



Complaints Handling Procedure

Annual Report 2019/20 (1st August 2019 to 31st July 2020)

28th October 2020

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1 PERFORMANCE INDICATORS: P1-P6

| PERFORMANCE INDICATORS | | 2019/20 | | 2018/19 | |
|------------------------|---|---------|-------|---------|--------|
| 1.0 | Total number of complaints received & complaints received per 100 population | | | | |
| | Number of complaints Received | 111 | | 161 | |
| | College Population and Number of Complaints received per 100 population | 25000 | 0.44 | 25000 | 0.64 |
| 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 | 76 | 71.0% | 124 | 77.5% |
| | Number of complaints closed at Stage 2 and % of total closed | 26 | 24.3% | 26 | 16.25% |
| | Number of Complaints closed after Escalation and % of total closed | 5 | 4.7% | 10 | 6.25% |
| * | Open | 4 | 0.0% | 1 | 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 | 45 | 59.2% | 77 | 62.1% |
| | Number and % of complaints not upheld at Stage 1 | 31 | 40.8% | 47 | 37.9% |
| | Stage 2 | | | | |
| | Number and % of complaints upheld at Stage 2 | 8 | 30.8% | 8 | 30.8% |
| | Number and % of complaints not upheld at Stage 2 | 18 | 69.2% | 18 | 69.2% |
| | Escalated | | | | |
| | Number and % of complaints upheld after Escalation | 2 | 40.0% | 5 | 50.0% |
| | Number and % of complaints not upheld after Escalation | 3 | 60.0% | 5 | 50.0% |
| 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 | 289 | 3.8 | 522 | 4.2 |
| | Total working days and average time in working days to close complaints at Stage 2 | 541 | 20.8 | 449 | 17.3 |
| | Total working days and average time in working days to close complaints after Escalation | 43 | 8.6 | 232 | 23.2 |

* Of the 4 open complaints, 3 have been suspended due to continued staff absence and 1 is suspended to allow for the conclusion of a data breach/HR investigation.

