made by students through social media regarding the College's decision to remain open during the severe weather on the morning of 28<sup>th</sup> February 2018 before closing later that day. The BCT plan including the severe weather section was reviewed and further developed. The College's Severe Weather Procedure (staff) will also be reviewed and updated.

**C1S03: Diversity & Equality (9 complaints / 3 upheld)**

A local resident called to say that they had observed 'four boys' parking in a blue badge disabled parking bays before heading for College. The caller recognised this was a selfish act on the 'students' part and was appreciative to learn the College was displaying 'Respect our Neighbours' banners on the plasma screens throughout the College.

A situation in the classroom could have been better handled if the member of staff covering the class at short notice had been aware of a student's existing Personal Learning Support Plan (PLSP). Staff who take a class for the first time must identify those students with PLSPs and familiarise themselves with the associated Personal Learning Support Summaries.

Behaviour of some members of catering staff left a group of international students feeling that they were being treated differently from other students. The group also feel that staff could handle any issues with purchases by vouchers in a less abrupt manner. Refresher trainer for staff on Customer Service and Equality, Diversity and Inclusiveness has been carried out. The vouchers have been re-designed with an explanation on the back detailing the entitlements of customers and the additional items over and above that which are required to be paid for at the counter.

**C1S05: Environmental (6 complaints, 6 upheld)**

Three complaints received from residents regarding anti-social behaviour of students in and about residents' flats. Two of the instances, where the students were identified, were handled under the Student Disciplinary procedure and the other instance where students could not be identified was reported to the police

Two complaints from local residents about student parking in residents parking spaces. The College displays 'Respect our Neighbours' banners on the plasma screens throughout the College.

The relative of an elderly local resident complained about the noise created by excessive revving / idling of motorbike while parked at the College. Signage has been placed at 'motorbike bay' requesting that we respect neighbours.

**C1S06: Staff Conduct (24 complaints / 12 upheld)**

Ten complaints were upheld arising from instances where staff recognised that situations could have been handled better. Apologies were offered and where applicable appropriate customer service refresher training was identified and College Values and Behaviours reinforced with staff.

Appropriate action was taken to address a complaint raised by the class regarding conduct of member of staff.

A member of staff apologised for the unintentional offence caused by their choice of words while investigating a complaint in which the student considered that their application for a place on a course had been handled unfairly.

**C1S07: Student Conduct (7 complaints / 2 upheld)**

Two complaints about students' personal behaviour were required to be handled and resolved sensitively.

A seemingly trivial incident escalated to something more serious leaving a student feeling bullied by fellow students. Students reminded of Student Code of Conduct and the matter was resolved. The student encouraged to raise any future concerns immediately with staff.

Another complaint about student behaviour could have been prevented with an earlier intervention through the Student Disciplinary Procedure.

Class complained about a disruptive student in the class. Staff have applied appropriate strategies to temper fellow student's disruptive questioning in class.

**C1S99: Other (1 complaint / 1 upheld).**

A student found a poster displayed in the class room to be offensive and it was removed accordingly

**APPLICATION, ADMISSIONS, INTERVIEW, ENROLMENT, PROGRESSION, WITHDRAWAL, ARTICULATION**

A total of 46 Application to Articulation complaints were received in 2017/2018 compared with 37 the previous year representing a 24% increase. The increase was spread across the sub-categories.

**C2S01: Marketing (2 complaints / 2 upheld)**

An external Careers Advisor complained that they spent all afternoon supporting students with their applications, only to discover that all courses apart from one were full. The Advisor expected that users would be alerted to full courses beforehand. Apologies were offered for the inconvenience. It was explained the College web-site once had the functionality to alert applicants to full courses and that Marketing has now reinstated this functionality.

An inaccurate description of a short evening course on College web-site resulted in course not meeting the customer's expectations. A refund was given and the web-site updated

**C2S02: Applications, Admission, Interview, Enrolment & Induction (26 complaints / 12 upheld)**

Applicant complains about the difficulty they experienced in trying to cancel an interview for a place on a course on the College application system. The College accepted that there is no specific guidance available to advise applicants on how to cancel an interview and will ensure that this is in place for future applicants. The College website has been updated to reflect that applicants should contact Student Services if they cannot attend for interview.



A customer complains that there were given a week's notice that a short-course had been cancelled due to insufficient numbers. The customer expected that the College would commit to running the course as offered. An alternative course was offered and since this was not suitable a full refund was made. Apologies were given and a discount on any future course was offered as a gesture of goodwill. Terms and Conditions of short courses will be reinforced within the booking process to ensure customers are better informed and staff training carried out to make them aware of this change.

