



Complaints Report 2016/2017

Complaint Volumes

2016/2017

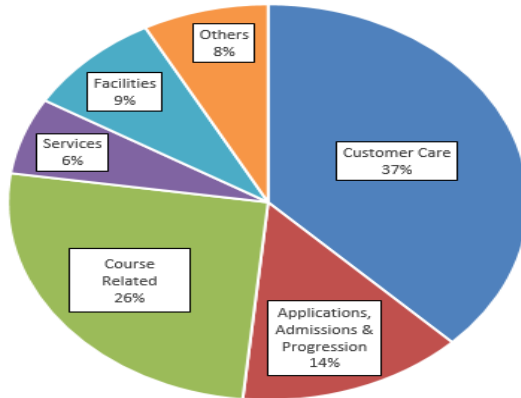
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2015/16	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	18		33		35		42		128		91	
1.2/1a	College Population and Number of Complaints received per 100 population	9665	0.2	9095	0.4	9735	0.4	8502	0.5	9735	1.3	13256	0.7
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	13	72.2%	8	24.2%	28	80.0%	28	66.7%	77	60.2%	67	73.6%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	4	22.2%	13	39.4%	2	5.7%	12	28.6%	31	24.2%	21	23.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.6%	12	36.4%	5	14.3%	2	4.8%	20	15.6%	3	3.3%
2.4	Open	0	0.0%	0	0.0%	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	9	69.2%	2	25.0%	22	78.6%	14	50.0%	47	61.0%	46	68.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	4	30.8%	6	75.0%	6	21.4%	14	50.0%	30	39.0%	21	31.3%
3.0	Stage 2												
3.4/3d	Number and % of complaints upheld at Stage 2	1	25.0%	10	76.9%	2	100.0%	3	25.0%	16	51.6%	16	76.2%
3.6/3f	Number and % of complaints not upheld at Stage 2	3	75.0%	3	23.1%	0	0.0%	9	75.0%	15	48.4%	5	23.8%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	12	100.0%	3	60.0%	1	50.0%	16	80.0%	2	66.7%
3.9/3i	Number and % of complaints not upheld after Escalation	1	100.0%	0	0.0%	2	40.0%	1	50.0%	4	20.0%	1	33.3%
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	96	7.4	45	5.6	117	4.2	87	3.1	345	4.5	337	5.0
4.2	Total working days and average time in working days to close complaints at Stage 2	90	22.5	285	21.9	26	13.0	212	17.7	613	19.8	430	20.5
4b	Escalation	14	14.0	139	11.6	68	13.6	43	21.5	264	13.2	113	37.7
5.0	Number and % of complaints closed within set timescales (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	5	38.5%	4	50.0%	24	85.7%	27	96.4%	60	77.9%	47	70.1%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	8	61.5%	4	50.0%	4	14.3%	1	3.6%	17	22.1%	20	29.9%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	8	61.5%	2	100.0%	12	100.0%	22	71.0%	8	38.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	4	100.0%	5	38.5%	0	0.0%	0	0.0%	9	29.0%	13	61.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	12	100.0%	5	100.0%	1	50.0%	19	95.0%	2	66.7%
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%	1	5.0%	1	33.3%
6.0	Number and % of complaints closed at each stage where extensions have been authorised												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	6	75.0%	4	100.0%	4	100.0%	1	100.0%	15	88.2%	15	75.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	25.0%	0	0.0%	0	0.0%	0	0.0%	2	11.8%	5	25.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	100.0%	3	60.0%	0	0.0%	0	0.0%	7	77.8%	13	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	2	40.0%	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%	1	100.0%	1	100.0%	0	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%

- 128 complaints received, an increase of 41% from 2015/2016.
- 60% of complaints were handled at stage 1 in 2016/2017, compared to 74% in 2015/2016.
- 79% of complaints were closed within the target timescale, compared to 63% in 2015/2016.
- 97% of complaints were closed within the extended timescale in 2016/2017, compared to 93% closed within the extended timescale in 2015/2016.