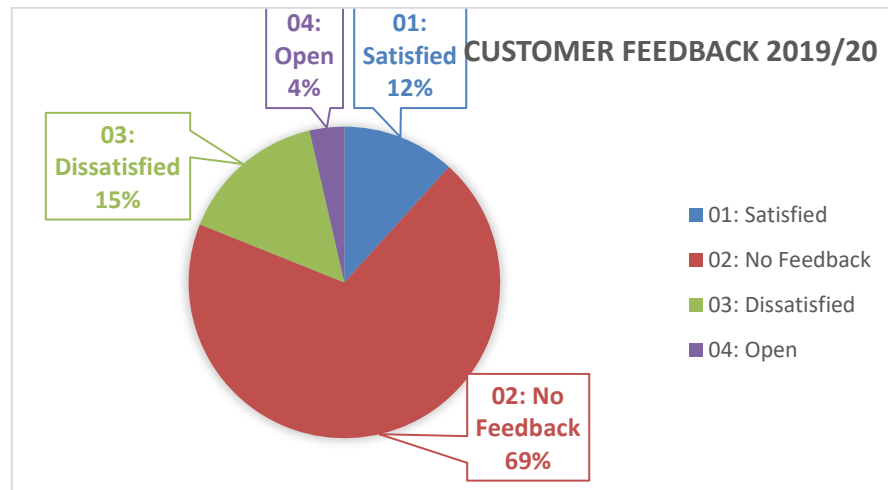
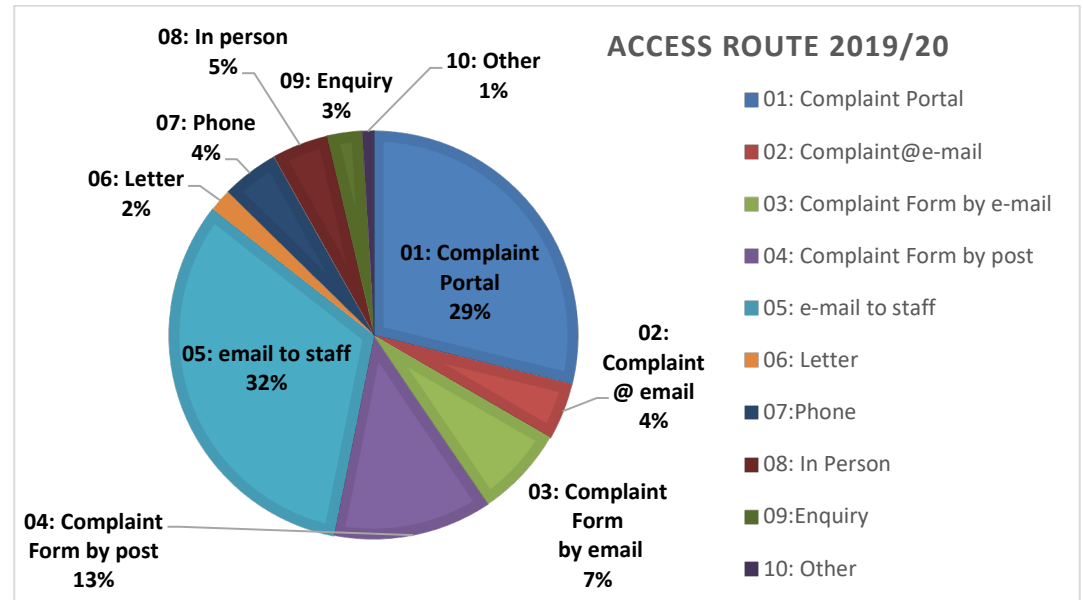
| | | | | | |
|-----------|---|------------|---------------------------|-----|-------|
| 5.0 | Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days) | | | | |
| | Number and % of Stage 1 complaints closed within 5 working days | 67 | 88.2% | 100 | 80.6% |
| | Number and % of Stage 1 complaints not closed within 5 working days | 9 | 11.8% | 24 | 19.4% |
| | Number and % of Stage 2 complaints closed within 20 working days | 22 | 84.6% | 21 | 80.8% |
| | Number and % of Stage 2 complaints not closed within 20 working days | 5 | 19.2% | 5 | 19.2% |
| | Number and % of Escalated complaints closed within 20 working days | 5 | 100% | 8 | 80.0% |
| | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 2 | 20.0% |
| 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% | 21 | 87.5% |
| | Number and % of Stage 1 complaints not closed within 10 working days (extension) | 0 | 0.0% | 3 | 12.5% |
| | Number and % of Stage 2 complaints closed within 40 working days (extension) | 4 | 80.0% | 5 | 100% |
| | Number and % of Stage 2 complaints not closed within 40 working days (extension) | 1 | 20.0% | 0 | 0% |
| | Number and % of Escalated complaints closed within 40 working days (extension) | 0 | 0.0% | 1 | 50.0% |
| | Number and % of Escalated complaints not closed within 40 working days (extension) | 0 | 0.0% | 1 | 50.0% |
| PI | Key Observations | Key | wd. = working days | | |
| 1.0 | Overall number of complaints received decreased by 31%, from 161 to 111. | | | | |
| 2.0 | Complaints closed at Stage 1 decreased by 38.7%. | | | | |
| 3.0 | Significant decrease of 41.6% in the number of complaints upheld at Stage 1. | | | | |
| 4.0 | The average response times for escalated complaints has decreased significantly by 62.9%. | | | | |
| 5.0 | A significant decrease of 62.5% in the number of Stage 1 complaints that were not closed within set timescales. | | | | |
| 6.0 | A significant decrease of 58.1% in the number of complaints closed where an extension has been authorised. | | | | |

2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

As part of the College’s Customer Care Charter, “City Listens” demonstrates our commitment to maintaining high standards and continuously seeking to improve our processes in order to provide a better service. Through “City Listens” process the College provides an online complaint portal to raise complaints and also a dedicated email address. Complaint forms are available in hard copy and electronic format, and can be posted or emailed. All access routes to the Complaint Handling Procedure are handled by members of the Performance Team who quickly identify the most appropriate member of staff to handle the complaint. Other routes include emailing staff directly, letter, phone or in-person.

Almost a third of all complaints (32%) in 2019/20 were received in a direct email to staff. The online complaint portal was the second most popular route of access to the Complaint Handling Procedure with 29%.



2.2 FEEDBACK

The College requests feedback on 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'.

In 2019/20, feedback was received for 30 of 99 closed complaints, and last year feedback was received for 50 of 160 closed complaints. In terms of satisfaction, this year 13 complainants were satisfied compared to 44 complainants expressing satisfaction last year.

