

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 2 , 2018/19 Report (01 Nov 2018 to 31 Jan 2019)

26th March 2019

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1 PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2018/19 (Q2)		2018/19 (YTD)		2017/18 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	34		67		89	
	College Population and Number of Complaints received per 100 population	25000	0.14	25000	0.27	25000	0.4
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	25	73.5%	53	79.1%	68	76.4%
	Number of complaints closed at Stage 2 and % of total closed	4	11.8%	6	9.0%	15	16.9%
	Number of Complaints closed after Escalation and % of total closed	4	11.8%	6	9.0%	6	6.7%
	Open	1	2.9%	2	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	14	56.0%	37	69.8%	34	50.0%
	Number and % of complaints not upheld at Stage 1	11	44.0%	16	30.2%	34	50.0%
	Stage 2						
	Number and % of complaints upheld at Stage 2	2	50.0%	2	33.3%	7	46.7%
	Number and % of complaints not upheld at Stage 2	2	50.0%	4	66.7%	8	53.3%
	Escalated						
	Number and % of complaints upheld after Escalation	3	75.0%	5	83.3%	1	16.7%
	Number and % of complaints not upheld after Escalation	1	25.0%	1	16.7%	5	83.3%

1	34 complaints in Q2 compared with 33 in Q1. 67 complaints year-to-date compared with 89 in previous year represents 25% reduction
2	Stage 1 complaints dropping from 85% in Q2 to 74% taking year-to-date to 79% , with the remaining Stage 2 and Escalated evenly split.
3	58% complaints upheld in Q2 compared with 78% in Q1. Year-to-date 68% complaints upheld compared with 48% in previous year.

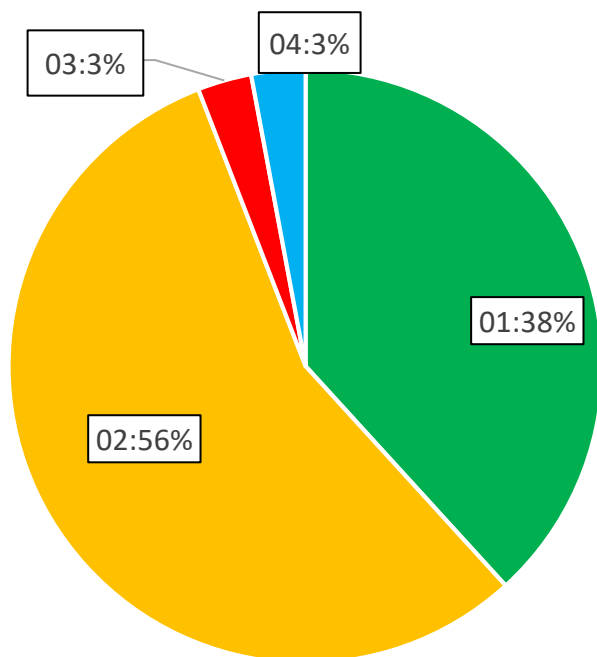
	PERFORMANCE INDICATORS	2018/19(Q2)		2018/19 (YTD)		2017/18 (YTD)	
4.0	Total working days and average time in working days to close complaints at each stage						
	Total working days and average time in working days to close complaints at Stage 1	96	3.8	221	4.2	349	5.1
	Total working days and average time in working days to close complaints at Stage 2	84	21.0	126	21.0	269	17.9
	Total working days and average time in working days to close complaints after Escalation	59	14.7	90	15.0	108	18.0
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	21	84.0%	45	84.9%	47	69.1%
	Number and % of Stage 1 complaints not closed with 5 working days	4	16.0%	8	15.1%	21	30.9%
	Number and % of Stage 2 complaints closed within 20 working days	3	75.0%	4	66.7%	11	73.3%
	Number and % of Stage 2 complaints not closed within 20 working days	1	25.0%	2	33.3%	4	26.7%
	Number and % of Escalated complaints closed within 20 working days	3	75.0%	5	83.3%	4	66.7%
	Number and % of Escalated complaints not closed within 20 working days	1	25.0%	1	16.7%	2	33.3%
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)	4	100.0%	7	87.5%	17	81.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	12.5%	4	19.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	2	100.0%	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)	1	100.0%	1	100.0%	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	Avg. response times for Stage 1 & Escalated complaints within respective target for month and year-to-date. Stage 2 at 21.0 wd vs target <=20 wd
5	82% of complaints closed within respective in Q2 taking year-to-date to 83% compared with 70% for same period in previous year
6	6 out 34 complaints required an extension in Q2 and all were closed within extension deadline. 2 complaints remain open.

