



Complaints Handling Procedure

Quarter 1 , 2018/19 Report (01 Aug 2018 to 31 Oct 2018)

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1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2018/19(Q1)		2018/19 (YTD)		2017/18 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	33		33		51	
	College Population and Number of Complaints received per 100 population	25000 0.13		25000 0.13		25000 0.2	
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 84.8%		28 84.8%		37 72.5%	
	Number of complaints closed at Stage 2 and % of total closed	2 6.1%		2 6.1%		11 21.6%	
	Number of Complaints closed after Escalation and % of total closed	2 6.1%		2 6.1%		3 5.9%	
	Open	1 3.0%		1 3.0%		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	23 82.1%		23 82.1%		16 43.2%	
	Number and % of complaints not upheld at Stage 1	5 17.9%		5 17.9%		21 56.8%	
	Stage 2						
	Number and % of complaints upheld at Stage 2	0 0.0%		0 0.0%		6 54.5%	
	Number and % of complaints not upheld at Stage 2	2 100.0%		2 100.0%		5 45.5%	
	Escalated						
	Number and % of complaints upheld after Escalation	2 100.0%		2 100.0%		1 33.3%	
	Number and % of complaints not upheld after Escalation	0 0.0%		0 0.0%		2 66.7%	

1	35 % reduction in number of complaints received compared with same period in the previous year
2	% of complaints handled at Stage 1 up by 12 points
3	% of total complaints upheld significantly increased to 78% compared with 45% for the same period last year

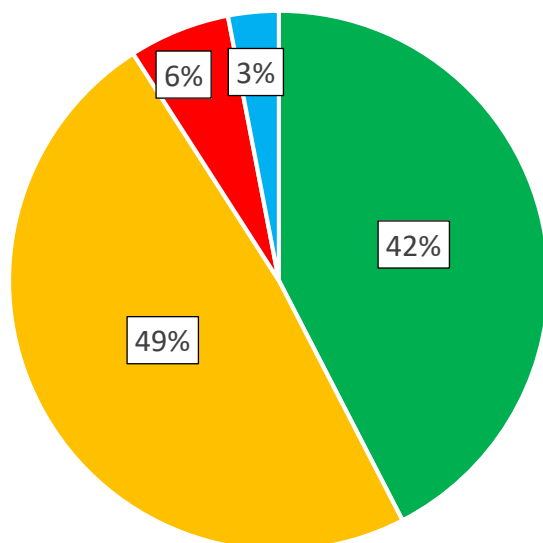
	PERFORMANCE INDICATORS	2018/19(Q1)		2018/19 (YTD)		2017/18 (YTD)	
4.0	Total working days and average time in working days to close complaints at each stage						
	Total working days and average time in working days to close complaints at Stage 1	125	4.5	125	4.5	210	5.7
	Total working days and average time in working days to close complaints at Stage 2	42	21.0	42	21.0	188	17.1
	Total working days and average time in working days to close complaints after Escalation	31	15.5	31	15.5	63	21.0
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	24	85.7%	24	85.7%	24	64.9%
	Number and % of Stage 1 complaints not closed with 5 working days	4	14.3%	4	14.3%	13	35.1%
	Number and % of Stage 2 complaints closed within 20 working days	1	50.0%	1	50.0%	9	81.8%
	Number and % of Stage 2 complaints not closed within 20 working days	1	50.0%	1	50.0%	2	18.2%
	Number and % of Escalated complaints closed within 20 working days	2	100.0%	2	100.0%	1	33.3%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	66.7%
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	75.0%	3	75.0%	10	76.9%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	25.0%	1	25.0%	3	23.1%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	1	100.0%	2	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%	2	100.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

4	Average working days to close Stage 1 days has improved on same period last year and is now within ≥ 5.0 working day target while average working days to close Stage 2 complaints has slipped to 21.0 working days outwith the 20.0 working day target.
5	No of Stage 1 complaints closed within ≤ 5.0 working day target has increased significantly to 86%. Overall 84% complaints have been closed out within their respective targets compared with 67% for the same period last year.
6	Of the 5 complaints that required extensions , 4 were closed out within the extension deadline

2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

Customer Feedback Q1, 2018/19

■ Satisfied ■ No Feedback ■ Dissatisfied ■ Open



Session	%Satisfied	% Feedback	% Upheld
2018/19 Q1	42%	48%	78%
2018/19 YTD	42%	48%	78%
2017/18 YTD	12%	15%	45%

- Encouraging start to the year with 42% complainants satisfied in the manner that complaints were handled compared with 12% the previous year, although this is likely to be influenced by the significant increase in upheld complaints
- The overall feedback (satisfied + dissatisfied) has significantly increased to 48% compared with 15 % for the same period last year.