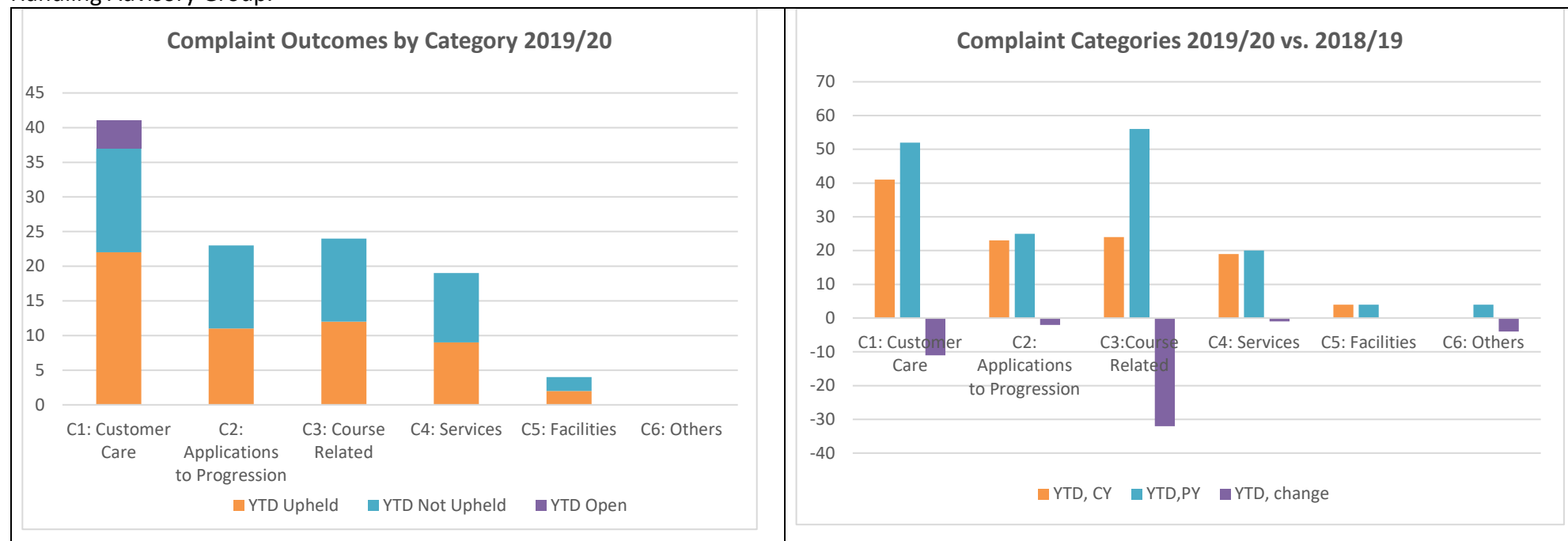
3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

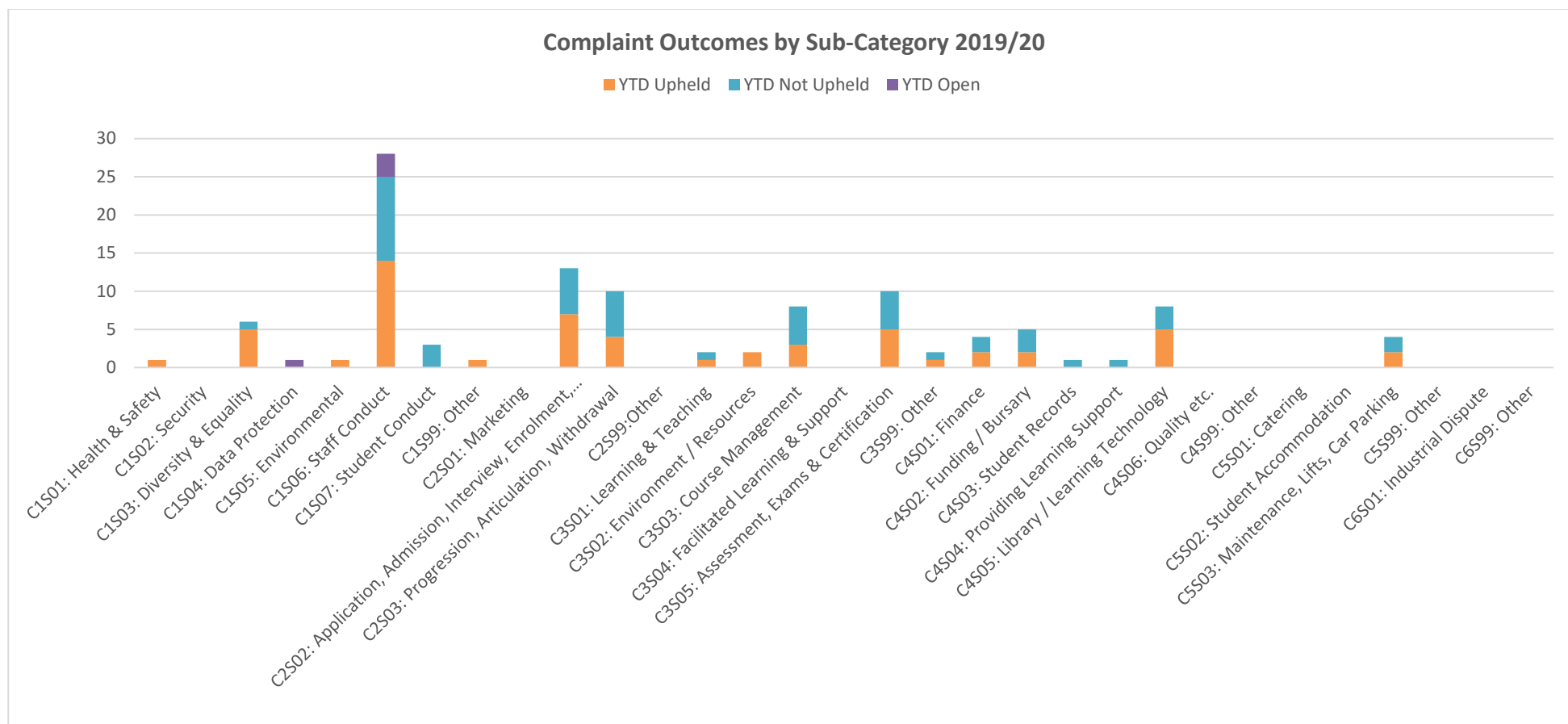
- **Quarterly Reports:** Prepared by Performance for the purpose of review by the Senior Management Team, Executive Leadership Team and approval by the Performance & Improvement Director for publishing on the College website.
- **Annual Report:** Prepared by Performance for the purpose of review by the College’s Senior Management Team, Executive Leadership Team and approval by the College Board for publishing on the College website.

