



## Complaints Handling Procedure

Quarter 1 , 2015/16 Report (01 Aug 2016 to 31 Oct 2015)

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### 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	2015/16(Q1)		2015/16 (YTD)		2014/15	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	33		33	0.0%	117	
	College Population and Number of Complaints received per 100 population	25000	0.0	25000	0.1	25000	0.5
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	23	69.7%	23	69.7%	86	73.5%
	Number of complaints closed at Stage 2 and % of total closed	7	21.2%	7	21.2%	23	19.7%
	Number of Complaints closed after Escalation and % of total closed	3	9.1%	3	9.1%	8	6.8%
	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	11	47.8%	11	47.8%	49	57.0%
	Number and % of complaints not upheld at Stage 1	12	52.2%	12	52.2%	37	43.0%
	<b>Stage 2</b>						
	Number and % of complaints upheld at Stage 2	5	71.4%	5	71.4%	12	52.2%
	Number and % of complaints not upheld at Stage 2	2	28.6%	2	28.6%	11	47.8%
	<b>Escalated</b>						
	Number and % of complaints upheld after Escalation	1	33.3%	1	33.3%	2	25.0%
	Number and % of complaints not upheld after Escalation	2	66.7%	2	66.7%	6	75.0%
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	71	3.1	71	3.1	271	3.2
	Total working days and average time in working days to close complaints at Stage 2	142	20.3	142	20.3	436	19.0
	Total working days and average time in working days to close complaints after Escalation	48	16.0	48	16.0	100	12.5

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	22	95.7%	22	95.7%	74	86.0%
	Number and % of Stage 1 complaints not closed with 5 working days	1	4.3%	1	4.3%	12	14.0%
	Number and % of Stage 2 complaints closed within 20 working days	3	42.9%	3	42.9%	17	73.9%
	Number and % of Stage 2 complaints not closed within 20 working days	4	57.1%	4	57.1%	6	26.1%
	Number and % of Escalated complaints closed within 20 working days	3	100.0%	3	100.0%	8	100.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	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%	0	0.0%	11	91.7%
	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	1	100.0%	1	100.0%	1	8.3%
	Number and % of Stage 2 complaints closed within 40 working days ( extension)	4	100.0%	4	100.0%	6	100.0%
	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%

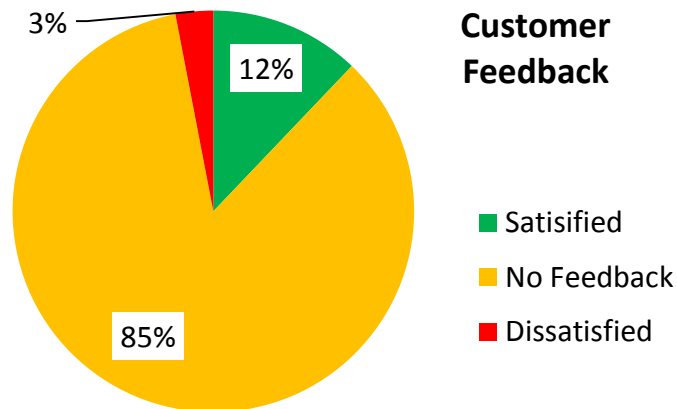
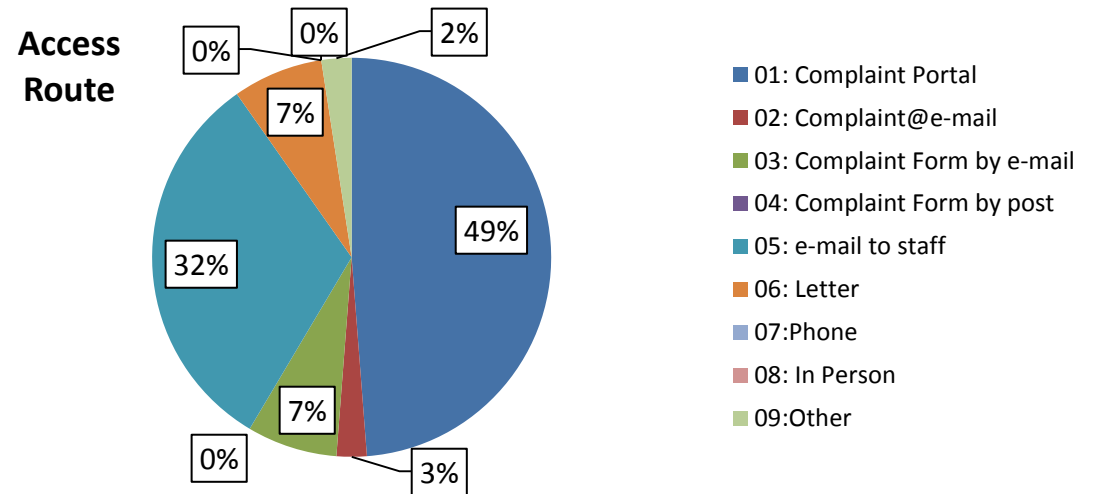
PI	Observations
1	The College received 33 complaints in Q1, 2015/16 compared with 43 for Q1, 2014/15, representing a 23% reduction.
2	Slight decrease in complaints handled at Stage 1.
3	Decrease in Stage 1 complaints upheld and significant increase in Stage 2 complaints upheld. Overall similar % of complaints upheld compared with previous year (52% vs. 54%)
4	Stage 1 and Stage 2 average response times similar to previous year. Average response time of escalated complaints increased from 12.5 to 16 working days.
5	Significant improvement in % of Stage 1 complaint closed out on target to impressive 96% while Stage 2 performance has decreased significantly from 74% to 43%. Overall number of complaints closed out on target remains steady at ~ 84%.
6	A total of 5 complaints required an extension with 4 closed out within extended period.

