

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 4 , 2016/17 Report (01 May 2017 to 31 July 2017)

Published : 3rd November 2017

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2016/17(Q4)		2016/17 (YTD)		2015/16 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	87		222		153	
	College Population and Number of Complaints received per 100 population	25000	0.3	25000	0.9	25000	0.6
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	75	86.2%	188	84.7%	115	75.2%
	Number of complaints closed at Stage 2 and % of total closed	6	6.9%	22	9.9%	28	18.3%
	Number of Complaints closed after Escalation and % of total closed	6	6.9%	12	5.4%	10	6.5%
	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	61	81.3%	140	74.5%	74	64.3%
	Number and % of complaints not upheld at Stage 1	14	18.7%	48	25.5%	41	35.7%
	Stage 2						
	Number and % of complaints upheld at Stage 2	3	50.0%	11	50.0%	12	42.9%
	Number and % of complaints not upheld at Stage 2	3	50.0%	11	50.0%	16	57.1%
	Escalated						
	Number and % of complaints upheld after Escalation	2	33.3%	7	58.3%	4	40.0%
	Number and % of complaints not upheld after Escalation	4	66.7%	5	41.7%	6	60.0%
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	361	4.8	847	4.5	471	4.1
	Total working days and average time in working days to close complaints at Stage 2	131	21.8	413	18.8	549	19.6
	Total working days and average time in working days to close complaints after Escalation	146	24.3	258	21.5	149	14.9

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	58	77.3%	144	76.6%	99	86.1%
	Number and % of Stage 1 complaints not closed with 5 working days	17	22.7%	44	23.4%	16	13.9%
	Number and % of Stage 2 complaints closed within 20 working days	2	33.3%	15	68.2%	16	57.1%
	Number and % of Stage 2 complaints not closed within 20 working days	4	66.7%	7	31.8%	12	42.9%
	Number and % of Escalated complaints closed within 20 working days	3	50.0%	8	66.7%	9	90.0%
	Number and % of Escalated complaints not closed within 20 working days	3	50.0%	4	33.3%	1	10.0%
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)	13	76.5%	39	88.6%	11	68.8%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	4	23.5%	5	11.4%	5	31.2%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	100.0%	7	100.0%	10	83.3%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	2	16.7%
	Number and % of Escalated complaints closed within 40 working days (extension)	3	100.0%	4	100.0%	1	100.0%
	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 87 complaints received in Q4 taking the year-to-date total to 222 compared with 153 for the same period last year which represents an increase of 45%
2.0	Proportion of complaints handled at Stage 1 improves to ~ 86% in Q4 from 69% in Q3 with year-to-date closing at 85%.
3.0	Number of upheld complaints increased to 76% in Q4 from 62% in Q3 with year-to-date total closing at 71%
4.0	Average response time for Stage 1 complaints improve to within target of <= 5 working day; while average response time for Stage 2 and Escalated slipped and fell out with target of <= 20 working days.
5.0	The number of complaints closed out within target improve slightly to 72% in Q4 from 69% in Q3 with year-to-date closing at 75%
6.0	4 of the 24 complains requiring an extension were not closed out within target

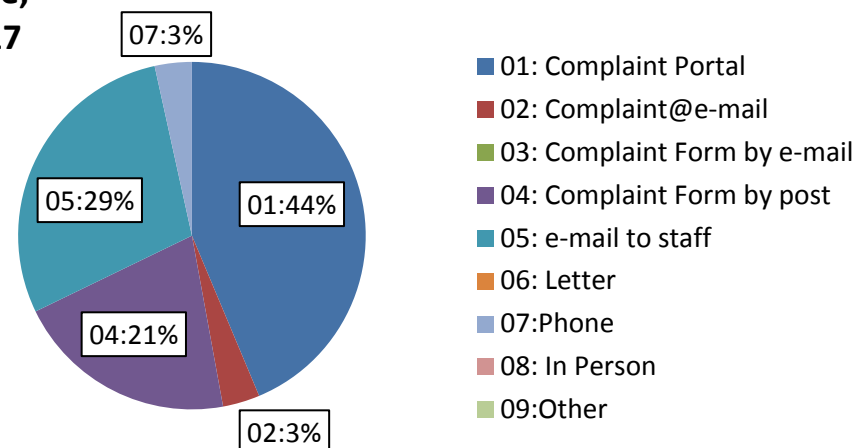
2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