3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

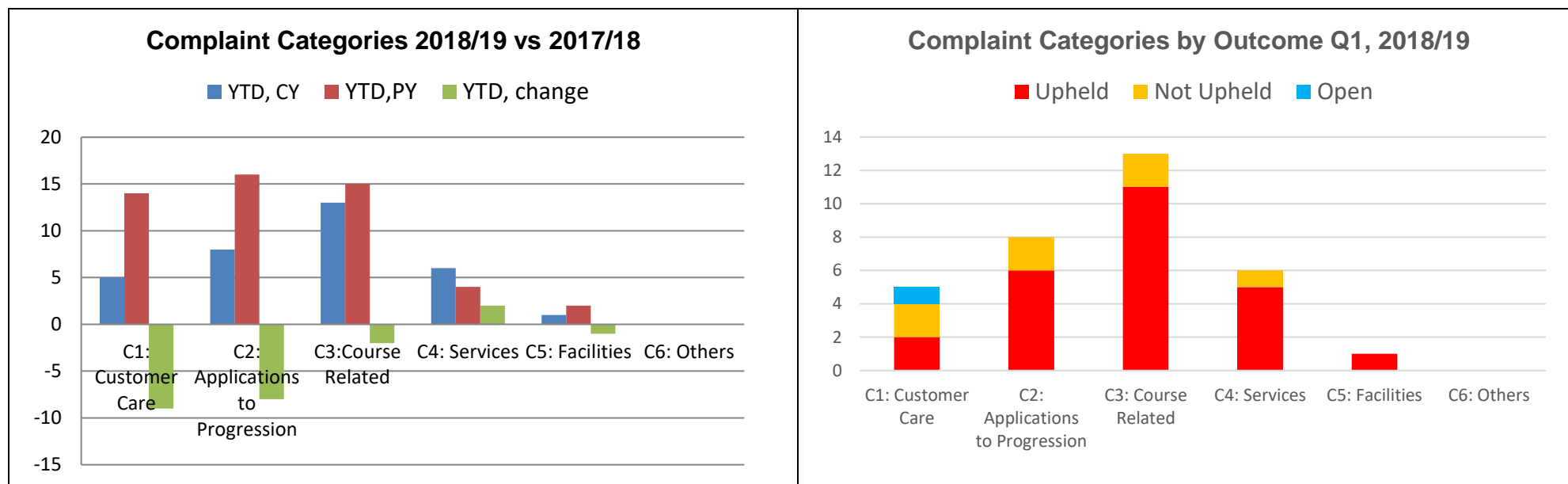
Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College's Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College's Senior Management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