3.2 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



3.3 COMPLAINT OUTCOMES BY SUB-CATEGORY



| | | | | | | | | | | | | |
|----------------|---------------|----------|-----------------------------|----------|----------------|----------|----------|----------|------------|--------|--------|--------|
| 2019/20 | Customer Care | 41 (37%) | Applications to Progression | 23 (21%) | Course Related | 24 (22%) | Services | 19 (17%) | Facilities | 4 (3%) | Others | 0 (0%) |
| 2018/19 | Customer Care | 52 (32%) | Applications to Progression | 25 (15%) | Course Related | 56 (35%) | Services | 20 (12%) | Facilities | 4 (3%) | Others | 4 (3%) |

3.4 COMPLAINT THEMES, LEARNING FROM COMPLAINTS AND IMPROVEMENT TO SERVICES

In 2019/20 the College received 111 complaints, which is 50 complaints less than the previous year. This positively follows and improves upon the decrease from the total number of complaints received in 2017/28 (188 complaints) compared to 2018/19 (161 complaints).

The complaints received are spread across all categories with the exception of Others, which received zero complaints this year: Customer Care (37%), Applications to Progression (21%), Course Related (22%), Services (17%), Facilities (3%). With fewer complaints received in 2019/20 compared to 2018/19, the number of complaints has decreased for all categories, except for Facilities which remained the same with 4 complaints received. The category with the greatest decrease is Course Related, which received 24 complaints down from 56.

CUSTOMER CARE

A total of 41 Customer Care complaints were received in 2019/20 compared with 52 the previous year representing a decrease of 11 complaints. The decrease was consistent across Health & Safety and Data Protection (both receiving 1 compared to 5 complaints), and Diversity & Equality (receiving 6 compared to 10 complaints). Whilst Staff Conduct was the only sub-category which seen an increase in complaints, receiving 28 compared to 24.

C1S01: Health & Safety (1 complaint / 1 upheld)

A parent had complained about the First Aid Treatment given to their son, a student, who became unwell at the College. Too much insulin had been given to the student and the insulin had been injected into the wrong place. The investigation identified that the First Aider had injected too much insulin and should not have administered the Epipen, however, the First Aider had followed instructions from the Emergency Services Call Handler. Apologies were given and it was agreed that the First Aid Policy would be developed along with specific guidance to be provided to First Aiders at induction.

C1S03: Diversity & Equality (6 complaints / 5 upheld)

An evening class student had complained that there were no blue badged parking spaces available due to a number of unauthorised cars utilising the spaces. While the College accepts that some drivers regrettably do not respect the blue badge requirements of disabled parking spaces, arrangements were made for concierge staff to patrol the area at peak time and for warning letters to be put on the windscreens of illegally parked cars. The use of the upper car park barrier would also be trialled.

A student complained they had been waiting since September for a chair due to their extreme medical condition. Student Experience resolved the issue within two days, providing the student with the appropriate chair.

When leaving the Riverside campus after attending a health and safety course, an individual complained that staff challenged their use of the accessible entrance. Apologies were offered and the staff members were sent a letter of concern regarding their behaviour and advised not to challenge anyone using the accessible door in future.