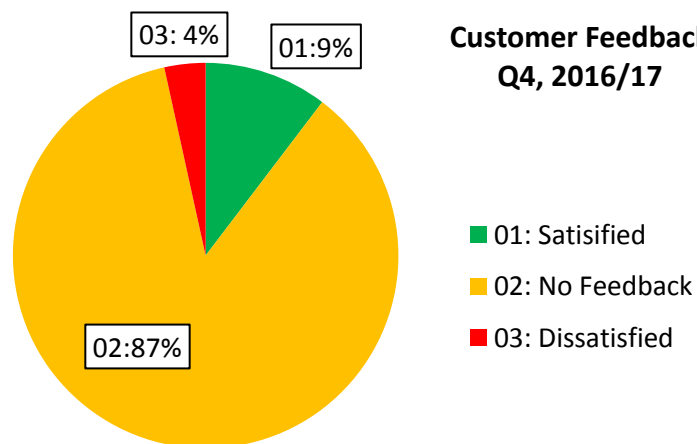
Through our “City Listens” process the College provides an on-line Complaint Portal to raise complaints and also a dedicated e-mail address. Complaint Forms are also available in hard copy or electronic format which can be posted or e-mailed. All these routes are handled by members of the Performance 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

Access route,
Q4 2016/17



Customer Feedback
Q4, 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 13%

3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

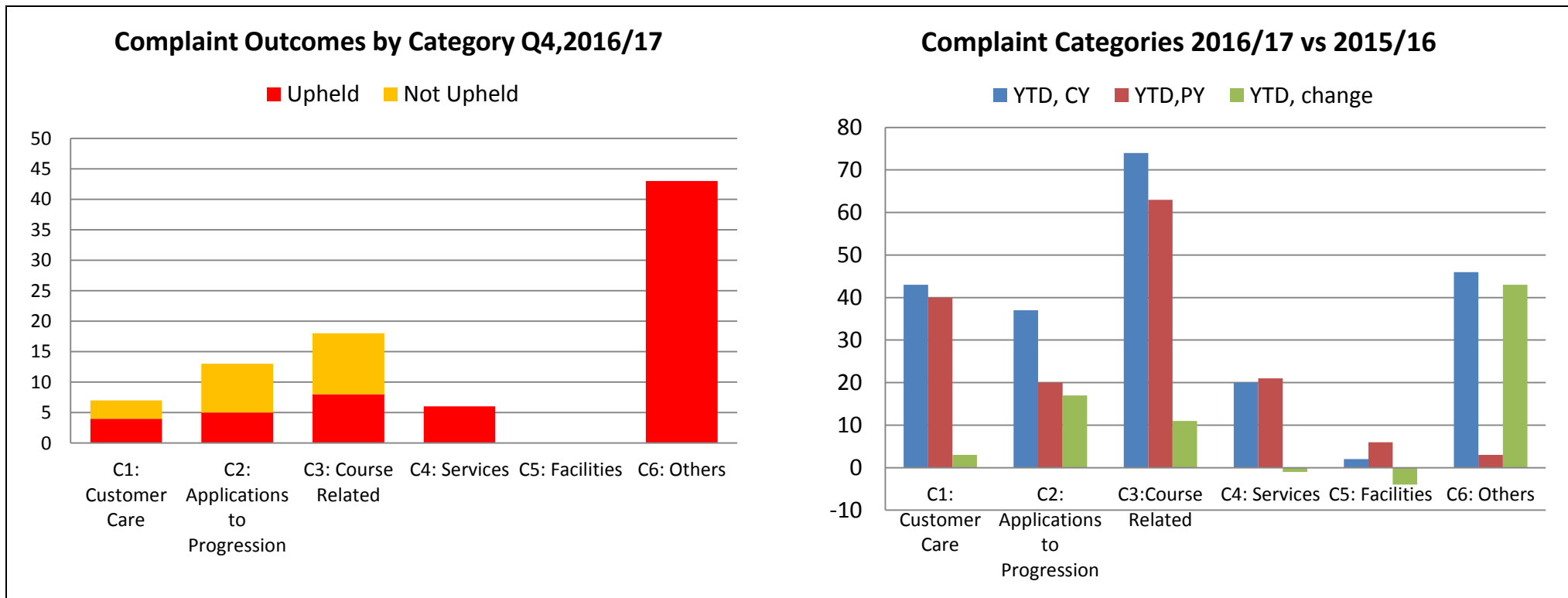
Complaint Reports are prepared Monthly and Quarterly for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management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



Q4, 2016/17: Q4 was dominated with complaints associated with the national industrial dispute in Scotland’s Colleges, recorded under the “Others” category

3.4 COMPLAINT THEMES AND LESSONS LEARNED

C1: Customer Care

7 complaints received / 4 upheld

C1S03: Diversity & Equality / 1 complaint upheld

- A repeat complaint from the same student regarding faulty accessible door at the City Campus entrance. FES has identified the fault and the spare parts necessary to be available at the College.

C1S05: Environmental / 1 complaint upheld

- A repeat complaint from a Townhead neighbour regarding students parking in residents private spaces. Apologies offered for students making personal choice to park in residents' spaces. Awareness banner to be shown on flat screens in College.

C1S06: Staff Conduct / 2 complaints upheld

- Complaint resulted in the College no longer employing an external trainer.
- Apologies offered for embarrassing the student when dealing with a staff issue in the student's presence, that matter would have been better dealt with in private.

