



**Complaints Report
2016/2017
Quarter 2
(November 2016 –January 2017)**

Complaint Volumes

2016/2017 – Quarter 2

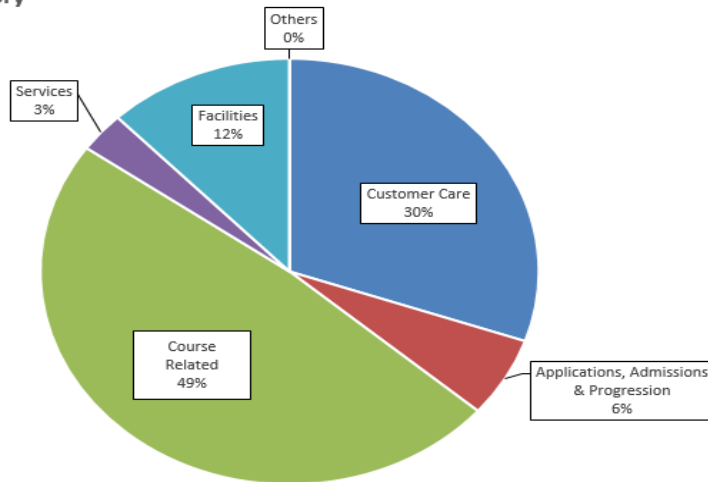
| COMPLAINTS HANDLING PROCEDURE INDICATORS | | Q2 2016/2017 | | Q2 2015/2016 | | YTD 2016/2017 | | YTD 2015/2016 | |
|--|--|-----------------|--------|-----------------|--------|------------------|--------|------------------|--------|
| 1.0 | Total number of complaints received & complaints received per 100 population | | | | | | | | |
| 1.1 | Number of complaints Received | 33 | | 15 | | 51 | | 41 | |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 9095 | 0.4 | 10369 | 0.1 | 9665 | 0.5 | 13256 | 0.3 |
| 2.0 | Number of complaints closed at each stage and as a % of all complaints closed | | | | | | | | |
| 2.1/2a | Number of complaints closed at Stage 1 and % of total closed | 8 | 24.2% | 12 | 80.0% | 21 | 41.2% | 34 | 82.9% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 13 | 39.4% | 3 | 20.0% | 17 | 33.3% | 6 | 14.6% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 12 | 36.4% | 0 | 0.0% | 13 | 25.5% | 1 | 2.4% |
| 2.4 | Open | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3.0 | Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage | | | | | | | | |
| 3.0 | Stage 1 | | | | | | | | |
| 3.1/3a | Number and % of complaints upheld at Stage 1 | 2 | 25.0% | 9 | 75.0% | 11 | 52.4% | 28 | 82.4% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 6 | 75.0% | 3 | 25.0% | 10 | 47.6% | 6 | 17.6% |
| 3.0 | Stage 2 | | | | | | | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 10 | 76.9% | 3 | 100.0% | 11 | 64.7% | 5 | 83.3% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 3 | 23.1% | 0 | 0.0% | 6 | 35.3% | 1 | 16.7% |
| 3.0 | Escalated | | | | | | | | |
| 3.7/3g | Number and % of complaints upheld after Escalation | 11 | 91.7% | 0 | 0.0% | 11 | 84.6% | 1 | 100.0% |
| 3.9/3i | Number and % of complaints not upheld after Escalation | 1 | 8.3% | 0 | 0.0% | 2 | 15.4% | 0 | 0.0% |
| 4.0 | Total working days and average time in working days to close complaints at each stage | | | | | | | | |
| 4.1/4a | Total working days and average time in working days to close complaints at Stage 1 | 45 | 5.6 | 53 | 4.4 | 141 | 6.7 | 166 | 4.9 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 285 | 21.9 | 66 | 22.0 | 375 | 22.1 | 130 | 21.7 |
| 4b | Escalation | 139 | 11.6 | 0 | 0.0 | 153 | 11.8 | 78 | 78.0 |
| 5.0 | Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days ; Escalated = 20 working days) | | | | | | | | |
| 5.1/5a | Number and % of Stage 1 complaints closed within 5 working days | 4 | 50.0% | 11 | 91.7% | 9 | 42.9% | 27 | 79.4% |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 4 | 50.0% | 1 | 8.3% | 12 | 57.1% | 7 | 20.6% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 8 | 61.5% | 1 | 33.3% | 8 | 47.1% | 2 | 33.3% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 5 | 38.5% | 2 | 66.7% | 9 | 52.9% | 4 | 66.7% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 12 | 100.0% | 0 | 0.0% | 13 | 100.0% | 0 | 0.0% |
| 5.6/5f | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| 6.0 | Number and % of complaints closed at each stage where extensions have been | | | | | | | | |
| 6.1/6a | Number and % of Stage 1 complaints closed within 10 working days (extension) | 4 | 100.0% | 1 | 100.0% | 10 | 83.3% | 4 | 57.1% |
| 6.2/6b | Number and % of Stage 1 complaints not closed within 10 working days (extension) | 0 | 0.0% | 0 | 0.0% | 2 | 16.7% | 3 | 42.9% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days (extension) | 3 | 60.0% | 2 | 100.0% | 7 | 77.8% | 4 | 100.0% |
| 6.4/6d | Number and % of Stage 2 complaints not closed within 40 working days (extension) | 2 | 40.0% | 0 | 0.0% | 2 | 22.2% | 0 | 0.0% |
| 6.5/6e | Number and % of Escalated complaints closed within 40 working days (extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 6.6/6f | extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |

