



Complaints Handling Procedure

Quarter 2 , 2015/16 Report (01 Nov 2015 to 31 Jan 2016)

Published : 18th April 2016

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1 Performance Indicators: P1-P6

	PERFORMANCE INDICATORS	2015/16 (Q2)		2015/16 (YTD)		2014/15	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	41		74		117	
	College Population and Number of Complaints received per 100 population	75000	0.1	25000	0.3	25000	0.5
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	28	68.3%	51	68.9%	86	73.5%
	Number of complaints closed at Stage 2 and % of total closed	11	26.8%	18	24.3%	23	19.7%
	Number of Complaints closed after Escalation and % of total closed	2	4.9%	5	6.8%	8	6.8%
	Open	0	0.0%	0	0.0%	0	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	22	78.6%	33	64.7%	49	57.0%
	Number and % of complaints not upheld at Stage 1	6	21.4%	18	35.3%	37	43.0%
	Stage 2						
	Number and % of complaints upheld at Stage 2	8	72.7%	13	72.2%	12	52.2%
	Number and % of complaints not upheld at Stage 2	3	27.3%	5	27.8%	11	47.8%
	Escalated						
	Number and % of complaints upheld after Escalation	1	50.0%	2	40.0%	2	25.0%
	Number and % of complaints not upheld after Escalation	1	50.0%	3	60.0%	6	75.0%
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	124	4.4	195	3.8	271	3.2
	Total working days and average time in working days to close complaints at Stage 2	254	23.1	396	22.0	436	19.0
	Total working days and average time in working days to close complaints after Escalation	18	9.0	66	13.2	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	23	82.1%	45	88.2%	74	86.0%
	Number and % of Stage 1 complaints not closed with 5 working days	5	17.9%	6	11.8%	12	14.0%
	Number and % of Stage 2 complaints closed within 20 working days	5	50.0%	8	47.1%	17	73.9%
	Number and % of Stage 2 complaints not closed within 20 working days	5	50.0%	9	52.9%	6	26.1%
	Number and % of Escalated complaints closed within 20 working days	2	100.0%	5	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)	3	60.0%	3	50.0%	11	91.7%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	40.0%	3	50.0%	1	8.3%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	60.0%	7	77.8%	6	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	40.0%	2	22.2%	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%

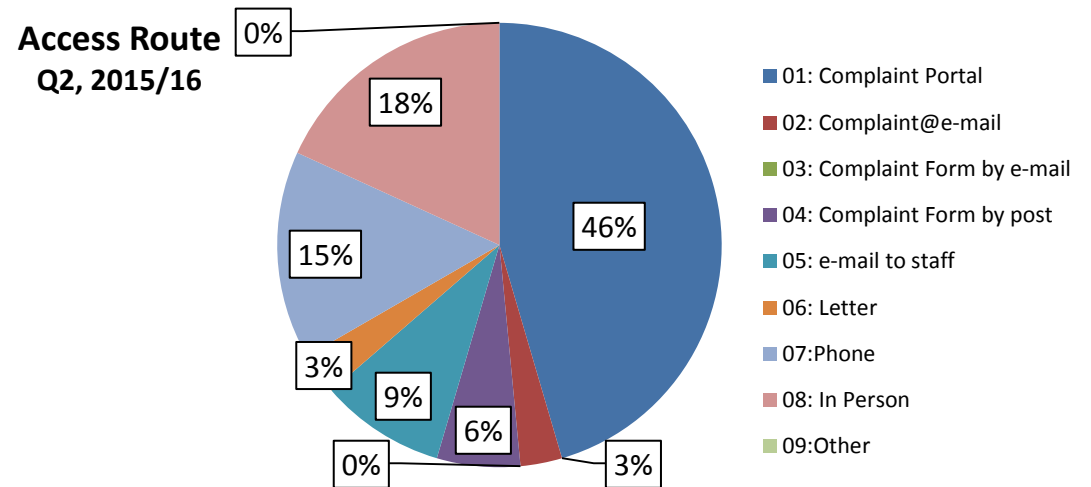
PI	Observations
1	The College received 41 complaints in Q2, 2015/16 taking the year-to-date total to 74 compared with 64 for same period last year representing a 16% INCREASE. A disappointing reversal from Q1 which returned a 23% REDUCTION on the previous year.
2	The number of complaints handled at Stage 1 stays steady at just under 70% and slightly down on 74% for 2014/15
3	A significant increase in the number of Stage1 complaints upheld. Overall % of complaints upheld compared with previous year has increased from 54% to 65%
4	Average response times for Stage 1 and Stage 2 have drifted upwards, influenced perhaps with the increased volume of complaints to handle in Q" compared with Q1. The average Stage 2 response now sits at 22 working days, above the target of <= 20 working days.
5	Number of Stage 1 complaints closed out within target fell from an impressive 96% in Q1 to 82% to give a year-to-date performance of 88%. It continues to be challenging to close Stage 2 complaints within target and the success rate is of the order of 50%.
6	A total of 10 complaints required an extension in Q2 and 6 of these were closed out within extended period.