## 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’.

- Complaint Portal continues to be most popular route



### 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'

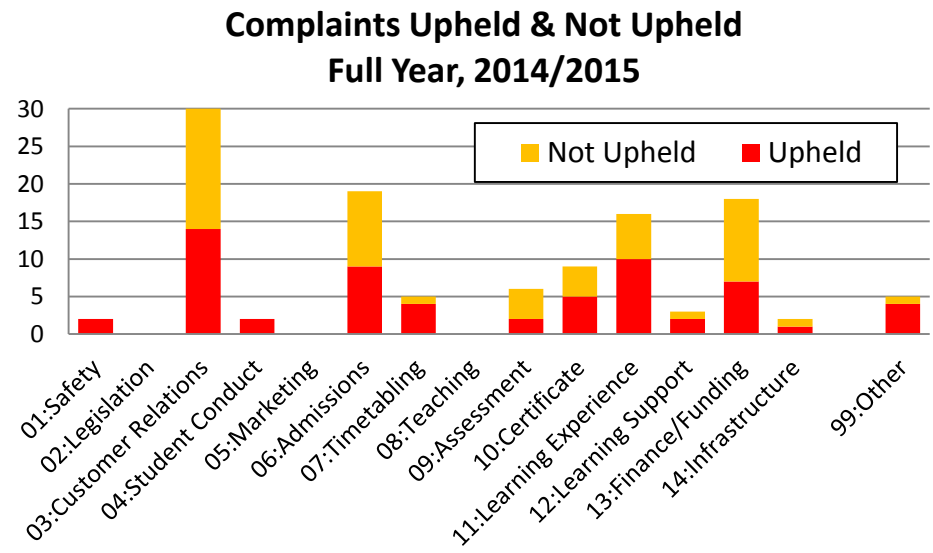
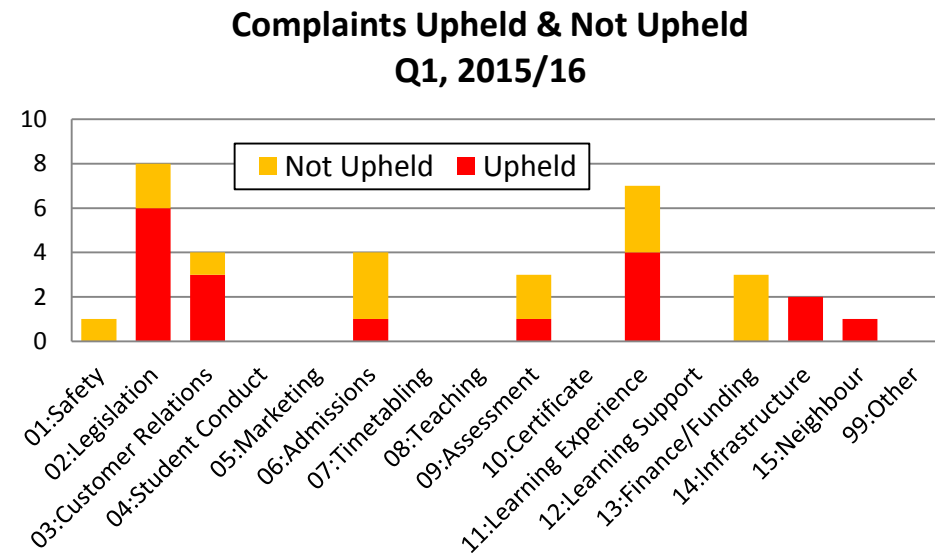
- Feedback remains low at 15%