A student complained that their 1<sup>st</sup> choice course was cancelled by the College at short-notice leaving the student on the waiting list for their 2<sup>nd</sup> choice course which was already full. The College apologised for the inconvenience and tried to quickly resolve the situation, which also impacted on other applicants. All students were given offers of places on alternative courses including the complainant who was pro-active in seeking out a place on a course that met with their satisfaction

Customer complained of the short notice change to an evening class, now to be held on a different day of the week as to that specified when they booked on the course. The new day clashed with the customers other commitments. Apologies were offered and an alternative solution agreed with the customer. The application process will be reviewed to ensure that any proposed changes to the days of the week that evening courses are to be held are better managed.

Two complaints were upheld regarding delays in responding to applicants enquiries. Apologies were offered during a time of a high volume of enquiries and both applicants enquiries were then progressed to their satisfaction.

Apologies were offered to four applicants for the delay in interviewing them for a place on a course. Their applications had been referred to the Curriculum Area for consideration, where there was a delay reviewing all the referrals. Interviews took place for three of the applicants and all were offered places on a more suitable course. One of the applicants chose to apply for a course at another College.

Applicant complains that they were denied a place on the course after they understood they had been given a definite offer. The College accepted that clearer communication could have prevented the misunderstanding. Apologies were given and an offer of place on the course.

An applicant was inadvertently offered a conditional place on a course that was already full. The College apologised for the error and explained a number of other applicants had been similarly let down. To ensure all were treated fairly the sizes of both classes

affected were increased accordingly and the applicant accepted the refreshed offer. Staff training was identified and a review of the communication processes carried out to identify areas for improvement.

### **C2S03: Progression, Articulation, Withdrawal (18 complaints / 3 upheld)**

Two students complained about the College's application of the Student Absence and Withdrawal Procedure. In both cases the decision to withdraw the students from their courses was upheld based on poor attendance along with evidence that numerous contacts had been made with the students to discuss their attendance. However the College apologised that some elements of the Student Withdrawal Procedure had not been followed

A student had notified the College that due to work commitments they could no longer attend a course on which they had pre-enrolled after accepting a definite offer. Although the student never attended a class they were marked present during the early stages of the course and this later triggered an invoice from the Finance Department for outstanding fees for Block 1 of the course and then a letter from a debt collector. The invoice was cancelled and apologies made for the distress caused. Staff have been reminded of the need for accuracy in recording attendance.

A review of the Student Absence and Withdrawal Procedure was carried out and this has now been divided into the component parts of Student Absence Procedure and Student Withdrawal Procedure, each with its own further enhancements.

## **COURSE RELATED**

A total of 54 Course Related complaints were received in 2017/2018 compared with 74 the previous year representing a 27% decrease. The main drivers of the decrease were the sub-categories Environment/Resources down from 17 to 2 and Assessment, Exams & Certification down from 23 to 17.

### **C3S01: Learning & Teaching (14 complaints / 5 upheld)**

Customer complained about the teaching style in an evening course and the poor service while trying to obtain an essential course book which was to be supplied by the College. An apology was offered and course fees refunded. The College has identified lessons to be learned from the transition of this course from a day class to an evening class.

A course was restructured and support given to a teaching member of staff following complaints from students about the manner in which the course was being taught.

Class complained about teaching style of lecturer and that an incorrect assumption had been made as to the prior knowledge that the students had about the subject. It was agreed that the tutor would adopt a different approach to the delivery of the unit and the initial feedback from students to the new approach has been positive.

A student raised a number of concerns regarding their course. Staff accepted that there are issues with the delivery of the unit and actions have been identified to address these.

The College has taken the appropriate action to deal with a class's concerns over its learning experience to the satisfaction of the students.

### **C3S03: Course Management (20 complaints / 13 upheld)**

Three complaints upheld associated with staff absence (short notice) and how the disruption to the learning experience was managed by the College, e.g. changes to timetable, other staff to cover classes, distance learning, offer of catch up classes and refund of course fees. There was a clear lesson to be learned with commercial courses, in that the offer of catch up classes or distant learning often with clash with prior work or other commitments. There is a high customer expectation that these courses will be delivered as advertised.

