

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 3 , 2016/17 Report (01 February 2017 to 30 April 2017)

Published : 27th June 2017

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2016/17(Q3)		2016/17 (YTD)		2015/16 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	39		135		113	
	College Population and Number of Complaints received per 100 population	25000	0.2	25000	0.5	25000	0.3
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	27	69.2%	113	83.7%	84	74.3%
	Number of complaints closed at Stage 2 and % of total closed	8	20.5%	15	11.1%	22	19.5%
	Number of Complaints closed after Escalation and % of total closed	3	7.7%	6	4.4%	7	6.2%
	Open	1	2.6%	1	0.7%	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	18	66.7%	79	69.9%	61	72.6%
	Number and % of complaints not upheld at Stage 1	9	33.3%	34	30.1%	23	35.3%
	Stage 2						
	Number and % of complaints upheld at Stage 2	2	25.0%	7	46.7%	12	54.5%
	Number and % of complaints not upheld at Stage 2	6	75.0%	8	53.3%	10	45.5%
	Escalated						
	Number and % of complaints upheld after Escalation	3	100.0%	5	83.3%	2	28.6%
	Number and % of complaints not upheld after Escalation	0	0.0%	1	16.7%	5	71.4%
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	147	5.4	486	4.3	306	3.6
	Total working days and average time in working days to close complaints at Stage 2	140	17.5	250	16.7	474	21.5
	Total working days and average time in working days to close complaints after Escalation	59	19.7	112	18.7	92	13.1

PERFORMANCE INDICATORS							
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	18	66.7%	86	76.1%	77	91.7%
	Number and % of Stage 1 complaints not closed with 5 working days	9	33.3%	27	23.9%	7	8.3%
	Number and % of Stage 2 complaints closed within 20 working days	7	87.5%	13	86.7%	11	50.0%
	Number and % of Stage 2 complaints not closed within 20 working days	1	12.5%	2	13.3%	11	50.0%
	Number and % of Escalated complaints closed within 20 working days	2	66.7%	5	83.3%	7	100.0%
	Number and % of Escalated complaints not closed within 20 working days	1	33.3%	1	16.7%	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)	9	100.0%	26	96.3%	4	57.1%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	3.7%	3	42.9%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	2	100.0%	7	81.8%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	2	18.2%
	Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%	1	100.0%	0	0.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

1.0	There were 39 complaints received in Q3 taking the year-to-date total to 135 compared with 113 for the same period last year which represents an increase of 19%
2.0	Proportion of complaints handled at Stage 1 falls to ~ 70% after averaging ~90% in Q1 and Q2
3.0	Number of upheld complaints fell to 60% in Q3, taking the year-to-date total to 68%
4.0	Average response time for Stage 1 complaints increased to 5.4 working days above the target of 5.0 working days
5.0	A difficult quarter with the number of complaints closed out within target falling to 69% taking year to date total to 77%
6.0	All complaints with extensions were closed out on target

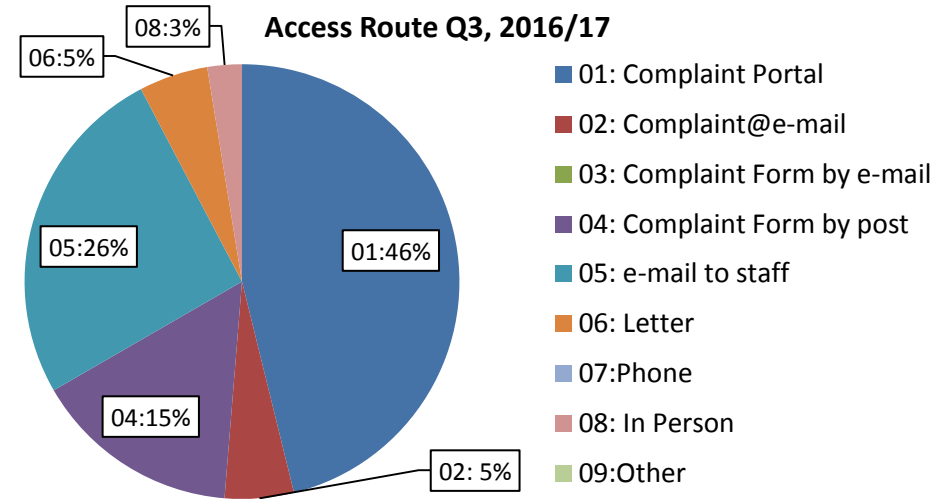
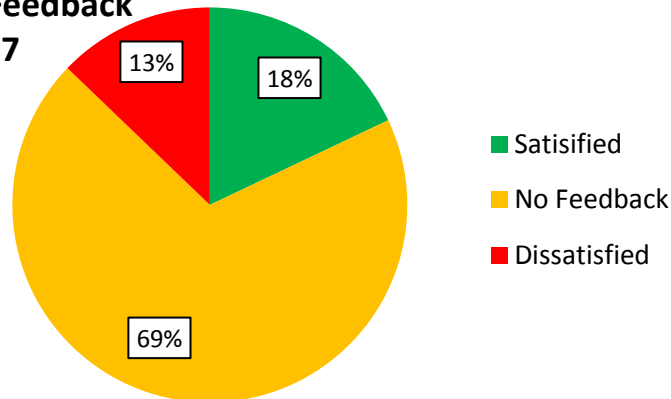
2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

