



**Complaints Report  
2016/2017  
Quarter 3  
(February – April 2017)**

# Complaint Volumes

2016/2017 – Quarter 3

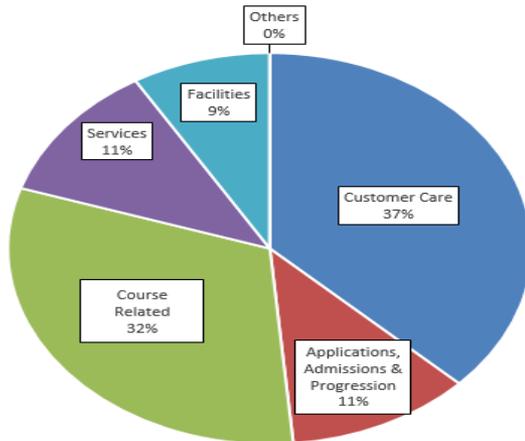
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2016/2017		Q3 2015/2016		YTD 2016/2017		YTD 2015/16	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>								
1.1	Number of complaints Received	35		28		86		69	
1.2/1a	College Population and Number of Complaints received per 100 population	9735	0.4	10457	0.3	9735	0.9	13256	0.5
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	28	80.0%	19	67.9%	49	57.0%	53	76.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	5.7%	8	28.6%	19	22.1%	14	20.3%
2.3/2c	Number of complaints closed after Escalation and % of total closed	5	14.3%	1	3.6%	18	20.9%	2	2.9%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>								
3.0	<b>Stage 1</b>								
3.1/3a	Number and % of complaints upheld at Stage 1	22	78.6%	9	47.4%	33	67.3%	37	69.8%
3.3/3c	Number and % of complaints not upheld at Stage 1	6	21.4%	10	52.6%	16	32.7%	16	30.2%
3.0	<b>Stage 2</b>								
3.4/3d	Number and % of complaints upheld at Stage 2	2	100.0%	6	75.0%	13	68.4%	11	78.6%
3.6/3f	Number and % of complaints not upheld at Stage 2	0	0.0%	2	25.0%	6	31.6%	3	21.4%
3.0	<b>Escalated</b>								
3.7/3g	Number and % of complaints upheld after Escalation	3	60.0%	0	0.0%	14	77.8%	1	50.0%
3.9/3i	Number and % of complaints not upheld after Escalation	2	40.0%	1	100.0%	4	22.2%	1	50.0%
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	117	4.2	83	4.4	258	5.3	249	4.7
4.2	Total working days and average time in working days to close complaints at Stage 2	26	13.0	129	16.1	401	21.1	259	18.5
4b	Escalation	68	13.6	19	19.0	221	12.3	97	48.5
5.0	<b>Number and % of complaints closed within set timecales ( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)</b>								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	24	85.7%	13	68.4%	33	67.3%	40	75.5%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	14.3%	6	31.6%	16	32.7%	13	24.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	100.0%	6	75.0%	10	52.6%	8	57.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	2	25.0%	9	47.4%	6	42.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	5	100.0%	1	100.0%	18	100.0%	1	50.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	1	50.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been</b>								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	4	100.0%	6	100.0%	14	87.5%	10	76.9%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	0	0.0%	2	12.5%	3	23.1%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0.0%	2	100.0%	7	77.8%	6	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	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%

- 35 complaints received, an increase of 25% from Q3 2015/2016.
- 80% of complaints were handled at stage 1 in Q3 2016/2017, compared to 68% for the same period in 2015/2016.
- 89% of complaints were closed within the target timescale, compared to 71% in Q3 2015/2016.
- All complaints were closed within the extended timescale in Q3 2016/2017 maintained from Q3 2015/2016.