Three complaints regarding refunds for missed class time, the first associated with a class cancelled at very short notice and the other two associated with class time lost due to staff absence. There are lessons to be learned in terms of managing students' expectations during staff absence, monitoring and measuring cover and /or self-study directives during period of pro-longed staff absence and proactively addressing any class or student refunds where applicable.

Two students complain of poor organisation of an evening course that costs £1650. Several classes were cancelled through staff absence and not covered. Although two skills workshops were booked well in advance the first was rescheduled to a different date at short notice which conflicted with work commitments for one student. The venue of the second workshop was changed at short notice to a TV studio for a morning session and an Art Studio for the afternoon session, which didn't have enough room for everyone to sit. On both occasions the College required to use the original space booked for the class for College business at short notice. Apologies were offered for the inconvenience and impact on the learning experience and a refund for missed classes provided. The process for assessing the impact on learning experience requesting changes to class timetables at short-notice in order to accommodate College business will be reviewed.

A student complained of having three different lecturers for an evening class and that the content of the class did not match that advertised on the web-site. Actions had been put in place to have a new member of staff in place for the start of term, however this was delayed and a review of the HR process has been undertaken to prevent a recurrence. Curriculum staff will also review the way how they best advertise the content of a course, which is subject to change, on the College web-site.

A student through ill-health was unable to complete their HND. They were encouraged to return to College the following year to complete the missing units, but were not informed that they would have to pay for these units. Apologies were offered for the oversight and the fees waived

Student complains that their submission of course work had been lost and that they now required to repeat the work during the holidays. Typically the work is submitted on-line and regrettably the hard copy of the work could not be found and apologies were offered. A process was agreed for re-submitting and assessing the work which was completed successfully and to the student's satisfaction.

At the conclusion of the academic session a student complained about several diverse aspects of their course that they had been dissatisfied with throughout the duration of the course. Apologies were offered for those aspects where the College considered that they had impacted adversely on the learning experience while the student was encouraged to address any concerns regarding grades through the Academic Appeals procedure.

The College has taken the appropriate action to deal with a course management issue.

**C3S04: Facilitated Learning & Support (1 complaints / 1 upheld)**

A student complained about lack of guidance and support for their Graded Unit, unclear communication regarding class time and Graded Unit appointments and lack of clarity over assessment dates and submission arrangements. The Faculty Director identified that there was an inconsistent approach across the Curriculum team. The Curriculum Team will review their current approaches to ensure that a single common approach for all classes is adopted prior to delivery of the unit. In addition a specific Year 2 induction session will be developed by the Curriculum Team.

**C3S05: Assessment, Exams & Certification (17 complaints / 6 upheld)**

A student's assessment had originally been marked as a pass. However after the assessment had been evaluated through the College's established quality assurance procedures it was marked as a fail and the student was required to re-sit the assessment. The College accepts that the feedback from the assessment should have been better communicated. Apologies were offered and the exam fee was refunded.

A student complained that the delay in marking their work and the opportunity to re-sit an assessment had jeopardised an offer on University course. Apologies were offered and a re-sit was organised which the student passed. The circumstances were explained to the University and a place was secured on the course for the student. The processes in place for the submission, assessment and feedback to students for the course unit in question were reviewed and actions for improvement identified.

Student complained that they have been trying to resolve an issue with an SQA certificate / HND Diploma due to outstanding units since June 2017. College apologised for the delay and offered a plan of support to give the student the right preparation for a re-sit.

Class representatives complained about a number of issues they felt disadvantaged the class in the lead up to an exam. Staff accepted that the preparation time available for the exam had been adversely impacted by a number of factors including a specific report which had taken the class much longer to complete than expected. The scheduling of the report will be improved and with a stricter deadline for future delivery.

A former student complained that two members of staff did not respond to their request for confirmation of the grade they received for the project element of an HND course completed in academic session 2007/08. Apologies were offered and an appropriate member of staff was identified to provide the necessary information.

The College had apologised for misplacing one of three learning outcomes submitted by a student as part of a resubmission. The established College process required students to resubmit all learning outcomes, if one or more of the original submissions had failed. Guidance was sought regarding the awarding body procedure and since the student had originally passed the misplaced learning outcome it was confirmed that the pass result could stand and that there was no need to resubmit the assessment.

## Services

A total of 24 Services complaints were received in 2017/2018 compared with 21 the previous year representing a 14% increase. The main drivers of the increase Providing Learning Support up from 1 to 5 and Others (Gym, Salon) up from 4 to 6. The increases were off-set by a reduction in Funding/Bursary complaints from 7 to 3.