2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

CUSTOMER FEEDBACK Q2/2018/19

■ 01: Satisfied ■ 02: No Feedback ■ 03: Dissatisfied ■ 04: Open



Session	%Satisfied	% Feedback	% Upheld
2018/19 Q1	44%	50%	78%
2018/19 Q2	38%	44%	57%
2018/19 YTD	40%	45%	68%
2017/18 YTD	13%	20%	48%

- The slip in satisfaction rating to 38% in Q2 may be influenced by the significant decrease in the %complaints upheld.
- Nevertheless the encouraging start to the year continued and the year-to-date satisfaction rating of 40% compares favourably with 13% for the same period in the previous year.
- The overall feedback (satisfied + dissatisfied) rating has significantly increased to 48% compared with 20% for the same period last year.

3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

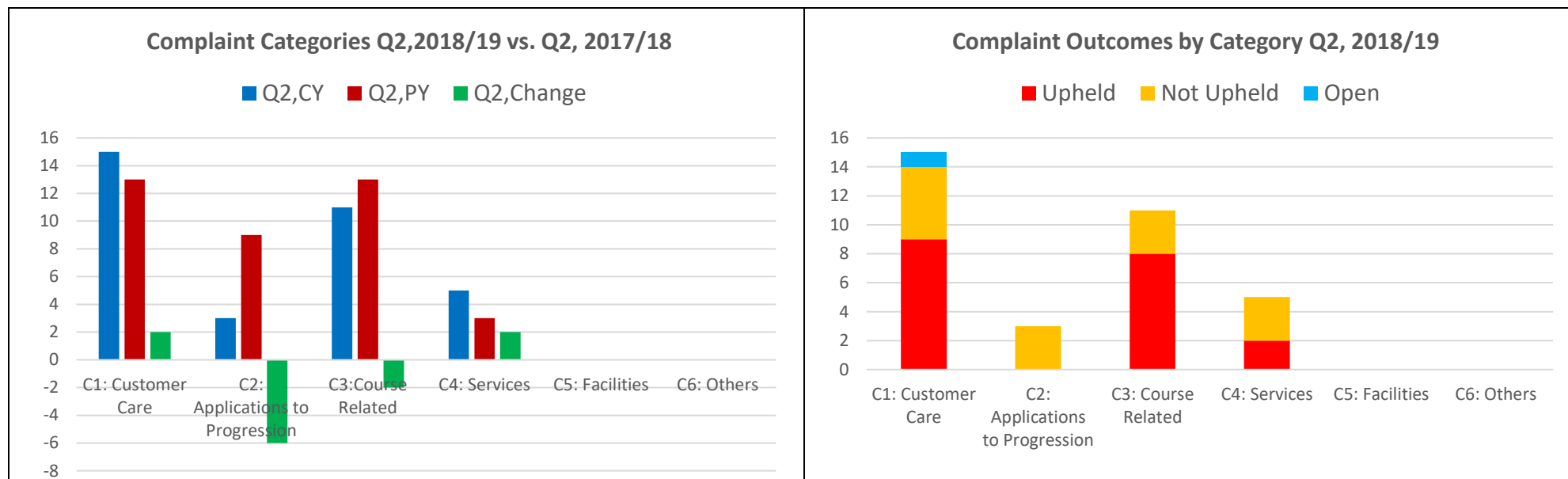
Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management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