A student complained they were stopped by a Concierge when using the accessible entrance at City campus. They also raised concern with the barrier that had been erected to control use of the accessible door. The complaint was upheld as the language used by the Concierge when challenging the student was not appropriate. Organisational Development were asked to look at providing guidance for Concierge on appropriate language when challenging individuals. With regards to the barrier, the Head of Estates confirmed the guide ropes are to prevent overuse of the accessible door, reducing faults and draughts.

A student complained about the application and interview process for the BA in Photography and alleges that he has experienced unfairness and bullying as well as age discrimination. The complaint was upheld on 2 points: unfair that applicants are advised to select an early interview date, which will be reviewed; that the email sent informing the student that they had a reserve place was confusing as it started by saying that the course was full, the wording of the email will be reviewed.

C1S05: Environmental (1 complaint, 1 upheld)

A student complained about the noise in the Quiet Reflection Room based at the Riverside Campus. The complaint was upheld as the Equality, Diversity and Inclusion (ED&I) team were already aware of this issue and had planned a visit to Riverside to observe the room. ED&I confirmed that they would provide signage stating the purpose of room and that no food and drink is allowed. They assured that the room would be closely monitored and a contact provided to escalate any issues.

C1S06: Staff Conduct (28 complaints / 14 upheld)

An applicant had complained about the manner she had been spoken to during a phone conversation with a member of staff from the Admissions team. Student Services offered an apology and the staff member was reminded of the Service's customer care expectations.

A student had made a complaint about a lecturer making inappropriate comments towards him and his classmates. The balance of evidence gathered during the investigation concluded that the lecturer did make inappropriate comments and it was recommend that the lecturer personally apologise to the student and his classmates.

After attending an appointment at the salon, a client complained about salon staff attitude and misinformation regarding the College's patch test policy. The client accepted the College's apologies and complimentary hair treatment. Staff training was arranged.

A student complained about a lecturer's conduct and quality of lectures. The complaint was upheld as it was agreed the lecturer can unintentionally come across condescending. All other elements were not upheld.

A student complained that when using the accessible door at City campus, a Concierge told him no and put his hands on the student to stop him. The complaint was upheld as it was not appropriate for the Concierge to put his hand on the student's chest to stop him entering the building. Apologies were given, and the Head of Estates advised the Concierge on appropriate approaches.

A student complained their lecturer did not respond to requests for support with a software program whilst in class, and then made the student stay behind to reinstall the program. The lecturer refuted making the student stay behind, and explained they were unfamiliar with the software program in order to help. The complaint was upheld as the lecturer could have engaged with the student better and more clearly. The lecturer is now familiar with the program.

Student complained about the manner in which her and her partner were spoken to by one of the College Concierge as they were smoking under the canopy outside the College. The student further complained that the Security Guard was discussing the incident with another member of staff in front of her. The College Concierge confirmed that he did say the wording as noted by the complainant and recognised that he should not have approached her in this manner. Apologies were offered and recommendations were made to the College regarding training for front of house staff and approaches to more effectively reinforce the College's No Smoking Policy.

A student complained about the conduct of a lecturer. The balance of evidence corroborated each incident; apologies were offered and a replacement lecturer took over the class.

A student complained about staff conduct. The complaint was upheld as the incident detailed in the complaint was verified by the staff member and two students, present in the class at the time of the incident. The language used by the staff member when he refused the complainant entry to the classroom was deemed inappropriate and apologies were offered to the complainant, who had highlighted that they did not wish any formal action to be taken against the lecturer.

A student complained about poor customer service during a phone call with member of staff from the Finance Team. The Finance Manager apologised and noted that the Finance Team had been experiencing an unusually high workload. Staff training on customer care and customer satisfaction was planned.

A student complained that Reception staff had not transferred their call correctly, therefore, the student overheard members of staff having a conversation about him using inappropriate language. The complaint was upheld and apologies were offered.

A student rep complained on behalf of his class about the conduct of a lecturer, alleging that the lecturer ignored emails, was unsupportive and acted aggressively. Of the eight elements, three were upheld with regards to factual matters, however the investigation determined that the lecturer did not act aggressively and had been supportive to the class throughout the academic year.

A student complained about staff conduct on behalf of their girlfriend who is a HND Visual Communications student. There were four elements to the complaint and only one element was upheld with regards to student being worried to ask questions because the lecturer had responded with 'you should know how to do that'. It was explained that the comment may have been taken out of context and an apology was offered.

Two students complained about the conduct of a lecturer during a class held via Zoom and overall the support that they had been provided with. Of the five elements, four were upheld with the students' feedback being taken on board and a resolution to all the issues raised was ascertained through mediation with the Curriculum Head. At that time, the Faculty was still attempting to find a solution regarding attendance. The Faculty has now established ground rules, issued to students and staff, for any classes being delivered online. An apology was offered for the challenges faced over the past few months.