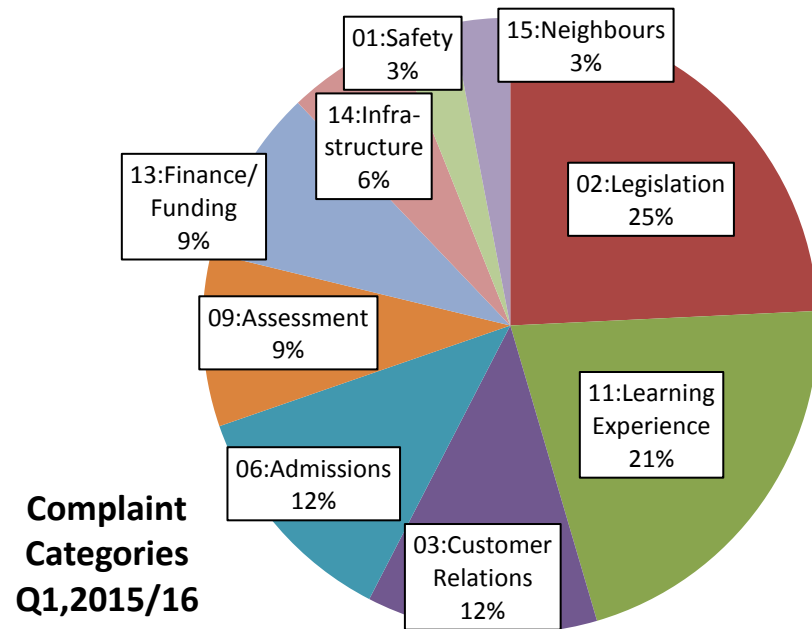
### 3 Performance Indicator P8: Learning from Complaints

#### 3.1 Complaint Reporting

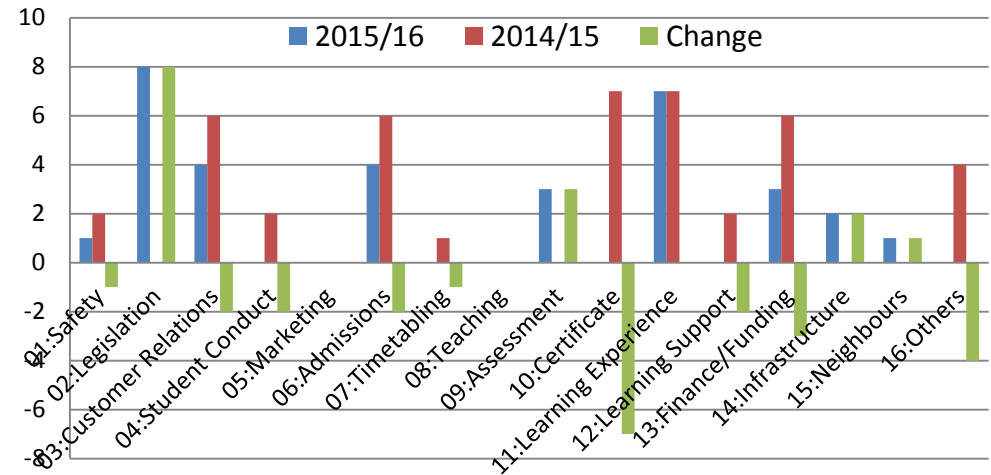
Complaint Reports are prepared Monthly and Quarterly for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarter Reports are published in the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College web-site. A Complaint Chart is also produced on a Monthly basis and published on the College Customer Service Excellence web-page.