2 Performance Indicator P7: Customer Satisfaction

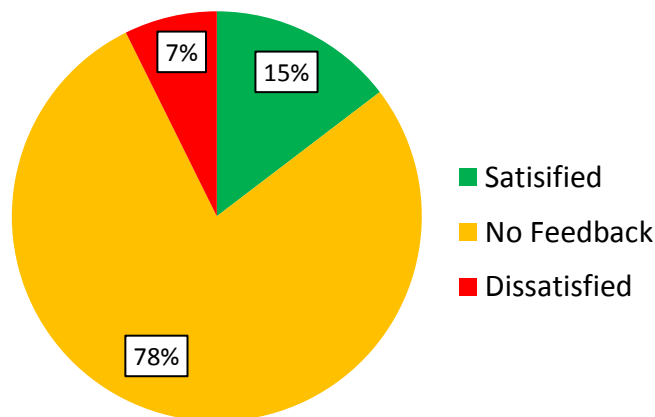
2.1 Access to Complaint Handling Procedure

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



Customer Feedback Q2,2015/16



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 although it improved to 22% in Q2 and now stands at 19% Year-to-Date

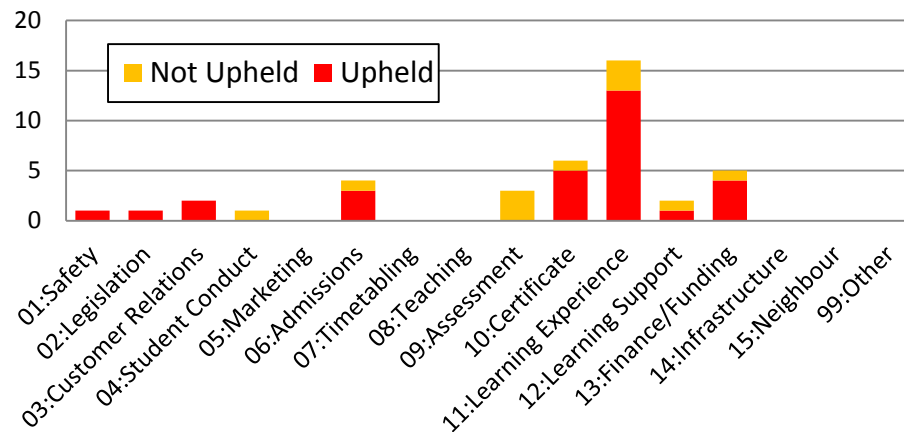
3 Performance Indicator P8: Learning from Complaints

3.1 Complaint Reporting

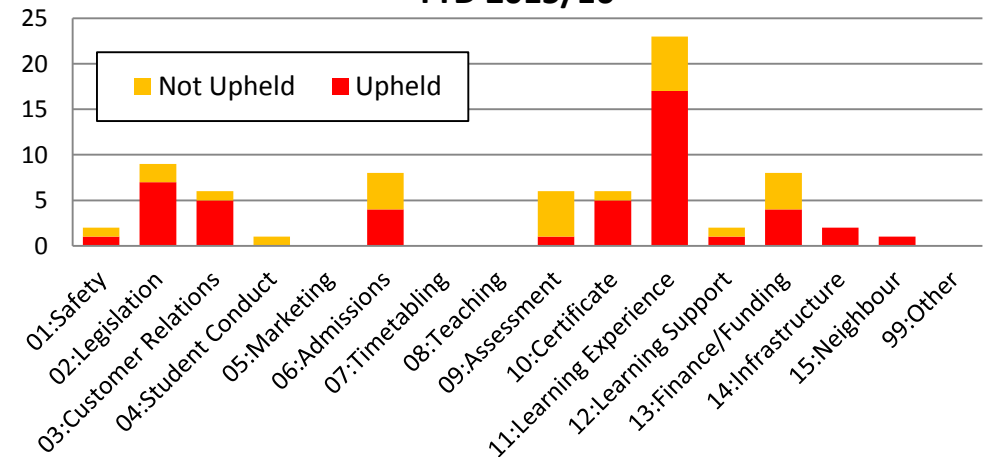
Complaint Reports are prepared Monthly and Quarterly for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management 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.