C1S99: Other (1 complaint / 1 upheld).

A student complained that college was not yet closed due to coronavirus. Apologies were offered and the student was advised that their comments had been taken on board and the College would be closing at 5pm on 17th March 2020.

APPLICATIONS TO PROGRESSION

A total of 23 Application to Progression complaints were received in 2019/20 compared with 25 the previous year representing an 8% decrease. The decrease was apparent in sub-categories Marketing (0 complaints received this year compared to 1) and Progression, Articulation & Withdrawal (10 received this year compared to 13). The only increase was in sub-category Application, Admission, Interview, Enrolment & Induction with 13 complaints received this year compared to 11.

C2S02: Applications, Admission, Interview, Enrolment & Induction (13 complaints / 7 upheld)

A parent had submitted a complaint on behalf of her son who had received a conditional offer for the NC in Mechanical Maintenance. The complaint detailed a number of issues, of which three were upheld; contradictory information regarding the cancellation of the NC in Mechanical Maintenance, a

lack of email response from the College, and an incorrect application and interview offer for the Access to Maritime and Shipping Operations course. The investigation identified that there had been delays in processing between Faculty and Admissions which meant that the incorrect induction letter had been issued to the student and there was an open application for a cancelled course on the system. It was also confirmed that the lack of communication from the College was due to staff annual leave. Apologies were given with regards to the system errors and the student was offered a place on the NQ Electrical Engineering course.

An applicant had complained about the admissions process after they had received conflicting information about their conditional/definite offer, which resulted in no offer being made. The applicant was also dissatisfied that this had been communicated by automated email response. An administration error was identified as the cause of the original conditional offer being incorrectly reverted to unsuccessful. A definite offer was provided to the applicant.

A student wishing to change course to the Access to NC Entry to Shipping and Maritime Operations course had complained about information that they had been given by the Associate Dean (Mechanical Engineering) with regards to interview requirements to receive an offer of a place on the course. The student was also dissatisfied with the automated email response that they had received when querying this matter. This issue was rectified and the student was offered a place on the Access to NC Entry to Shipping and Maritime Operations as well as a meeting with the Associate Dean (Mechanical Engineering).

A student had complained about errors occurring when submitting an online application. IT identified an error that was causing issues with online applications. An apology was given and the IT issue rectified which allowed the application to be submitted.

An applicant complained they had received conflicting information about their place on a course. After receiving a definite offer verbally, they received an email informing them they were on the reserves list. This was due to a clerical error and the student was offered a definite place on the course.

A student complained that he was not accepted for the course he applied for and feels he was discriminated against. The complaint was upheld as the student's application was reassessed. As their qualifications had met the entry requirements of the course they were offered a place as that was the basis that applications were being considered at that time.

An applicant complained as they were unable to apply online for a course due to errors on the College website. The complaint was upheld. Admissions updated the applicant's email address on the system and resent the acknowledgement. The applicant was informed that their application was with the Curriculum Team and that they would receive an outcome in due course.

C2S03: Progression, Articulation, Withdrawal (10 complaints / 4 upheld)

A student complained that they had been withdrawn from their course without advance notice and that their personal circumstances had not been taken into account. The College explained that multiple attempts to contact the student regarding their absence had been made with no response, and this resulted in the withdrawal. As the student's personal circumstances were now understood, it was agreed the student would be reinstated and an action plan implemented to support them to catch up on learning.

A student complained about (1) lack of communication from staff around practical assessment due to covid-19; (2) they had been informed to reapply for NPA bricklaying course but was told it was full and would be put on a waiting list; (3) they were left with no way of completing course and had to turn down offer of apprentice position with company due to this; (4) dissatisfied at college not having a plan in place for students to complete course. The complaint was upheld and closed at frontline; the student was given place on the course for next year. The student confirmed that they were satisfied with this outcome.

A member of the public complained on behalf of a student that (1) due to Covid19 the student had not had the opportunity or the support from the College to demonstrate that they could achieve a pass in their subject; (2) the student did seek help from the College but felt that the College had failed to support her; (3) the student wasn't provided with any reasonable adjustments following their dyslexia assessment; (4) the College had been unfair and had given the student no explanation around why she did not get a place (on the HNC) and no opportunity to challenge this decision; (5) the College had failed in their duty of care to support the student both in the role as their student but also in their role as Corporate Parents. The complaint was upheld: the Associate Dean spoke with the student's rep and the student has now been offered a place on HNC Social Sciences. The student confirmed that they were satisfied with this resolution.