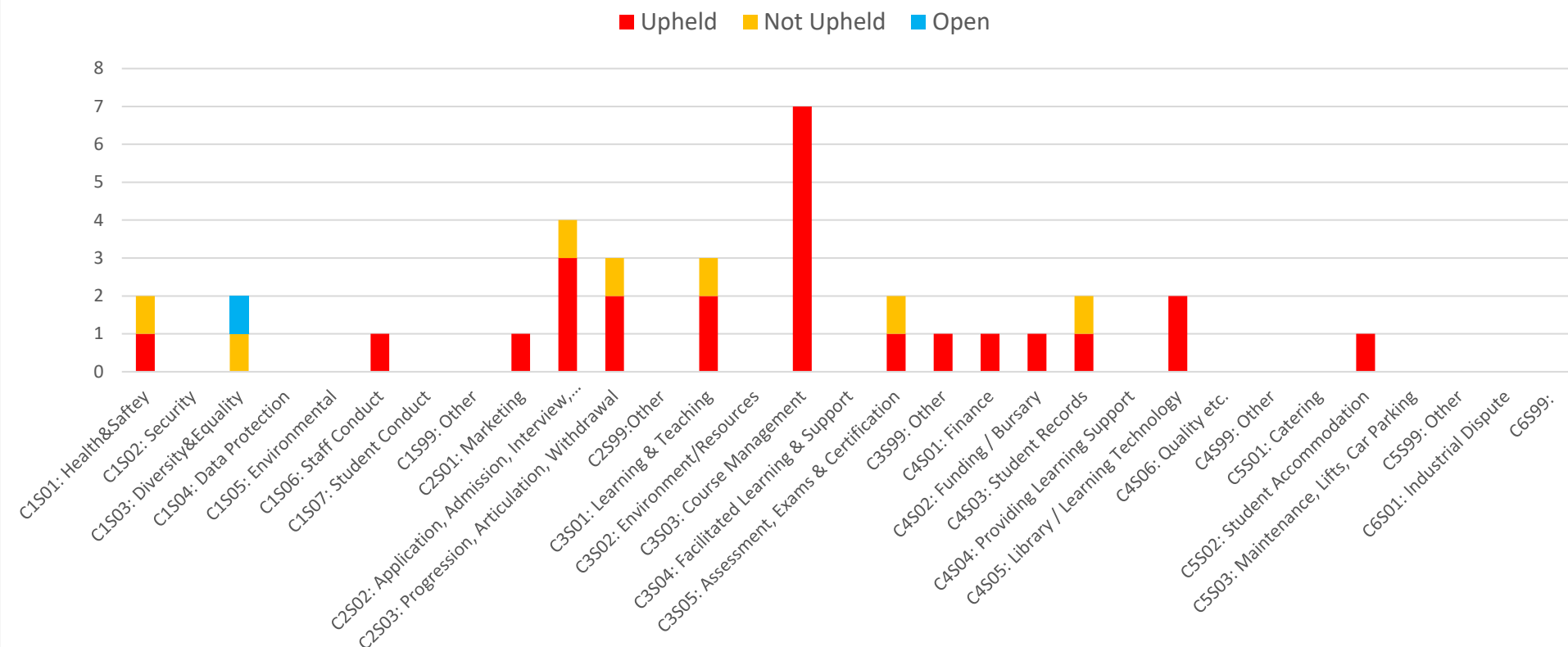
CATEGORIES	SUB-CATEGORIES
C1:Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications through to Progressions	C2S01: Marketing, C2S02: Application, Admission, 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: Industrial Dispute, CS602: Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES



The 35% reduction in the number of complaints received in Q1, 2017/18 compared with the same period last year has been driven with a significant decrease in Customer Care (-65%), Applications to Progression (-50%), Course Related (-13%) and Facilities -(50%) and offset slightly by an increase in Services complaints (+50%).

Complaint Outcomes by Sub-Category Q1,2018/19



2018/19	Customer Care	5 (15%)	Applications to Progression	8 (24%)	Course Related	13 (39%)	Services	6 (18%)	Facilities	1 (3%)	Others	0 (0%)
2017/18	Customer Care	14 (28%)	Applications to Progression	16 (31%)	Course Related	15 (29%)	Services	4 (8%)	Facilities	2 (4%)	Others	0 (0%)

3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE	Received:	5	Upheld:	2	Open:	1
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C1S01: Health & Safety

Student complains about the lack of enforcement of the College's Smoke Free policy at the City Campus and is concerned about being subjected to passive smoking as well as the potential fire hazard. The student suggests that there should be a designated area for smokers and/or tougher sanctions for those that choose to smoke on campus. A Short Life Working Group will take these suggestions on board in their review of the policy and attempt to consider alternative solutions to address this issue. In addition the College has enhanced their smoking cessation programme with the provision of new weekly "BeSmokeFree" sessions in partnership with the NHS where students and staff can seek advice.

C1S06: Staff Conduct

A student was unhappy with the manner in which a member of staff handled a service request which escalated into argument and both parties recognised the situation could have been handled better. Apologies were offered for the poor first impressions created and a tour of the facilities was offered.