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





**Complaint Categories 2015/16 vs 2014/15**



### Complaint Categories

The Complaint Handling Advisory Group comprising representatives from Scotland’s Colleges, College Development Network and the Scottish Public Services Ombudsman have established a Short Life Working Group to consider standardising the categorisation of complaints.

The City of Glasgow College hosted the group in December 2015 and good progress is being made agreeing categories and associated sub-categories. It is hope that standardisation will facilitate benchmarking across the Colleges the sharing of lessons learned in resolving root causes of specific categories.

### **3.3 Complaints Themes and Lessons Learned**

The significant 23% reduction in complaints received in Q1 compared with the same period last year is driven by a reduction in complaints in 9 of the 16 complaint categories offset by increases in 4 other categories. The reduction in complaints received regarding Certificates is particularly noteworthy. The 'Top Four' complaint categories of 2014/15 were Customer Relations (26%), Admissions (16%), Finance / Funding (15%) and Learning Experience (14%) – accounting for 71% of the complaints received. Although these categories still feature strongly in Q1, 2015/16 (accounting for 54% of the complaints) it is encouraging to note the reduction in three of the categories while the number of complaints received regarding a new theme associated with Diversity & Equality issues emerged with 8 complaints falling into the category of Legislation (25%).

#### **Legislation**

Two students were unable to access their classroom due to recurring problems with a faulty lift. The class was relocated to the new Riverside Campus and adjustments made to the curriculum. Students then played a pro-active role identifying some accessibility issues in the new campus and plans are in place to address these. Their findings will be included in the 'lessons learned review' in preparation for opening of another new campus in the summer.

A visitor to the College could not gain access to 'locked disabled toilets'. The College had recently changed their policy of locking disabled toilets (and providing access through the use of radar keys) to one of leaving disabled toilets unlocked. However this change regrettably had not been fully deployed and a number of toilets were still being locked after cleaning. The keys have now been gathered and the toilets remain unlocked. The visitor also found their access to the lift call button blocked by free standing waste bins located outside the lifts. The majority of the waste bins have now been removed or relocated and staff have been asked to be vigilant to ensure access to lift call buttons is not blocked.

A productive meeting was held with students to seek out a common, positive platform that would ensure that they received fair and equitable service from the College. Two students were reassured that their applications for a place on a course were handled fairly and in accordance with well established procedures.

## **Customer Relations**

A misunderstanding resulted in a personal phone-call to a student during class being handled inappropriately. An apology was made and all students requested, where possible, to give notice of any personal calls expected during class time. Further apologies were offered for failure to respond to a student's e-mails / phone calls and for the poor customer service during the handling of a student's enquiry. Staff recognise the need to deal with enquiries promptly and courteously.

## **Learning Experience**

Several students in a class complained about the delivery of their course and although actions had previously been taken to address some of their concerns these were considered unsatisfactory and further changes to the course management were implemented.

Relocation of some classes to another campus could have been handled better, both in terms of managing students' expectations and timetabling. Here too the lessons learned for the move into a new campus in the summer. Classroom desks with note taking tables were not fit for purpose and an apology offered and the issue resolved. The established process of providing 'one uniform' for a full-time course was challenged by class representatives is now under review.

## **Admissions**

After making an enquiry about available dates for a short course a customer was mistakenly booked on the next available date and invoiced without confirmation the date was suitable. Our apology was gratefully accepted. A parent was unhappy when a student was not allowed to progress on a course however accepted the decision after meeting with staff to gain a clearer understanding of the selection process.

## **Infrastructure**

Complaints regarding wi-fi issues in student accommodation were fixed for the individual students. However the College recognised that the implementation of a new consistent wi-fi system had proved extremely challenging and that the variety of the individual (almost per device) requirements within the student accommodation presented an additional level of technical challenge. The wireless network **Eduroam** (a secure wireless service which has been specifically developed for the education community) has been identified as the solution and will be implemented across the College.