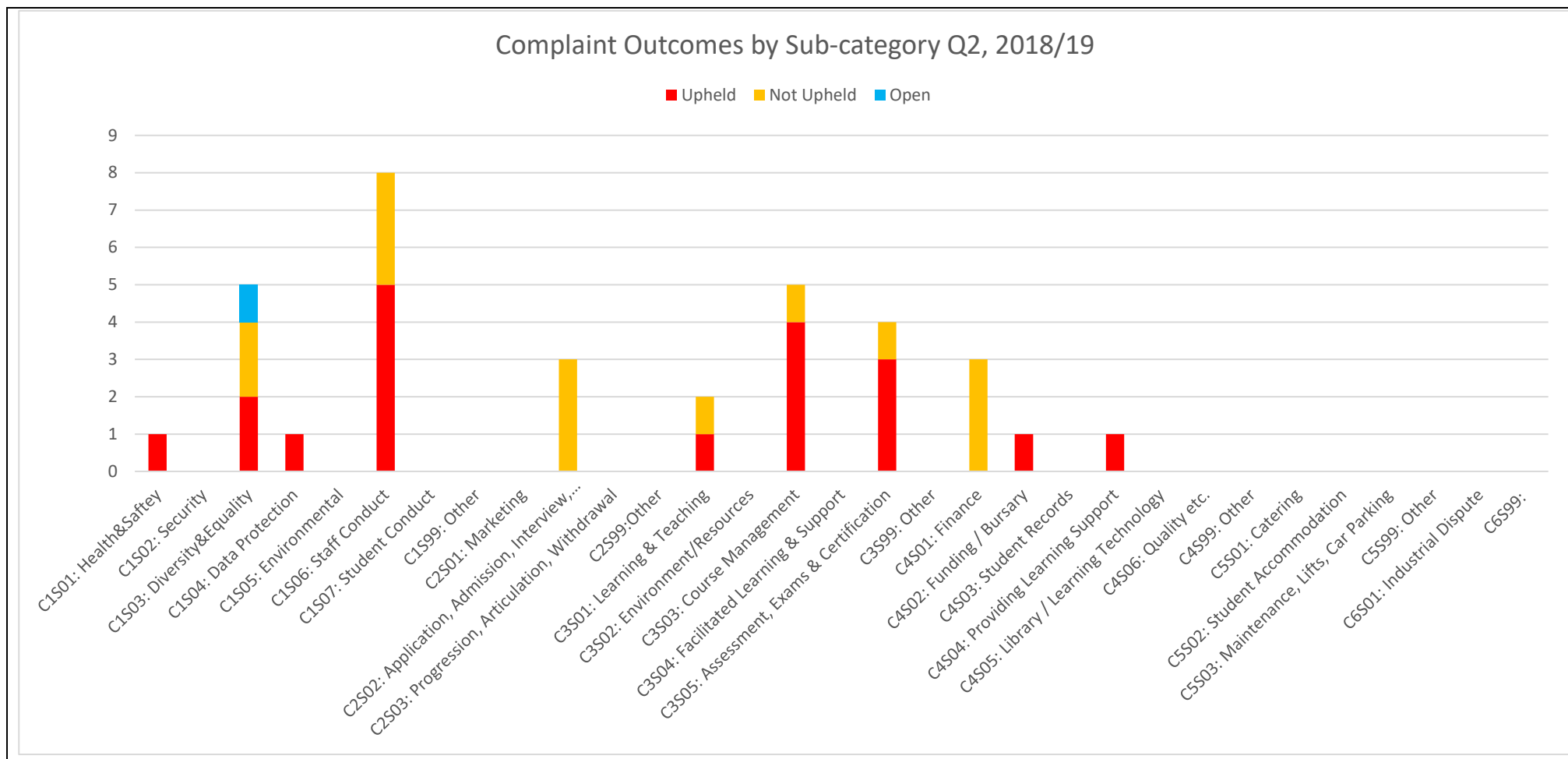
The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network).

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 10% reduction in the number of complaints received in Q2, 2018/19 compared with the same period last year has been driven with a significant decrease in Applications to Progression (67%) and to a lesser extent Course Related (15%) complaints. This reduction has been offset by an increase in Services (67%) and Customer Care (15%) complaints.



2018/19	Customer Care	15 (44%)	Applications to Progression	3 (8%)	Course Related	11 (32%)	Services	5 (14%)	Facilities	0 (0%)	Others	0 (0%)
2017/18	Customer Care	13 (34%)	Applications to Progression	9 (24%)	Course Related	13 (34%)	Services	3 (8%)	Facilities	0 (0%)	Others	0 (0%)

3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE Received: 15 Upheld: 9 Open: 1

C1S01: Health & Safety

Student complains that security barriers did not automatically open when fire alarm was activated resulting in queues at barriers as students had to use their cards to exit during the evacuation. Investigation identified an issue with the fire alarm programming which resulted in some areas of College going into pre-alarm mode (where security barriers remain active) while others area went into full alarm mode (where security barriers are released). The Facilities Management Company have provided a full assurance that this problem (a pre-alarm and full alarm occurring simultaneously) has been rectified and will not re-occur at any future date.

C1S02: Diversity & Equality

A student complained about the manner he was spoken to by a Fire Warden during fire evacuation after they had disclosed their disability. The Fire Warden correctly prevented the student from diverting from the specified evacuation route. However once the student had disclosed their disability they should not have challenged them in such a way but rather guided them to the nearest Temporary Waiting Station. The Fire Safety (General) Briefing Note 1/2019 - Fire Warden Role and Responsibilities has been updated to emphasise this point and has been emphasised during recent staff training sessions. An apology was given and a Personal Emergency Evacuation Plan (PEEP) has also been agreed with the student.