# Complaints Categories

2016/2017 – Quarter 3

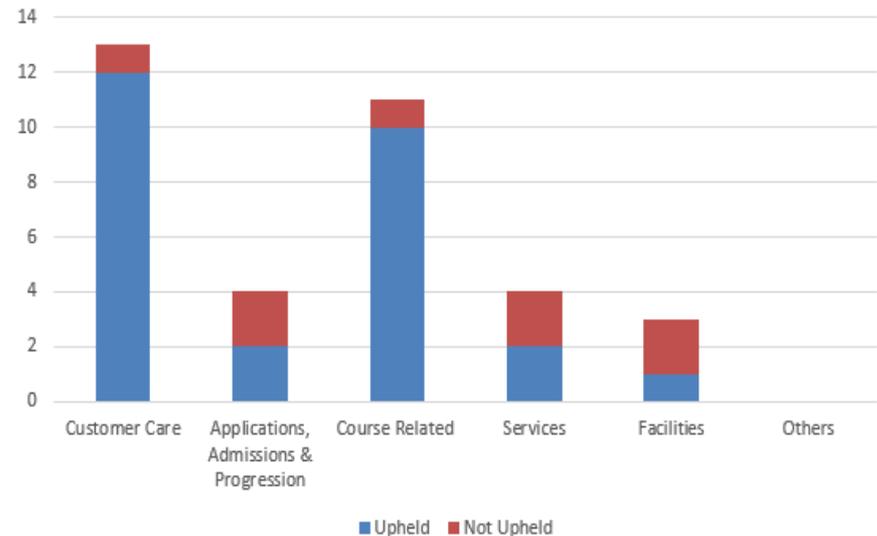
Complaints Received  
by Category



The chart on the left shows complaints received split by category. 13 out of 35 complaints received were about Customer Care with 11 out of 35 being Course Related. The Applications, Admissions & Progression and Services categories both had 4 complaints and 3 were received in the Facilities category.

The chart on the right shows complaints received, split by category and outcome. 92% of complaints in the Customer Care category were upheld, with 91% upheld that were Course Related. 50% of complaints in the Applications, Admissions & Progression and Services categories were upheld and 33% of Facilities complaints were upheld.

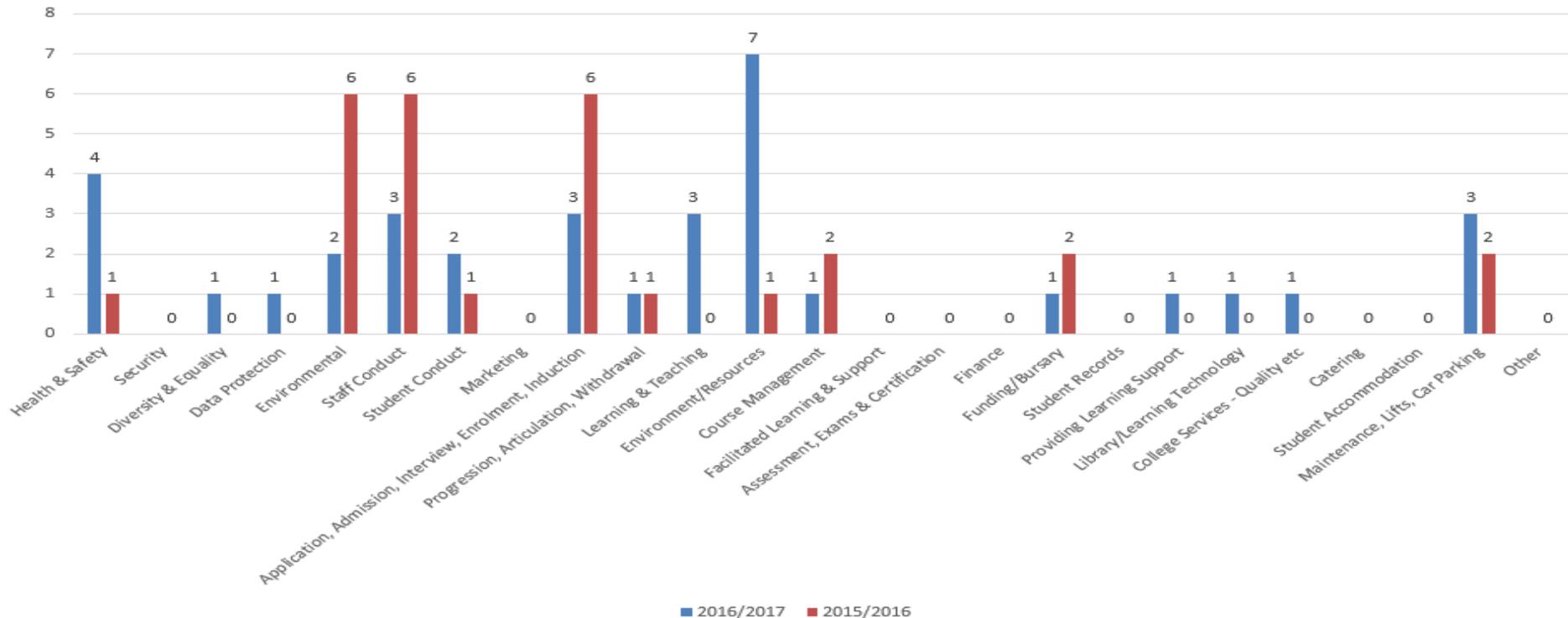
Complaints received by Category and Outcome