Complaints Categories

2016/2017

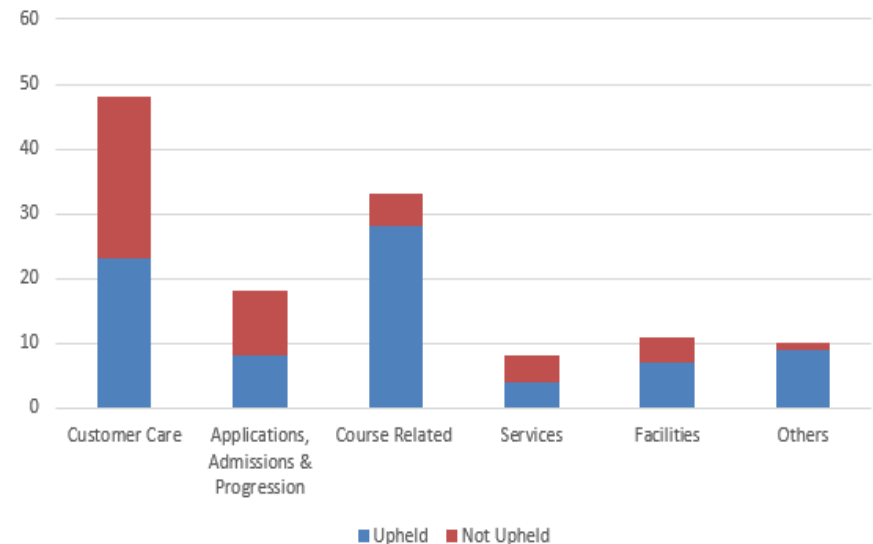
Complaints Received
by Category



The chart on the left shows complaints received split by category. 48 out of 128 complaints received were about Customer Care, with 33 out of 128 being Course Related. The Applications, Admissions & Progression category had 18 complaints and 11 were about Facilities. 10 complaints were received in the Others category and 8 were about Services.

The chart on the right shows complaints received, split by category and outcome. 90% of complaints in the Others category were upheld, with 85% upheld that were Course Related. 64% of complaints in the Facilities category were upheld and 50% upheld in the Services category. 48% of Customer Care complaints were upheld, with 44% upheld that were about Applications, Admissions and Progression.

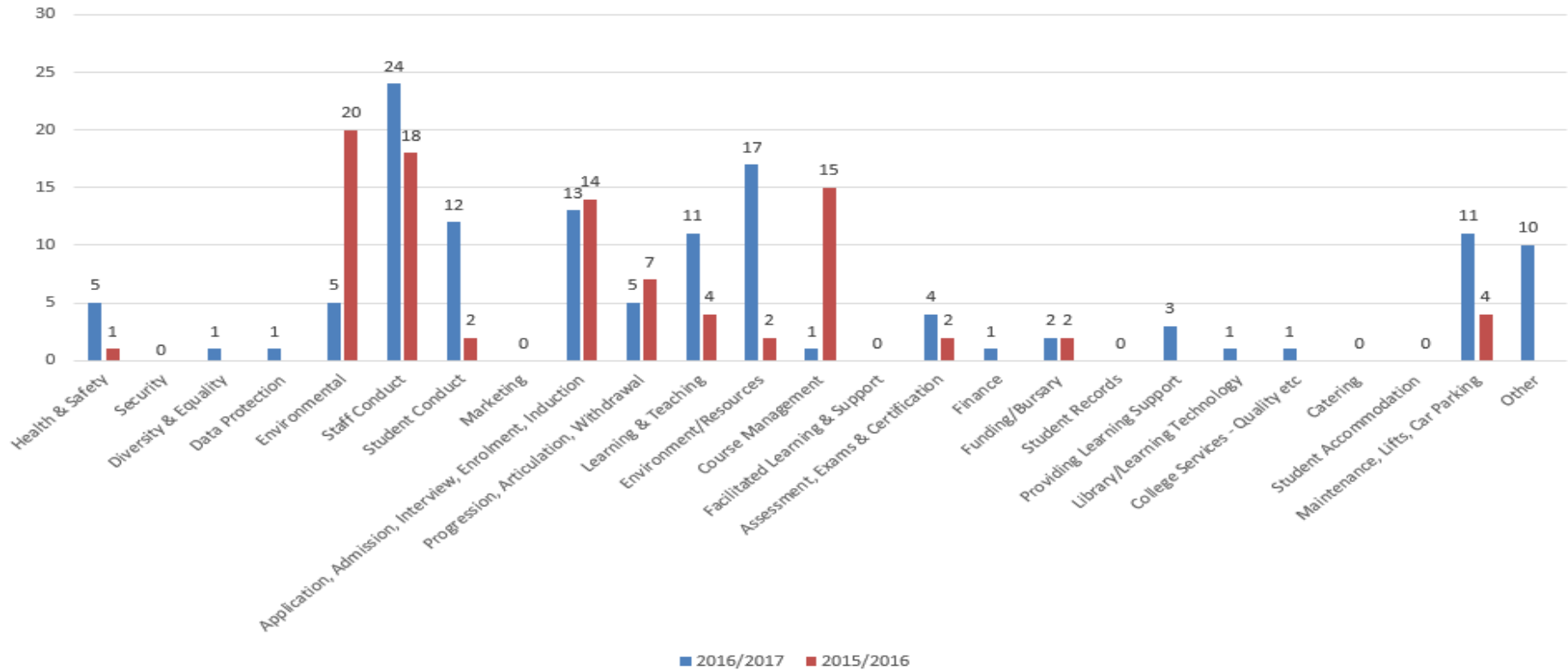
Complaints received by Category and Outcome