A student complained that (1) after completing her HND Legal Services she had contacted SQA who informed her that the College had not put her through for a HND qualification; (2) she had been advised that she had to pay £125 for the qualification; (3) the College had not communicated with her throughout the year to tell her that she was sitting exams and attending classes for which she would not get any qualifications. Only the third element of the complaint was upheld. The Curriculum Head for Legal Services and the complainant's guidance tutor was not made aware of the fees outstanding. Student records advised that this was an exceptional situation, as such there is no specific policy or procedure on this matter. Furthermore, external students who go directly into HND Legal Services year 2, with a HNC from other colleges are not required to pay a fee. Albeit that the complainant had been enrolled and attached to the correct course, the details of the fees she owed had not been made clear. The fee for the complainant was waived and a procedure for this circumstance created.

COURSE RELATED

A total of 24 Course Related complaints were received in 2019/20, 58% less than the 56 complaints received in 2018/19. The most significant decrease was in the following sub-categories: Learning and Teaching (-9 complaints) and Course Management (-15 complaints); and small decreases for Facilitated Learning Support and Assessment, Exams & Certification (both -4 complaints).

C3S01: Learning & Teaching (2 complaints / 1 upheld)

A student complained about the level of teaching and alleged bullying from a member of staff. The complaint was upheld as other students corroborated the complainant's claims that lecturer was specifically targeting them. They also verified an incident that took place between the complainant and the lecturer during class. Further support and tutorials were implemented and the comments in the complaint were fed back accordingly.

C3S02: Environment/Resources (2 complaints / 2 upheld)

Two separate complaints were raised by a total of four students from the HND Legal Services course had complained about noise surrounding open classroom 06.092 caused by students leaving class at lunchtime. It was noted that one of the students has dyslexia, which increases the impact of the noise on their ability to concentrate. The investigation confirmed that the open classroom was prone to lunchtime disruption and an alternative classroom was allocated for this lesson.

C3S03: Course Management (8 complaints / 3 upheld)

A student enrolled on the part time College Certificate in Manual Payroll had complained about the number of classes that had been cancelled. The course is 12 weeks long and had been cancelled 4 times with 1 substitute. The complainant felt that she would not be able to pass the assessment at the end of the course as she was unsure of what she was doing. The Curriculum Head apologised and confirmed that the course had experienced high staff absence with cover only provided for 1 lesson, due to the course being held in the evening. The course would be extended to accommodate all students and ensure that they are prepared for the assessment. A refund was also offered to the student.

A student complained about the number of cancelled classes due to staff absence, the reduction in learning days, and lack of communication from Faculty about these matters. The complaint was upheld on all accounts and apologies were offered. An action plan to ensure no further loss of learning was put in place and communicated to all students on the course. This included classes delivered as per original timetable and any additional student support responded to on a one-to-one basis by teaching staff.

A student complained about lack of communication from staff to students, such as changed briefing dates and deadlines, and poor management of the Christmas stall, such as mixed instructions and hectic stall set up. The complaint was upheld with a list of actions to improve staff communications, such as emailing all students about any changes to brief dates, and reviewing MyCity content to ensure course information is up to date and clearly labelled. For the Christmas stall, the Faculty will look to minimise the impact of this event by embedding it into the curriculum.

C3S05: Assessment, Exams & Certification (10 complaints / 5 upheld)

A student raised several issues in their complaint (1) insufficient advance notification of the research question meant insufficient time to prepare leading to overall low exam score; (2) lack of / misleading information (according to SQA) given by lecturers regarding the question; (3) a long wait for exam results, which were communicated via text; (4) Lecturer did not respond to email sent by student about this matter. Elements (1) and (4) were both upheld; the topic for Research Issue Q was given out 2 days prior to exam which was deemed insufficient time to prepare; (4) the email to the lecturer raised serious concerns, therefore required further investigation before responding to. Staff were reminded to always acknowledge emails.

A student who had completed the CIH Level 4 Certificate in Housing course had raised several issues regarding the course. Only one element was upheld regarding the communication from the College during and after the course. An apology was given.

A student complained they had not received their certificate since finishing College. The certificate was delayed due to difficulties in providing academic samples of the students' work to the external moderator in conjunction with staff turnover at the College. The sample was promptly submitted for marking by the newly appointed Coordinator and the certificates processed within 6 weeks. This was communicated to all students on the course and apologies were offered.

A student complained they had not received their certificate since finishing College. The investigation realised the student had been misinformed about their HND qualification and is 15 units short. Apologies were given, and the student agreed to meet with the Associate Dean to agree on a way forward.

A student complained that their Auditing unit had been left incomplete as their lecturer had said there was a lack of evidence. The complaint was upheld and the student was awarded a pass for the unit based on professional judgement on the basis of the work submitted so far, and an A grade was awarded for Graded Unit 3.

