

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 1 , 2016/17 Report (01 Aug 2016 to 31 Oct 2016)

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2016/17(Q1)		2016/17 (YTD)		2015/16 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	42		42		33	
	College Population and Number of Complaints received per 100 population	25000	0.17	25000	0.17	25000	0.1
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	38	90.5%	38	90.5%	23	69.7%
	Number of complaints closed at Stage 2 and % of total closed	3	7.1%	3	7.1%	7	21.2%
	Number of Complaints closed after Escalation and % of total closed	1	2.4%	1	2.4%	3	9.1%
	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	26	68.4%	26	68.4%	11	47.8%
	Number and % of complaints not upheld at Stage 1	12	31.6%	11	31.6%	12	52.2%
	Stage 2						
	Number and % of complaints upheld at Stage 2	1	33.3%	1	33.3%	5	71.4%
	Number and % of complaints not upheld at Stage 2	2	66.7%	2	66.7%	2	28.6%
	Escalated						
	Number and % of complaints upheld after Escalation	1	100.0%	1	100.0%	1	33.3%
	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	2	66.7%
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	137	3.6	137	3.6	71	3.1
	Total working days and average time in working days to close complaints at Stage 2	38	12.7	38	12.7	142	20.3
	Total working days and average time in working days to close complaints after Escalation	18	18.0	18	18.0	48	16.0

PERFORMANCE INDICATORS		2016/17(Q1)		2016/17 (YTD)		2015/16 (YTD)	
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	32	84.2%	32	84.2%	22	95.7%
	Number and % of Stage 1 complaints not closed with 5 working days	6	15.8%	6	15.8%	1	4.3%
	Number and % of Stage 2 complaints closed within 20 working days	3	100.0%	3	100.0%	3	42.9%
	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%	4	57.1%
	Number and % of Escalated complaints closed within 20 working days	1	100.0%	1	100.0%	3	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)	5	83.3%	5	83.3%	0	0.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	16.7%	1	16.7%	1	100.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	4	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%

Observations

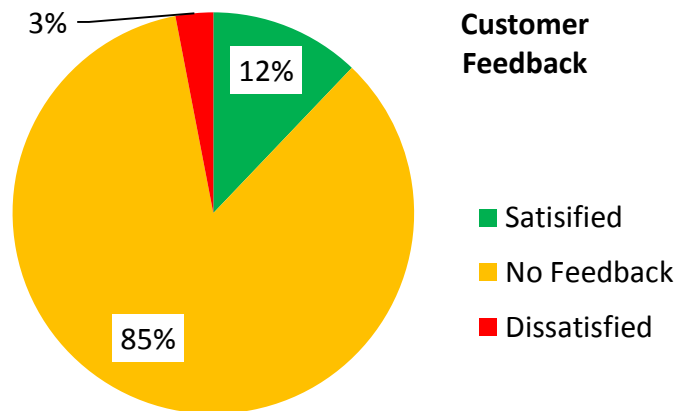
- The College received 42 complaints in Q1,2016/17 compared with 33 for Q1, 2015/16, representing a 27% increase.
- 90% of complaints received were handled at Stage 1, a significant increase on previous year.
- Increase in Stage 1 complaints upheld and a decrease in Stage 2 complaints upheld compared with previous year.
- On average 2 out of every 3 complaints received were upheld.
- The average response time at all stages was within their respective targets.
- Across all stages 86% of complaints were responded to within target.
- A total of 6 complaints required an extension with 5 closed out within extended period.

2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

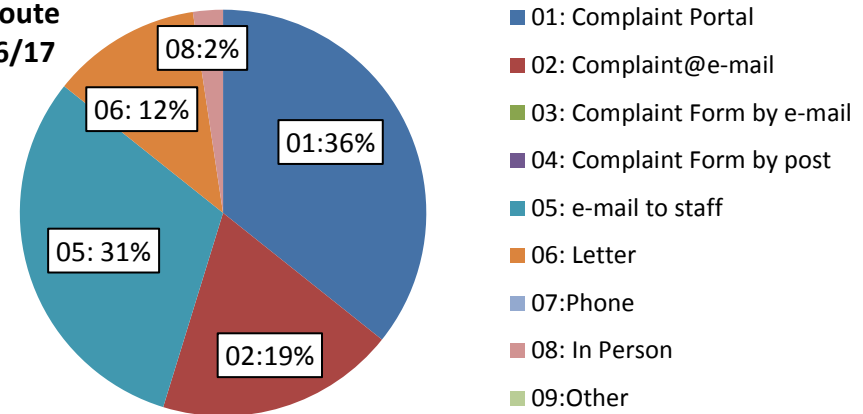
2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

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 and e-mails to staff continue to be most popular routes



Access Route
Q1, 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 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 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.