APPLICATION, ADMISSION & PROGRESSION	Received:	8	Upheld:	6
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C2S01: Marketing

Applicant complained that description of different level of similar courses on the web-site was misleading and resulted on the student applying for a place on a Level 3 course (which is not specified as any level) rather than their actual desired choice of Level 5 (which is specified as a Level 5 course). By the time the applicant realised they had applied for the wrong course the Level 5 course was full. Apologies were given and tutor agreed to increase class size and applicant was given a place on the Level 5 course. The web-site has now been updated to clearly define the Level 3 course.

C2S02: Application, Admission, Interview, Enrolment, Induction

Student complained that they could not progress further applications during the summer due to their “1st choice application being on hold”. Apologies were offered for the delay in progressing the 1st choice application due to the summer break. This was progressed when staff returned to work and the student was able to submit additional applications.

Applicant identified a number of issues associated with the application process including technical problems while trying to upload portfolios and attempting to cancel applications. They also complained of staff not responding to e-mails/voice-mails and considered the on-line application process to be poorly worded. Technical problems associated with uploading portfolios have been taken up with IT. A review of the process for referring applications to faculties will be conducted to ensure that referrals are handled more effectively and a review of application process and web-site will be conducted to identify areas for improvement.

Student applied for both Level 5 (1st choice) and Level 3 (2nd choice) of the same course and was offered a place on Level 3 course while also being added to reserve list for the Level 5 course. However Finance staff credited payment against the level 5 course in error and the College agreed to honour this and a place was given in the Level 5 course. Finance staff will check system to confirm course enrolment prior to taking payment.

C2S03: Progression, Articulation, Withdrawal

Student complains about being withdrawn from course and in the manner in which they were informed through a third party. The College explained that they had not been withdrawn but that their enrolment had been subject to an early cancellation (due to absence from the initial classes) which would not impact on SAAS funding or College fees. The College accepted that the situation should have been handled better and apologised for the manner in which the decision was communicated. The student was advised to apply for the January course if they wish and has since pre-enrolled.

Student requested to be withdrawn from course on 4th December 2018. Their last date of attendance was recorded as 24th November, the last day of Block 1, and since this was prior to 1st December an invoice for outstanding fees was triggered. However there was an inter-block week following the end of the block during which time students should not have been considered absent and as such the student's last day of attendance should have been recorded as 1st December, negating the need to send an invoice for outstanding fees. Apologies were offered and the invoice cancelled. Staff will ensure withdrawal dates take into account any inter-block weeks.

COURSE RELATED	Received:	13	Upheld:	11
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C3S01: Learning & Teaching

At the conclusion of the evening course a student complained about elements of the teaching delivery of the class. It was accepted that these will now be addressed and explained that they would have been addressed sooner if informed during the course.

Customer complained about several issues associated with the delivery of an evening class and wished a full refund. The College took on board the comments, identified areas for improvement and provided a full refund as requested.

C3S03: Course Management

Student complained about the structure of the course programme and the impact on the learning experience including a low pass rate for a specific unit. The College accepted that there were shortcomings in the course structure which will be addressed through a thorough review to ensure the units are sequenced appropriately. The problematic unit has now been replaced in the Group Award and the revised unit will be stringently quality assured.

Two complaints associated with stand-in staff covering for staff absence. In both examples complainants emphasised that they were not being critical of the covering staff.

- Customer complained that a stand-in lecturer was not delivering the content of the evening class as advertised on College web-site. College accepted that the course was not meeting customer's expectations and due to further unforeseen circumstances the course was cancelled and the class refunded.
- Customer complained that a stand-in lecturer could not deliver a specific aspect of the evening class as advertised. In addition the start of the course had also been delayed and to make up time further classes time were to be extended until 9pm, however Estates staff required students to be out the building before then. The customer was withdrawn from the course as requested and a full refund provided. The course information on the College web-site will be updated to better reflect the delivery of the specific aspect of the

course which customer complained about it. Estates staff have been informed of the need to extend the class time and for the building to remain open.