C3S99: Other (2 complaints / 1 upheld)

A student complained that they had been mis-sold their course because they had no HR experience and was led to believe it was for beginners, which they alleged it was not. As the student had left the course they were now receiving letters from debt collectors to pay course fees. The investigation determined that the course is at foundation level and aimed at applicants already in or aspiring to be in a Human Resource role and suitable for beginners. Therefore this element was not upheld nor was the complainant's fee waived (their preferred outcome). The student had complained about classes being cancelled due to bad weather and a lecturer being late. This element was upheld, apologies were offered and comments fed back to the Curriculum Head.

For Services, 19 complaints were received in 2019/20 and 20 the year prior, representing a small 5% decrease. Differences can be seen in Finance that received 4 complaints this year compared to 8 previous, as well as Student Records (-1 complaint), Quality (-1 complaint) and Other (-2 complaints). In contrast, Library/Learning Technology had the greatest increase, from 2 to 8 complaints.

C4S01: Finance (4 complaints / 2 upheld)

An individual complained that they had received an invoice for a course they had informed the College they would not be attending. The complainant said ITA did not respond to their email about not attending and that the student had not been made aware of the 20% cancellation fee. Student Records confirmed that at the time of booking the individual's name and email address had been incorrectly recorded, meaning they did not receive the booking confirmation or the College cancellation policy. Apologies were given for not responding to the individual's earlier email. The invoice was cancelled.

A student complained that the College website advertises Western Union as a payment portal, but Western Union has rejected their payment of course fees and informed the student that the College does not hold an account. The College's Western Union account had lapsed due to lack of use and yet still advertised on the website. Therefore the payment portal was removed from the website and Finance would review the account. Apologies were offered to the student and a full refund arranged.

C4S02: Funding / Bursary (5 complaints / 2 upheld)

A student complained about the outcome of their hardship funding application. There was an error in the appeal assessment for Discretionary Funds, which meant the student's travel expenses had not been included. This was reviewed and led to an increase in funding. A revised letter was sent to the student and apologies offered.

A student complained about funding not being received following a change of course in January and of receiving poor customer service from a member of staff within the Finance team. The complaint was upheld with an explanation that as funding had been received for the student for this academic year, Finance would transfer funds to cover the new course fees. Apologies were offered for poor customer service experience and comments taken on board.

C4S05: Library / Learning Technology (8 complaints / 5 upheld)

Three students had complained about classroom computers either not having the required software or the software not functioning properly, and the College's lack of action to resolve this issue as the Class Reps had been informed that nothing could be done. The investigation found that the software issues in Rooms 02.008 and 02.009 were due to a required update. This was successfully installed after 5pm on 11/09/19 and apologies were given to the students regarding the previous 'lack of action'.

A student had made a complaint which outlined several software issues with the computers in the Library. The computers do not have the software used in the HNC Computer Games Development class nor do they have the free/essential programmes such as Studio, Unity and Unreal. The student had also requested that Photoshop be installed. IT acknowledged that certain software packages are not available on all computers, however, access had been granted for 1 of the software packages through Citrix with further software packages being added to five more classrooms and on selected computers within the Library.

A student had complained that AutoCad 2020 was not installed on the Level 5 computers and that Library staff requests made to IT had not been fulfilled. The student further complained that during the October break she could not access the studios on Level 2. Only one aspect of the complaint was upheld and IT installed AutoCad 2020 in the Level 5 Library high spec computers.

A student complained that they were being locked out of MyCity at the same time each evening. The complaint was upheld due to a known issue with MyCity that IT were working to resolve within 48 hours. The student was informed and given contact details for a member of staff in IT if they were still experiencing issue after this time.

A student complained that card machines are not available in the library for the payment of late fees. The complaint was upheld and the student informed that the Library team are working with Infrastructure to progress this but are unable to provide a timeline for completion. It was noted that the student's feedback had been taken on board.

Facilities

A total of 4 Facilities complaints were received in 2019/20, the same as 2018/2019. Whereas complaints were received across all four sub-categories last year, this year all four complaints were related to Maintenance, Lists, Car Parking.

C5S03: Maintenance, Lifts, Car Parking (4 complaints / 2 upheld)

Two separate complaints were raised by two students who complained that when entering the College main car park to attend an evening course, they were turned away and advised to park in an unlit car park. The Head of Estates explained the Concierge was directing cars to the outer car parks in an attempt to maximise space in the main car park and give access to blue badge holders. This element was not upheld. With regards to the unlit car park, the Head of Estates confirmed the lighting is poor and that high level lighting is currently being installed. This element was therefore upheld.

Others

Zero complaints were received under 'Others' this year compared to 4 in the previous.