# Complaints Sub Categories

2016/2017 – Quarter 3

Complaints Received by Sub-category Q3, 2016/2017 vs Q3, 2015/2016



- Significant increase in complaints received in the environment/resources sub-category from 1 to 7 in the same period last year. Volume in this area was higher in 2016/2017 due to various complaints about a course moving campus and the temperature in a room.
- Increase in complaints received in the health & safety sub-category from 1 in Q3, 2015/2016 to 4 in Q3, 2016/2017. This has increased due to complaints about people parking in disabled spaces at the new campus without displaying a disabled badge.
- Decrease in complaints in the environmental category from 6 in Q3 last year to 2 in the same period this year. Complaints in this category last year related to smoking and dropping litter in areas surrounding the campuses and parking issues.
- Decrease in complaints around staff conduct and application, admission, interview, enrolment, induction both dropping from 6 in Q3 of 2015/2016 to 3 in the same period this year, this equates to a 12% reduction.

# Lessons Learned

2016/2017 – Quarter 3

Category – Customer Care		
Issue	Outcome	Actions
An applicant was unhappy that we requested their UK passport as proof of UK residency and we were unable to accept a UK driving licence.	Partially Upheld	There is a requirement to check residency for all applicants attending our College, this is usually done by asking for a UK passport. A UK driving licence confirms the holders residency, which we are now aware of and this will be accepted going forward.
The hedge around one of the campus boundaries was encroaching on the public footpath.	Upheld	Arrangements were made for the hedge to be cut back. The cutting of the hedge was added to the ground maintenance programme so will be trimmed regularly going forward.
A supplier to the College was visiting the Kilmarnock campus to attend a meeting with the Vice Principal but was unable to park in a disabled space as they were full with cars not displaying disabled badges.	Upheld	Estates team continue to sticker cars parked in disabled bays without appropriate authorisation. Located a suitable space for the supplier to park in and made arrangements for them to contact us prior to future visits and we would reserve a disabled space.
A student complained that the Comic Con event was interrupting classes, people were rude and blasting music. They were not happy the event had been authorised to take place close to the exam period.	Upheld	<p>The staff member organising the event was out of college that day and students therefore had greater control of the sound system, in future the music will be controlled more closely.</p> <p>Next year the event will be hosted in the canteen area, which will reduce the noise impact on other classes.</p>

# Lessons Learned

2016/2017 – Quarter 3

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
<p>A parent complained on behalf of her child that they had not been offered a place on an HNC course but had been offered a place on the NC course instead. The reason given was that they did not have knowledge of a specific subject but the parent felt that this was excluding secondary school students from being successful in applying for the HNC course.</p>	<p>Upheld</p>	<p>Following a review of the decision made the student was offered a place on the HNC course.</p> <p>Curriculum management will reword the description of the HNC course entry criteria for the 2018/2019 prospectus. The description will provide clearer guidelines on requirements for the course including what relevant sector experience is required.</p> <p>Curriculum management will ensure there is standardised approach to the interview and selection process so the experience the applicant has in one campus will mirror the process in another campus.</p>