Four complaints were upheld that shared 'poor communication' as a common root cause.

- Student beginning the 3rd Year of a course was sent an e-mail and a timetable intended for 4th year students by mistake. The student turned up on the day as requested only to discover the mix-up which left them stressed and anxious and missing the remainder of the week. The College apologised for the distress caused and arrangements were quickly put in place to allow the student to catch up with the missed work and SAAS contacted to reassure them that their funding was not affected.
- Customer complained that staff did not respond to their e-mails requesting details of materials to bring to evening class and therefore did not attend and requested a refund. Apologies were offered and a refund given.
- Customer complained that they travelled in for the first evening class of a course to find it had been cancelled, despite having checked that it was on, with admissions staff twice that day. They also complained that they did not receive an e-mail that was sent to all class members to inform them that class had been cancelled. College could not explain why the student did not receive the e-mail as they were on the list of recipients and a follow up test e-mail was received. In future, admissions staff will be informed of short notice cancellations of classes to ensure students that call are correctly advised. An apology was offered for the inconvenience and the student's travelling expenses refunded while the missed class was rescheduled for a later date. An apology was also offered for the delay in providing customer with a student card which has now been provided.
- A student enrolled on a Thursday evening class of a short course which also ran on a Tuesday evening. The student missed the first class and following a misunderstanding they attended the next two Tuesday classes to find the first one cancelled and to be told at the second to attend the Thursday class. Apologies were made for the wasted journey and student refunded travelling costs and course fees.

C3S05: Assessment, Exams & Certification

Student complained about the lack of assistance and conflicting communication from staff in organising their re-sits for four units. Apologies were offered for the inconvenience and single point of contact was established and a plan agreed. Student has since passed all four re-sits.

C3S99: Other

Student complains that they were charged for “infill” units that they did not attend. Investigation revealed that a new unit which was to be included in the course was added to the programme incorrectly resulting in student receiving an invoice for that unit which was already built in to course fees. An apology was offered for the mistake and all students were refunded accordingly. Course structure for 2018/19 was corrected to prevent a recurrence and staff trained in setting up the course.

SERVICES	Received:	6	Upheld:	5
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C4S01: Finance

Parent of student complained about the College’s debt recovery processes after receiving a ‘first reminder’ for payment some 6 months after the student had called Finance to query the debt. The reminder was dated 8 days before the date letter was received leaving the recipient 2 days to respond within the required 10 days, before the matter would be passed on to a debt collector. Apologies were offered for not recording and acting on the initial phone enquiry and for the alarm caused by what effectively was “2 days” notice. The department delayed posting to prevent the letter arriving at the week-end and the department would have taken this into account in determining the notice period. The department also consider that previous reminders were sent, however cannot provide evidence since currently when retrieving hard copies from the system these will be printed with the date they were printed on. The issue with the outstanding debt has been resolved and could have been if dealt with initially. Staff reminded to record phone call enquiries and act on them accordingly

C4S02: Funding / Bursary

Student complained that college had not responded to several requests for formal confirmation that they did not achieve their HNC at the College. College had no record of the requested and contacted SAAS to provide the required information sent the student a signed letter for their records.

C4S03: Student Records

Student complains that after 1 week of an intensive 4 week course that have yet to receive their student card preventing them from borrowing library books. Apologies were offered and a card provided. Investigation revealed that the smart card report for printing cards at the beginning of the session had not be set to chronological order, which would resulted in the short course being printed earlier. In future data provided to library systems will include details of those students who are enrolled but do not have a smart card.

C4S05: Library / Learning Technology

Two students complained about noise level in library at Riverside campus. Students are minded to be respectful of other in the library and staff will check regularly and address any issues accordingly.

FACILITIES	Received:	1	Upheld:	1
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C5S02: Student Accommodation

Student complains that wi-fi in the Halls of residence is not working and is impacting on study time. In addition they complained of a faulty vacuum cleaner and missing shelves. College accepts there had been an issue with the Wi-Fi which was fixed and tested over the summer. The student's device required a specific fix which was completed successfully. A new vacuum was supplied and additional shelving provided.

OTHERS	Received:	0		
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No Complaints received.