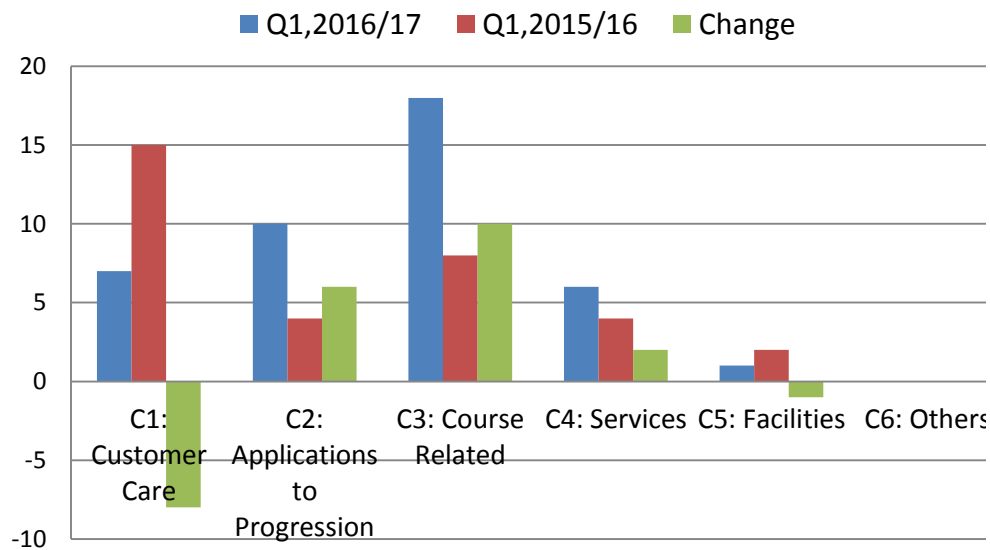
3.2 Complaint Categories

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.

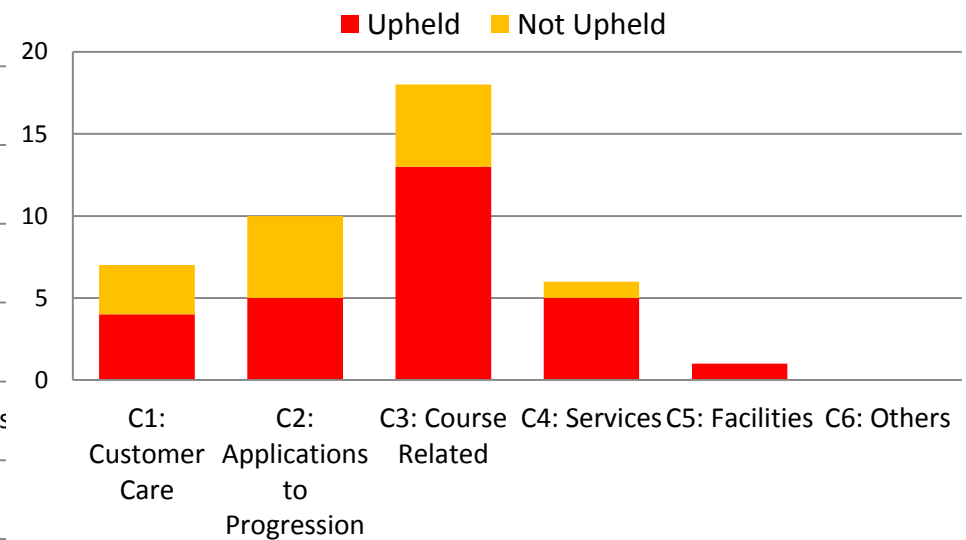
CATEGORIES	SUB-CATEGORIES
C1:Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications through to Progressions	C2S01: Marketing, C2S02: Application, Admission, 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

Complaint Categories 2016/17 vs 2015/16



Complaint Outcomes by Category Q1, 2016/17



The 27% increase in the number of complaints received in Q1, 2016/17 compared with the same period last year has been driven with a significant increase in Course Related and Applications to Progression complaints offset by a 50% reduction in Customer Care complaints.

3.4 COMPLAINT THEMES AND LESSONS LEARNED

Customer Care

A total of 4 of the 7 complaints received were upheld and all of which to some extent were associated with the move to the College's new City Campus.

An accessible hoist was not operational in time preventing a student from accessing their course and engaging socially with other students during their first week at College leaving the student feeling disadvantaged. Apologies were offered and the hoist is now operational and a plan implemented to ensure the student will not be disadvantaged with their studies. The Fault Reporting system is under review to enhance the reporting and monitoring of issues associated with access to the College.