# Lessons Learned

2016/2017 – Quarter 3

Category – Course Related		
Issue	Outcome	Actions
Students complained about the temperature in one of the rooms they were working in and that it was uncomfortably cold.	Upheld	A component in the heating system failed a few weeks before the complaint was made and should have been replaced but it wasn't. The contractor should have applied to the College for an Extended Rectification Period and put a temporary repair in place but this did not happen either. Following the complaint, the component was replaced and the temperature now at a comfortable level.
Some students complained about the next level of course in the next academic year being moved to the Ayr campus as they were originally told this would be at the Kilwinning campus.	Upheld	We explained to the students the courses that were being offered and the location of these courses and the need to travel. The facilities that we have close to the Ayr campus were also outlined. Agreement made that if the students were eligible for a bursary and they submit their application their claims would be looked at as priority so they had their travel expenses for the start of the course ensuring they are not out of pocket.
A student complained about the way their course had been managed – there had been changes to lecturers, not all units signed up for or advertised were taught, they did not receive appropriate kit and were sent home early as their lecturer had an emergency and now lecturers striking so more hours lost.	Partially Upheld	<p>The course was reviewed and based on student feedback and staff evaluation the make-up unit has been changed for next year to be a fully accredited make-up unit.</p> <p>Kits to be reviewed every year and students comments to be taken into account in review, although this is dependant on funding allocation.</p> <p>Communication strategies to be reviewed to ensure all students understand any changes to lecturers/timetable and the reasons for this.</p>

# Lessons Learned

2016/2017 – Quarter 3

## Category – Services

Issue	Outcome	Actions
<p>A student complained about the lack of facilities available to study quietly at one of our campuses and there was no management of loud people in the learning resource centre.</p>	<p>Upheld</p>	<p>Although the learning resource centre on the first floor is not a designated quiet study area, the learning resource centre staff agreed that at times the noise levels are excessive, particularly when the seating area outside the learning resource centre was busy. Staff were reminded that excessive noise should be dealt with when it arises.</p> <p>A member of learning resource centre staff would be based on the second floor to manage any disturbance.</p> <p>A communication was sent to lecturing staff to remind them that classes should not be causing a disturbance when using open spaces.</p> <p>The dedicated quiet study area on third floor will be frequently visited by learning resource centre staff to ensure it was being used appropriately.</p>
<p>A member of the public complained that their massage appointment, which had been arranged for 5 weeks, had been cancelled only 45 minutes before their appointment time and they had already started their journey.</p>	<p>Upheld</p>	<p>Complainant was offered a gift voucher to use on another treatment.</p> <p>The process to monitor attendance where students are unable to attend scheduled appointments with customers in the College salon is being reviewed.</p>

# Customer Satisfaction

2016/2017 – Quarter 3

We introduced a customer satisfaction survey that we e-mail to complainants, regardless of the outcome of their complaint, shortly after their complaint has been closed. Out of the 35 complaints received this quarter, surveys were sent to 34 of these, as 1 was an anonymous complaint. We had a 38% response rate.

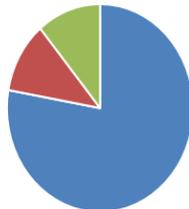
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

I was aware of the complaints procedure before I needed to make a complaint



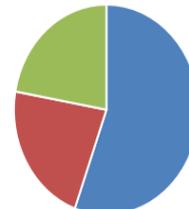
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



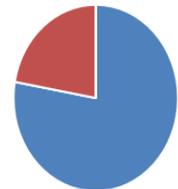
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints form easy to use



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was able to access information and assistance in making my complaint where this was required



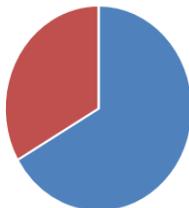
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



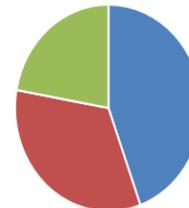
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



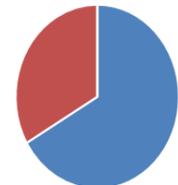
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



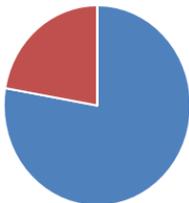
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



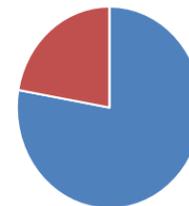
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a response to my complaint within an appropriate timescale



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was dealt with courteously at all times



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A