- 33 complaints received, an increase of 120% from Q2, 2015/2016.
- 24% of complaints were handled at stage 1 compared to 80% for the same period in 2015/2016.
- 73% of complaints were closed within the target timescale, compared to 80% in Q2, 2015/2016.
- 2 complaints were not closed within the extended timescale, 6% increase on Q2, 2015/2016.

Complaints Categories

2016/2017 – Quarter 2

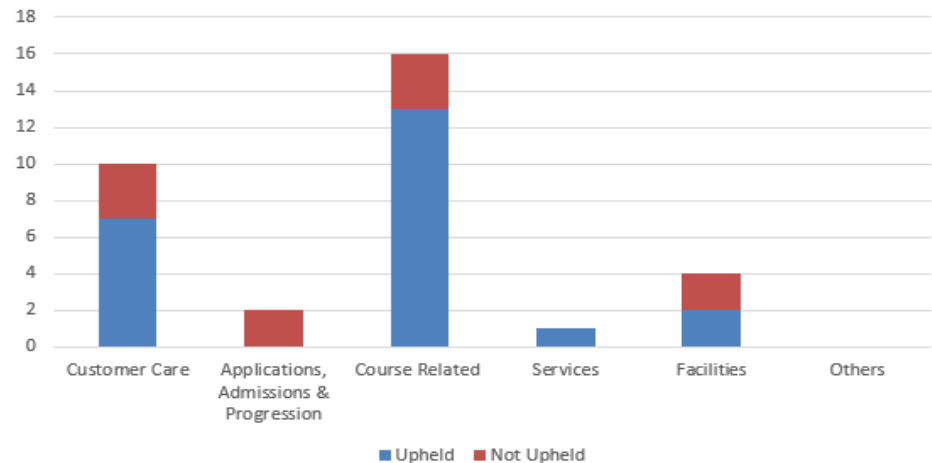
Complaints Received by Category



The chart on the right shows complaints received, split by category and outcome. 70% of complaints in the Customer Care category were upheld, with 81% upheld that were Course Related. 100% of complaints in the Services category and 50% of Facilities complaints were upheld. None of the complaints in the Applications, Admissions & Progression category were upheld.

The chart on the left shows complaints received split by category. 16 out of 33 complaints received were Course Related with 10 out of 33 being about Customer Care and a further 4 being about Facilities. 2 complaints were received in relation to Applications, Admissions & Progression and 1 complaint received in the Services category.

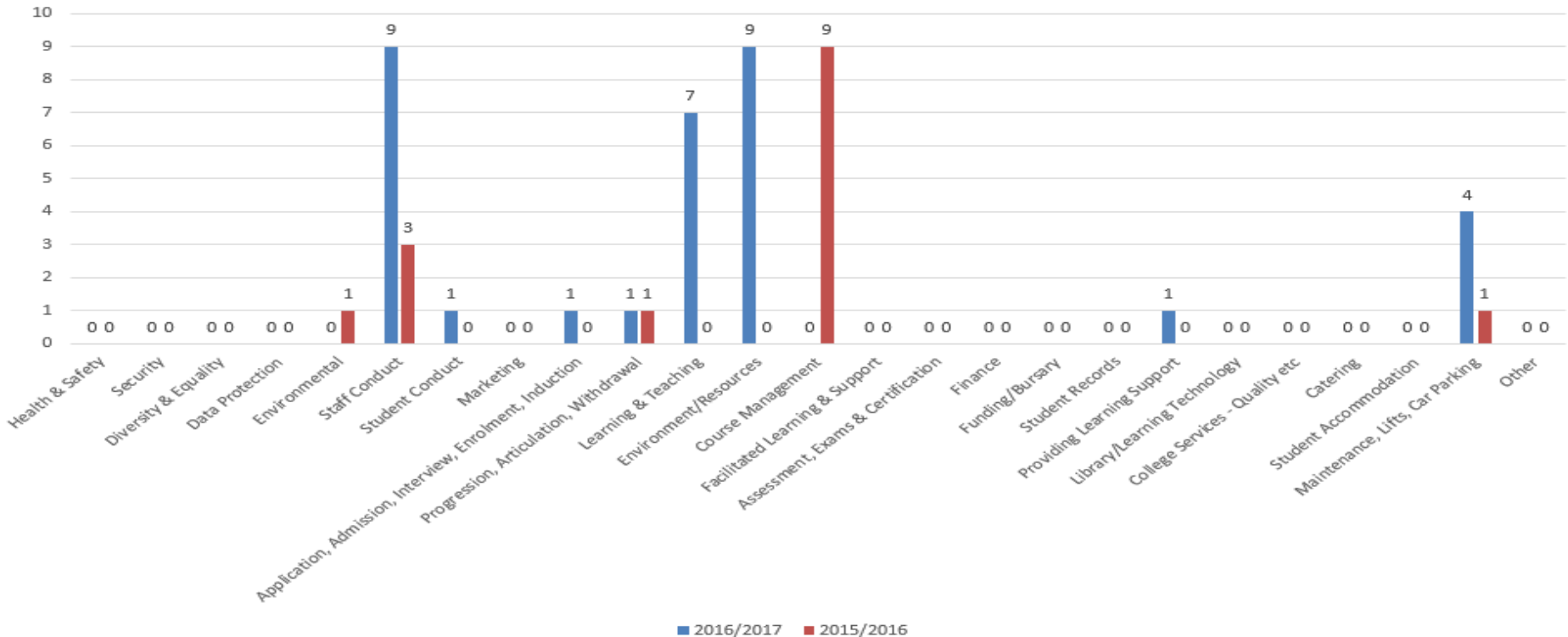
Complaints received by Category and Outcome