A student complained of being subjected to passive smoking on entering / leaving the College through smokers congregating at entrances to the College despite the 'No Smoking' signs being clearly visible. Investigations revealed that some smokers were unaware of the extent of College property and of any alternative smoking areas. Additional signage has since been implemented. The College Smoking Policy is under review and regular checks carried out to ensure smokers are politely asked to observe the no-smoking areas.

One of our neighbours complained that students were congregating near their home and that they were smoking and dropping litter. We have publicised through our Students Association requesting students to respect our neighbours, put litter in bins and not to smoke near residents' properties. Estates staff will continue to monitor the situation while increasing the litter collections to 3 per day.

A visitor to the Campus found the parking area to be chaotic and rather than receive support from staff were spoken to in an unprofessional manner. Many of the parking issues will be alleviated on the completion next year of the final phase of the development of City Campus. Staff have since undertaken customer service training to better handle what can be a frustrating situation for all parties.

Application, Admission & Progression

A total of 5 of the 10 complaints received were upheld.

An applicant complained that they did not receive a telephone interview as arranged. More applicants than expected turned up at the induction event the day before the telephone interviews went ahead. The student should have received an e-mail informing them the telephone interview had been cancelled.

Applicant attended interview for place on NC course and was advised to consider the HNC course instead and given a conditional offer. On applying they told that they were unsuccessful in meeting the entry requirements and that the NC course was full. The applicants SQA credits did not meet the College entry requirements. Curriculum Head contacted their counterpart at the applicant's previous College to learn that the applicant had also passed 'College certificated units' and this combined with a very positive recommendation resulted in a definite offer which the applicant accepted.

Student experienced problems while enrolling for a short course and had not time to read the terms and conditions. The following day they decided the course was not for them and did not realise they were liable for fees. College acknowledged the enrolment problems and waived the fees.

Customer believed that they had booked on short course starting in September. On making enquiries about the starting date of the course the customer was informed that it may be cancelled if it was short on numbers and that they would receive a full refund. The customer attempted to contact the College again without success at first and was later informed that they had booked on the November course. The College recognises that the customer's error should have been noticed at the first point of contact and communicated at that time. A full refund was given as the November date did not suit the customer.

The College apologised for the delay in providing student with their student card and a new card was provided.

Course Related

A total of 13 of the 18 complaints received were upheld.

A total of 10 complaints associated with the classroom environment & resources in the newly opened City Campus not being ready or not fit for purpose were upheld.

The new City Campus was opened in August 2017 and it quickly became apparent that there were going to be some significant delays in having some of the specialised workshops and some of the equipment available for use at the start of term. Class Representatives played a pro-active role in expressing the dissatisfaction of their classes through the Complaint Handling Procedure. The Faculty Director apologised for the delays and met regularly with the classes to update them on contingency plans and progress against revised timescales.

A Class Representative raised a complaint regarding the new open space classrooms and classroom sizes at City Campus. The College took the opportunity to put into context the number of open space classrooms in the new campus. It is also recognised that this environment was more suited to some courses than others and Curriculum areas will take this into account when timetabling classes.

As part of the learning process all complaints received on the new City Campus are shared with the Infrastructure team to form part of the review of the City Campus.

The remaining 3 upheld complaints in this category included a complaint raised by a client on behalf of his staff regarding the teaching style on a commercial course. The issue was quickly addressed and with an outcome satisfactory to all parties.

Two complaints on course management were upheld. The first from a student that was finding their course difficult since it included a class that had to be carried over from last session due to staff shortages. A support plan was put in place following discussions with Faculty Director. The second was regarding disruption to classes due to short-notice of changes to timetabling. The College apologised and acknowledged there were issues in the timetabling system for these specific classrooms and this has now been resolved.

Services

A total of 5 of the 6 complaints received were upheld.

Two complaints upheld regarding the processing of Individual Learning Account (ILA) funding resulting in the students being invoiced for fees they did not owe. For the first complaint the student's booking on the course had incorrectly been considered to be outwith the ILA funding period while in the second a clerical error resulted in an incorrect ILA reference being recorded. Apologies were offered and refunds given. Greater care will be taken in the future and records of communication with students better managed.

Two complaints upheld regarding maintenance of students records. The first involved contact details which the student complained were not current and although these had been updated on the College system the final step of verification had been overlooked. The second involved student cards where the expiry date pre-dated the end of the course. The expiry date was re-set and new cards printed and a review of the student feedback process will be carried out to ensure that some of the issues raised can be quickly addressed, e.g. through Course and Development Meetings (CADM).

A student complained of not being able to access MyCity learning platform. Student's password was quickly re-set and access established.

Facilities

One complaint received and upheld

Student identified classrooms and staircases in the new City Campus that were unbearably hot. The Facilities Management Team have examined the temperature and adjusted with the Building Management System.