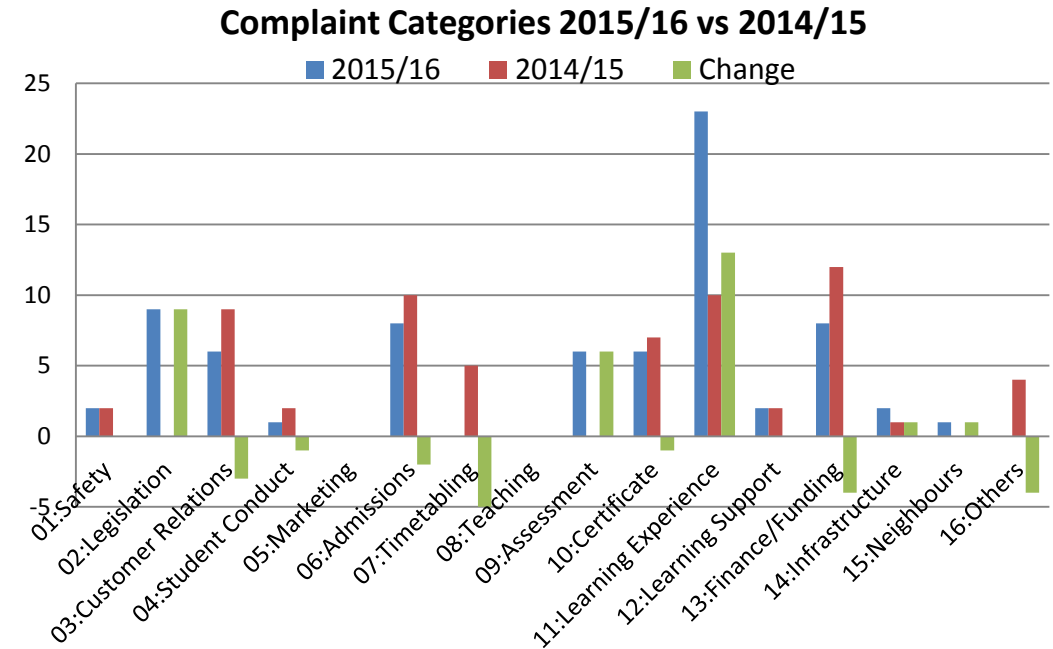
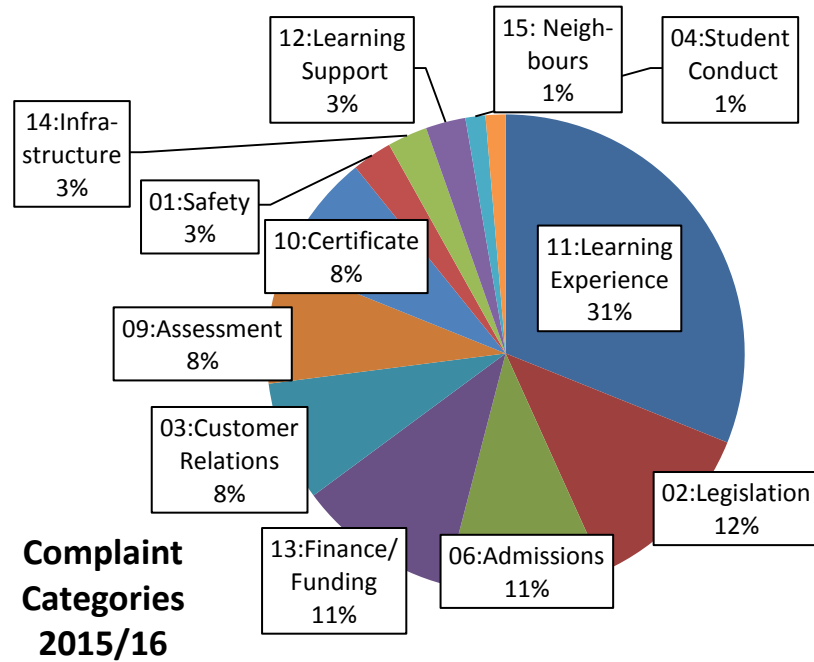
3.2 Complaints Received by Category and Complaint Outcomes