Complaints Sub Categories

2016/2017 – Quarter 2

Complaints Received by Sub-category Q2, 2016/2017 vs Q2, 2015/2016



- Significant increase in complaints received in the environment/resources sub-category from 0 to 9 in the same period last year. Volume in this area was higher in Q2, 2016/2017 due to various complaints about a course moving campus.
- Significant decrease in complaints received in the course management sub-category from 9 in Q2, 2015/2016 to 0 in Q2, 2016/2017. Volume for this sub-category was higher last year due to various complaints around a lecturer being moved class.
- Increase in complaints around staff conduct from 3 in Q2, 2015/2016 to 9 in Q2, 2016/2017, this equates to a 7% increase.
- Slight increase from 1 in Q2 last year to 4 in Q2 this year in the maintenance, lifts, car parking sub-category, which equates to 5%.
- Complaints in the progression, articulation, withdrawal category remains steady.

Lessons Learned

2016/2017 – Quarter 2

Category – Customer Care

| Issue | Outcome | Actions |
|---|---------|--|
| A student attended what they thought was a review meeting but was asked to leave College and did not feel this was fair. | Upheld | Investigation revealed the student disciplinary policy had not been followed, to support the student's health issues. The student was confident they would be able to catch up on work and meet assessment deadlines. A decision was therefore made to allow the student back on the course with certain agreements. The student was asked to sign the student agreement and adhere to this, student was provided with a support assistant in the classroom until the end of term and weekly progress meetings to be held. |
| A student complained about the way they had been dealt with and that it was unclear there was a cost for paper cups in the coffee shop/refectory. | Upheld | Signs now displayed in the coffee shop and refectory advising the cost of paper cups. |

Lessons Learned

2016/2017 – Quarter 2

| Category – Course Related | | |
|---|---------|---|
| Issue | Outcome | Actions |
| A student complained that there were not enough speakers available in the campus, as there was only one set per department. | Upheld | Additional speakers were ordered and fitted to all smart boards in the campus. |
| A student was unhappy that the internet connection in one of the buildings was weak, which was affecting the signal. | Upheld | An external engineer checked the coverage of the Wifi connection in the building and tests showed there was complete coverage. However, work was carried out by an external Wifi engineer to further improve the Wifi and three additional access points were installed in the building. The ICT team continue to monitor the Wifi connection and will make improvements where necessary. |
| A few students complained that there was a lack of opportunity to undertake a hospital placement as part of their course. | Upheld | The placements are dependant on availability of placements with the NHS. However, further discussions took place with the NHS and suitable placements secured to allow students to complete a hospital placement. |
| A number of students complained about a proposed relocation of a course to a different campus next session. | Upheld | Discussions took place with the students affected and due to number of factors the decision to move the course was reversed and the course remained at the current campus. |

Lessons Learned

2016/2017 – Quarter 2

Category – Facilities

| Issue | Outcome | Actions |
|--|------------|--|
| A student tore their jacket on the edge of the smart board in a class room. | Upheld | The smart board was inspected and it was identified that a corner piece was missing leaving a sharp edge. The edge was repaired to prevent this happening again and the student was reimbursed for the cost of their jacket. |
| A student slipped and fell in the College toilets, pulling the muscles in their leg. They believed there was no wet floor signs and were unable to walk or move their leg. This has resulted in the student missing remediation of an assessment and they believe they will fail the unit of the course because of this. | Not Upheld | An agreement was made that the student could have another attempt at the assessment. |