### **C4S01: Finance (3 complaints / 1 upheld)**

A former student was declined information about an academic achievement until they paid outstanding fees from 2015/16 . This was the first the student had heard of the debt. An invoice for 8 infill units had not been issued by College in 2015/16. An apology was offered, the fees were waived and the academic achievement information provided. Finance delivered refresher training to Faculty on the use of the College's Symmetry system

### **C4S02: Funding / Bursary (3 complaints / 2 upheld)**

A student complained that they were now being charged international student fees for the HND course after having previously been charged home student fees for the HNC course. The College originally made an error and did not identify that student as an international student when they applied for the HNC course. Whereas on reapplying for the HND course the College correctly identified the student as an international student and applied the relevant fee status. Given the student's current circumstances the College will charge the home student fee until the student completes the HND course.

A student complained that the College course they had attended was a part-time course while the staff at the College insisted it was defined as a full-time course, which negatively impacted on the student's ability to claim a carer's allowance. The investigation revealed that the course had previously been a full time course but was changed to a part-time course. Although these changes were implemented in the College systems the original reference code of the course is maintained (which identifies the course as full-time or part-time) and staff dealing with the customer's enquiry still understood the course to be full-time. Apologies were offered for the distress caused and a letter issued to the student formally confirming that it was part-time course to allow them to progress their request for Carer's Allowance. Funding Staff dealing with such enquiries in the future have been advised that if there is any ambiguity with the mode of the course that such enquiries are directed to Student Records. A review of the process of changing course modes will be carried out to ensure that all relevant parties are made aware of the changes.

**C4S03: Student Records (5 complaints / 1 upheld)**

Student complained that their Student Card was faulty. Regrettably the College has been experiencing issues this session with a high instance of card failures following a change in supplier. Replacement cards were provided on request while the College takes up the matter with the supplier. The College has also fitted the barriers with a vinyl sticker to show the exact location where smart cards should be placed and have the card readers in all barriers checked and repositioned where necessary.

**C4S04: Providing Learning Support (2 complaints / 2 upheld)**

A technical fault in College system resulted in disclosure of dyslexia not being automatically transferred to Learning Support to arrange a pre-entry appointment to discuss the support required. Member of staff gave the false impression that student had not informed the College that they were dyslexic. Apologies were offered, support was provided and the technical fault fixed

**C4S05: Library / Learning Technology (2 complaints / 2 upheld)**

A customer complained of problems accessing their course work on the College's Virtual Learning Environment, MyCity during 5 weeks of their evening diploma course. Access to MyCity was disrupted due to an unavoidable upgrade on MyCity. Apologies were offered for the inconvenience and reassurances given by lecturer that the customer's learning would not be disadvantaged.

The College changed to a more ecologically friendly (unbleached) "college white" paper for use in photocopiers. A photography student complained that the shade of the paper gives poor quality photocopies of black & white photographs. A source of the original paper was set aside for the purpose of photocopying photographs.

**C4S99: Others (6 complaints / 4 complaints upheld)**

Client complained about service in Scholars Training Restaurant. An apology and complimentary meal was offered.

Two clients complained about the service at the Hair Salon and the matters were resolved to their satisfaction.

**C4S99: Other / 1 complaint upheld**

An applicant for a job vacancy at the College did not receive any feedback from their interview. An apology was offered and feedback provided to the applicant to their satisfaction.

**Facilities**

A total of 4 Facilities complaints were received in 2017/2018 compared with 1 the previous year.

**C5S01: Catering (2 complaints / 1 upheld)**



A student complained of a lack of vegan options on offer in the College's catering facilities and that a member of staff was unsure if some options were vegan or not. Catering representatives met with the student and visited the various outlets to show the vegan options available. The student provided a sandwich filling recipe of their choice which has now been made available as an option. It was explained that catering staff have been trained in food allergies and should be fully aware of ingredients and if not to ask a colleague or manager. Catering staff have undergone refresher training.

**C5S02: Student Accommodation (2 complaints / 1 upheld)**

Apologies were made to a student for the delay in processing a refund for Student Accommodation.

**Others**

N/A

**APPENDIX**

Complaint Handling Advisory Group.

Bob Guthrie collated the Complaint Handling Procedure Performance Indicators for 2016/17 provided from other Colleges to present at the Group’s Complaint Handling Event at Stirling In October 2018. A template was also produced and made available to allow College’s to benchmark their performance against the College Average. The City of Glasgow College’s results are presented below.