**Complaints Upheld & Not Upheld
Q2 2015/16**



**Complaints Upheld & Not Upheld
YTD 2015/16**





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 harmonising the definition of complaint categories across the Colleges.

The City of Glasgow College hosted the group in December 2015 and good progress has been made in agreeing categories and associated sub-categories. It is intended that the harmonisation of categories will facilitate benchmarking across the colleges and the sharing of lessons learned in resolving the root causes of specific categories and an improvement in services.

3.3 Complaints Themes and Lessons Learned

Year-to-date Complaints

The 16% increase in the number of complaints received year-to-date year compared with the same period last year is driven by an increase in complaints received from 5 of the 16 defined categories of complaints and in particular a significant increase in complaints associated with Legislation (the bulk of which were received in Q1), Assessment and Learning Experience (with 16 of the 23 complaints received in Q2).

This increase has been offset by reduction of complaints received in 7 out of 16 categories including notable reductions in Customer Relations, Timetabling, Finance & Funding and Others. Customer Relations which accounted for 25% of complaints received throughout the previous year now accounts for 8% of the complaints received this year and reflects the actions taken to reinforce the College's Values and Behaviours.

The 'Top Four' complaint categories year-to-date has a changing profile and is now dominated by Learning Experience (31%) followed by Legislation (12%), Admissions (11%) and Finance & Funding (11%) all of the order 8-9 complaints year-to-date.

Quarter 2 Complaints

Of the 41 complaints received in the quarter a total of 30 were upheld, marking a substantial increase from Q1, i.e. from 50% to 75%.

Regarding complaint categories the common themes were -

Learning Experience

Almost half of the 13 upheld complaints in this category were associated with class disruption due to staffing issues and in particular unforeseen staff absences. In many cases alternative arrangements were quickly implemented however providing cover for specialist curriculum areas proved to be more challenging and a review of the risk management process in this area by members of the Executive Leadership team is currently underway.

Certificates

Several complaints were received from students with respect to the poor level of service in the processing of results and the provision of certificates from the College and Awarding body. This, by its nature, is a time-consuming and the College and Awarding body are reviewing the process to identify any opportunities to reduce timelines and avoid any unnecessary delays as well as improves the lines of communication with the students. The College will map out the process in the Student Guide for the next academic session to help better manage expectations.

The College introduced the option for students to engage in project work in their NC qualification which would count towards an application to a professional institute for individual membership. Unfortunately due to unforeseen circumstances this process did not run smoothly and students complained about lengthy delays and have still to receive their award. In trying to resolve the matter major issues have since arisen in mapping the NC qualification to the awarding body qualification. There is a possibility students will require to complete additional work once the mapping is completed. The clear lesson learned is that well-meaning approaches to add value to qualifications require to be fully thought through prior to implementation.

Finance / Funding

Students on a full-time PDA Marine Management course complained that it was ineligible for SAAS funding and placing them in financial difficulty. The College and SAAS looked at possible ways to support the students and although there was a reprieve for the current cohort of students, SAAS have informed all parties that the status quo will prevail from the next intake onwards. The College will work with the shipping companies to manage students' funding expectations on this course more effectively.

Admissions

An error in the SCQF levelling of a course (levelled as 5 instead of 4) resulted in complaints from 3 applicants offered a place on the wrong a course. Apologies were accepted and the matter was quickly resolved with all applicants receiving conditional offers for other courses of their choice and subsequently a place. The levelling of other similar courses was checked as a precaution and greater care will be taken future to ensure the levelling is accurate.