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 the most popular route

Customer Feedback Q3, 2016/17



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 improves to 31%

3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

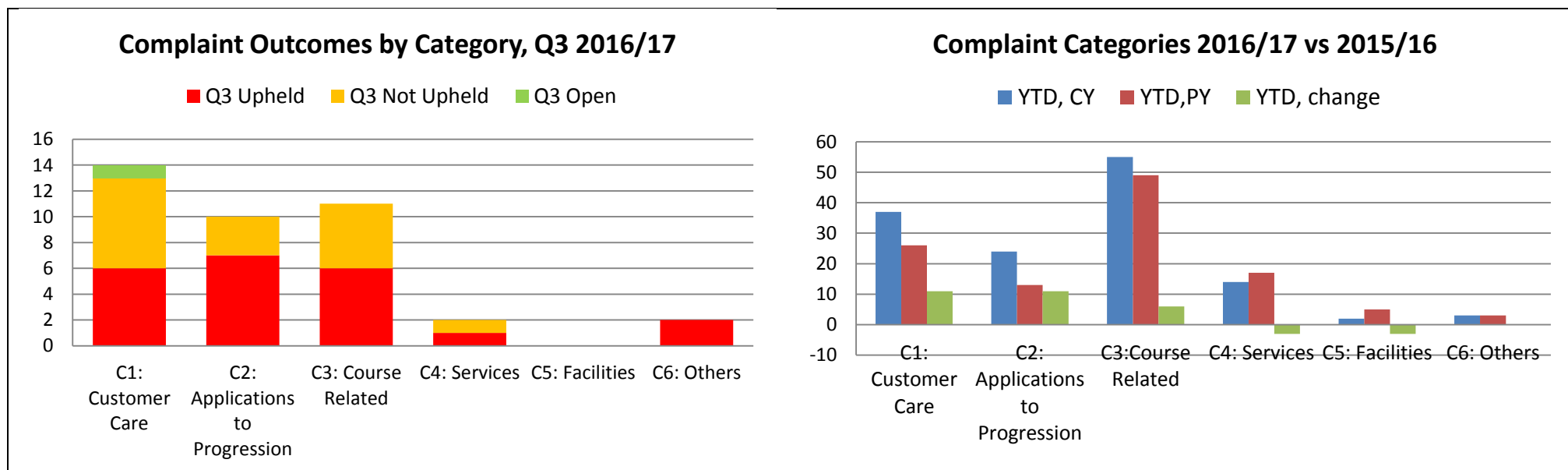
Complaint Reports are prepared Monthly and Quarterly for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management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

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). Complaints received in 2015/16 have been reassigned to these categories to give a baseline for comparison going forward.

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 through to Progressions	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:Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES



Q3, 2016/17: Upheld complaints included further complaints of students being subjected to passive smoking and further issues with a faulty automated accessible door. Several upheld complaints from applicants about the Interview process and from students that have withdrawn from their course identifying the need to review procedures and deliver the appropriate training.

2016/17 Year-to-date: A 19% increase in complaints received fuelled chiefly by increases in the categories of Customer Care (+42%), and Applications to Progression (+85%)

3.4 COMPLAINT THEMES AND LESSONS LEARNED

C1: Customer Care

14 complaints received: 6 upheld, 1 open

C1S01: Health & Safety / 3 complaints upheld

- Two complaints from students being subjected to passive smoking on entering the College, despite 'No smoking signage' being in clear view. The College recognises that there are individuals that make the personal choice not to respect the health of others and choose to ignore the no-smoking signs. Staff will continue to politely request that smokers move on. A Smoke Free Action plan has been developed including initiatives such as "Clear the Air Campaign" – to increase the awareness of our Smoke Free Campus; "Did You Know Campaign?" - to encourage students to think about smoking cessation and provide contact details for Smokeline and "The Healthy Body Healthy Mind Award" - which focuses on the link between sports, physical activity, smoking prevention and mental health.
- A dispensing machine for the provision of hygiene products had been moved to a more accessible location in good faith, however following complaints from students that preferred more privacy it was relocated.