Evening student complains that they could not find a space in the blue badge parking bay due to a number of unauthorised cars taking up the spaces. Tuesday evening is a busy time for evening classes and parking spaces are used up quickly and some drivers are making the personal choice to ignore the blue badge requirements. An apology was given and the blue badge bays will be patrolled by staff.

C1S04: Data Protection

Student complains about breach of data protection after assessment results were sent to all of the class in a bulk e-mail rather than individually to each student. An apology was offered and staff will undergo refresher Data Protection training.

C1S06: Staff Conduct

Student was unhappy in the manner staff presented feedback on remediation. The student disclosed some challenges they faced and the issues have now been resolved to their satisfaction.

Two instances of clients complaining about staff. One involving the use of inappropriate language by staff towards the client and a student and the other a client witnessing one member of staff behaving badly towards another member of staff. Apologies were offered and all staff concerned recognised that the situations should have been handled better.

Contractor working at the College complained of the derogatory comments made by a member of staff on passing which left a poor first impressions. The matter is being progressed internally.

Student complained that contractors working on the security barrier were aggressive and abusive towards them. Contractor explained that although the student tried to squeeze through the barrier without using their cards and struck the closed Perspex barrier with some force that they should have handled the situation more appropriately. Student was reminded to use their card at barriers.

APPLICATION, ADMISSION & PROGRESSION Received: 3 Upheld: 0

- No upheld complaints

COURSE RELATED Received: 13 Upheld: 11

C3S01: Learning & Teaching

Student complained about a number of learning and teaching issues. There were a number of factors that contributed to the learning experience and the impact on the class had been underestimated, e.g. lecturer delivering the unit for this first time, associated learning and teaching materials were required to be developed and lecturer missing classes to go on College business. A unit specialist will now provide additional support to the class.

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

C3S03: Course Management

Student attended catch-up class to be told that the invitation was sent in error and that they could not attend. Apologies were offered and the request should have been honoured.

Student complained that lecturer regularly finished evening classes early. Apologies were offered and the finishing time of the class clearly defined.

Student complained that the course material was not available on MyCity, They also complained that they were not notified, during their absence, of a forthcoming assessment and were prevented from sitting the assessment on their return to College. An alternative approach to MyCity was being trialled in class during student's absence and apology was made for not also making the material available on MyCity which has now been rectified. It was consider best to delay the student's assessment since they had missed many classes. They have since sat the assessment.

Student complained that the process for selecting a student to work on an external project was unfair. The student was reassured that there was no 'favouritism' at play and staff accepted that the process could be construed as unfair and a different approach will be taken in future.

C3S05: Assessment, Exams & Certification

Student complained about the delay in receiving the results of re-sits. A change in the organisational structure appears to have contributed to the delay and apologies were offered. A further re-sit was arrange and offered free of charge as a gesture of good will.

A breakdown in communication resulted in student being sent form pillar to post for their certificate. Apologies were offered and the certificate was delivered to the student in class, who was happy to consider the matter closed.

Student complains they have not received their certificate despite numerous requests. Apologies were offered for the delay in responding to requests and this is being further investigated. The investigation also revealed a technical issue that prevented unit results from being

signed off and this too is under investigation to prevent a recurrence. All the student's units have now been signed and the certificate progressed. The personal payment award for the completion of the course has also been processed.

SERVICES Received: 5 Upheld: 2**C4S02: Funding / Bursary**

Student complained that a meeting with student advisor was cancelled at short notice. All Career Advisors appointments for the week had been cancelled to allow additional time for advisors to check UCAS applications for students making university applications. To minimise impact students were advised that UCAS workshop would be available each day at lunch time and on one evening. Going forward if an appointment has to be cancelled a student will be contacted in advance to check whether they can attend a workshop instead of an appointment. It will also be made clear that booked appointments will be honoured. Apologies were offered and a meeting scheduled for the day after the scheduled meeting.

C4S04: Providing Learning Support

Parent complains that their daughter had a wasted and stressful journey to College when staff failed to turn up for a scheduled meeting. Regrettably staff forgot to check updated timetable and missed the appointment. Apologies were offered and all staff have been made aware of the complaint and requested to regularly check timetables.

FACILITIES Received: 0

- No Complaints received

OTHERS Received: 0

- No Complaints received.