C2: Application, Admission & Progression**13 complaints received / 5 upheld****C2S02: Application, Admission, Interview, Enrolment, Induction / 3 upheld**

- *Application:* Complaint Upheld: Curriculum area had not read referral from Admissions. If they had done the student would not have been invited for interview
- *Application:* Apologies offered for errors made in processing application and the confusion and upset caused. Staff were reminded of the progression routes from NC to HN for the Curriculum area. The matter was resolved and student given a Conditional Offer on their first choice course.
- *Application:* A misunderstanding regarding the applicant's qualifications and experience resulted in them being rejected for the course of their choice and advised to take a part-time course – which they could not afford. The applicant did not meet the entry requirements and had been invited in for interview rather than the application referred to Curriculum area. It later transpired the applicant did meet the entry requirements and they were placed on the waiting list of the course of their choice.

C2S03: Progression, Articulation, Withdrawal / 2 upheld

- *Withdrawal:* The date of the student's withdrawal from course had been recorded incorrectly resulting in student being invoiced for full fees. The fees were reduced in accordance with Refund Policy and then waived after student also complained of cancelled classes.
- *Withdrawal:* Student had withdrawn from course on medical grounds and misinterpreted this as having been withdrawn on Medical Leave of Absence (MLOA) resulting in SAAS payments continued. College had not responded to SAAS request for clarification and payments continued until SAAS realised it was a normal withdrawal and then claimed the overpayment back from the student. College accepted that if they had responded to SAAS the overpayments would have not been made. Although the student had spent the overpayment the College deducted this amount from outstanding fees.

C3: Course Related**18 complaints received, 8 upheld****C3S03: Course Management / 1 upheld**

- Staff absence resulted in student having 3 different lecturers for the same unit and disruption to class. The Curriculum areas staff induction process will be improved to ensure Bank lecturers are better prepared to pick up the existing lesson plan.

C3S05: Assessment, Exams & Certification / 7 upheld

- Assessment: Apologies were offered for the delay in marking assessments and these were duly processed
- Assessment: Complaint raised by class representative on behalf of 27 students regarding the instrument of assessment being used. Investigation revealed there was an issue and with the wider application of the Internal Verification procedure which is now being addressed.
- Assessment: Long standing issues with equipment used for practical work were not taken into account when marking the assessments. The assessments have been reviewed and marks adjusted accordingly.
- Assessment: Student complained about aspects of the assessment process and the investigation revealed there was a wider issue with application of the Internal Verification procedure within the Curriculum area which is now under review.
- Assessment: Student complains of a lack of feedback from a failed assessment and the timing and preparations for the re-sit. The matter was quickly resolved and student passed the resit. Operational changes will be introduced in the new academic session to improve the feedback process and the scheduling of re-sits changed to reduce the number at the end of the academic session.
- Assessment: Student was informed they had passed assessment however quality assurance checks revealed further work was required to be carried out to meet the standard required. Apologies were offered and arrangements made for student to complete work required for assessment; which student passed.
- Certification: Student complains that the processing of course fees and the registration as well as the processing of results were unnecessarily delayed which resulted in certification still not having taken place almost two months since the course. Apologies were offered for an administrative error had resulted in the student being attached to the wrong SQA Group award

C4: Services**6 complaints received / 6 upheld****C4S01: Finance / 1 upheld**

- Payment to a service provider had been delayed in light of the IR35 tax legislation and requests to resolve the matter could have been handled better. Payment was made and apologies offered for the poor communication.

C4S02: Funding & Bursary / 1 upheld

- Student complained that bursary payments for the class had been halted at short notice. The class representative had also raised the matter directly with Student Funding and the matter was resolved quickly. Course end date had been entered incorrectly and triggered payments to stop. Apologies were offered while procedures will be reviewed and training provided.

C4S03: Student Records / 1 upheld

- Former student complains than no one in college was responding to their requests regarding confirmation of their withdrawal date. Apologies were offered for the request not being forwarded to the correct department and the requested details provided.

C4S04: Providing Learning Support / 1 upheld

- The College was unable to provide a chair suitable for student's needs within a reasonable timescale and thereby impacted on learning experience and attendance. The College apologises and the student now has a dedicated chair that meets their needs.

C4S06: Quality / 1 upheld

- Student complained that the College had not implemented the actions agreed from a previous complaint upheld in May 2017. There was confusion over who was responsible for following up the agreed actions with each party thinking the other had carried them out. These have now been followed through and a review of the complaint action tracking process underway

C4S99: Others / 1 complaint upheld

- Client complained that they were unable to get through to beauty reception to make an appointment. Apology was offered and an appointment made

C5: Facilities

- No complaints

C6: Others

C6S01: Industrial Dispute / 43 upheld

- Complaints received regarding failure to resolve national industrial dispute in Scotland's Colleges and the impact of that dispute on learning