C1S03: Diversity & Equality / 1 complaint upheld

- A student was left feeling embarrassed when challenged by staff for using the automated door at the College instead of main doors. Apologies were offered and a temporary sign that had been placed in good faith on the automated door was removed.

C1S06: Staff Conduct / 1 complaint upheld

- Resolved to satisfaction of both parties.

C1S07: Student Conduct / 1 complaint upheld

- Local residents complained of anti-social behaviour of some students. Community Police intervened and were later invited into the College to speak with the relevant class.

C2: Application, Admission & Progression**10 complaints received: 7 upheld****C2S02: Application, Admission, Interview, Enrolment, Induction / 5 complaints upheld**

- Applicant complained about a fault with the on-line application system and the poor customer service in trying to resolve it. College acknowledged that there was a fault and apologised that the questions they asked to ascertain the nature of the problems the applicant was experiencing gave the impression that they didn't believe the applicant had a problem using the on-line system.
- Applicant considered the interview to be disorganised having to wait a long time for the interviewer who then said little about the course. The applicant was left feeling insulted and hurt by the feedback. Apologies were offered and reassurance that it was not interviewer's intention to be disrespectful.
- Two instances (same course) where applicant was invited for interview only to be quickly sent home for not meeting the minimum entry requirements. Apologies were offered to both students, one was offered a place on NC course and another invited to discuss their career options. The Curriculum area will clarify criteria for applicants to be asked for interview.
- Applicant sent several emails requesting feedback from interview as to why their application was unsuccessful without success. Staff failed to respond to requests or to keep Interview notes (in accordance in with the College's procedure). Student has now an unconditional offer of a place on an alternative course at the College.

C2S03: Progression, Articulation, Withdrawal / 2 complaints upheld

- On the advice of staff the student held back from withdrawing the course until December to prevent losing SAAS funding and complains that SAAS funding was not deducted from the invoice they received for course fees. A clerical error in recording the student's withdrawal date resulted in the student being invoiced for the full fees. The student was refunded accordingly.

- Staff did not follow Student Withdrawal procedure and in particular communication with the student was poor during the process. Apologies offered for the distress caused and for the manner of the withdrawal. As a gesture of good will the invoice for outstanding fees was cancelled. The procedure is under review and staff training and awareness needs will be identified.

C3: Course Related

C3S01: Learning and Teaching / 3 complaints upheld

- Class group were unhappy with the teaching style of lecturer. This had previously been raised through the CADM process and the actions taken were ineffective. The Faculty explored alternative solutions however these were also unacceptable to the class and another lecturer will now take the class.
- Lecturer teaching style did not fit with the assessment strategy and support will be provided to develop their approach in this area.
- Student unhappy with the teaching style of lecturer. Curriculum Head has offered ways to get student's studies back on track including additional tutorials co-ordinated by senior lecturer

C3S02: Environment & Resources/ 1 complaint upheld

- Problems encountered in trying to install specialised software sourced from USA. This has been returned and a new source for the software found in the UK.

C3S03: Course Management / 1 complaint upheld

- Apologies were made for delay in processing PVG which impacted on student arranging a work placement; this was quickly resolved

C3S05: Assessment, Exams & Certification / 1 complaint upheld

- Delay in grading assignments and providing feedback was unacceptable and not in keeping with the College assessment guidelines

C4: Services**C4S01: Finance / 1 complaint upheld**

- Student enrolled on class expecting to pay the fees as advertised on the College web-site and on-line prospectus was later informed that these were the fees per unit (3 units per course). Student had taken up the matter up with Finance in December and complains that no one responded and requests that the College honours the fees as advertised. Apologies were offered for the poor customer service and the misleading information and a reduction in fees offered, which student considered unacceptable.

C5: Facilities

- No complaints

C6: Others**C6S01: Industrial Dispute / 2 complaints upheld**

- Two complaints received regarding disruption to learning due the to the national industrial dispute in Scotland's Colleges