Complaints Sub Categories

2016/2017

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



- Significant increase in complaints received in the environment/resources category from 2 in 2015/2017 to 17 in 2016/2017. Volume in this area was higher in 2016/2017 mainly due to complaints about a course moving campus.
- Increase in complaints received in the other sub-category from 0 in 2015/2016 to 10 in 2016/2017. Volume in this area was higher in 2016/2017 due to complaints about strike action.
- Decrease of 75% in complaints in the environmental category received in 2016/2017 compared to 2015/2016. This is due to a reduction in complaints relating to smoking and dropping litter in the areas surrounding the campuses.
- Decrease in complaints received in the course management category by 93% from 2015/2016 to 2016/2017. Complaints in this category were higher in 2015/2016 mainly due to complaints about a change in lecturer.

Lessons Learned

2016/2017

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.
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	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. Next year the event will be hosted in the canteen area, which will reduce the noise impact on other classes.

Lessons Learned

2016/2017

Category – Customer Care

Issue	Outcome	Actions
A student was in the College building before the official opening time of 8am and slipped on the floor.	Partially Upheld	The machine used to clean the floors also dries the floor but wet floor signs to be displayed until floor completely dried. Plasma screens around the campus to be updated to show the opening times of the building so this is visible to all students.
Applicant was asked and discussions took place around their age at the interview.	Upheld	Applicant's age was only relevant if funding guidance was being provided. Interview prompts updated to ensure age only asked if providing applicant with funding information.
The skips in the College grounds were full and rubbish overflowing over the wall onto the public path.	Upheld	Estates team arranged for skips to be emptied and for the surrounding area to be cleaned up. Due to current ongoing works at the College, skips will be monitored more often and emptied when full.

Lessons Learned

2016/2017

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>
<p>An applicant was unhappy they had been offered a place on the wrong course.</p>	<p>Partially Upheld</p>	<p>Applicant had been offered a place on the correct course. However, interviewing staff had referred to the course by the incorrect name causing confusion.</p> <p>Feedback given to interviewing staff to ensure they refer to the course name as advertised.</p>
<p>Applicant received a letter thanking them for attending an interview and that they had been unsuccessful in securing a place, however they had not attended an interview.</p>	<p>Upheld</p>	<p>Communications sent to unsuccessful applicants updated to remove reference to an interview.</p>

Lessons Learned

2016/2017

Category – Course Related		
Issue	Outcome	Actions
A Civil Aviation Authority employee came to sit an exam and due to poor service and staff being unaware the exam was taking place or where, the employee missed the exam. The employee had come from Shetland and paid for flights and accommodation.	Upheld	Request made to update College address on CAA website to include building and room number. Process agreed between curriculum area and front of house to ensure information sheets are available at reception and staff are aware of exams taking place. Location of exams displayed on plasma screens around the campus to make it clear for people visiting where they should go.
A student felt that some of the class rooms were not big enough to accommodate the number of students in the class. Students didn't have desks or chairs and were having to borrow desks from other class rooms. They did not feel this was an acceptable environment for learning.	Upheld	Accommodation for the class was revisited and suitable arrangements put in place to ensure each class room can accommodate the group adequately.
A student was not notified of the Kilwinning graduation ceremony and therefore missed their graduation.	Upheld	The student had passed some of the units before the colleges merged and as a result some of these were recorded on a legacy database. This therefore meant all information was not sent to the SQA to show the qualification had been achieved, which in turn meant the student was not showing on the graduation list. Working with SQA to ensure all information transferred over from legacy databases. Student was offered attendance at another graduation.
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.

Lessons Learned

2016/2017

Category – Course Related		
Issue	Outcome	Actions
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.
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

Category – Course Related		
Issue	Outcome	Actions
Students complained about noise disruption during exam.	Upheld	Room exam held in not to be used again for exams. Rooms surrounding the sports hall not to be used for exams. Invigilators reminded, and handbook updated, that noise disruption should be flagged immediately.
Students unhappy about lack of standardisation between two different class groups on the same course.	Not Upheld	Standardisation meetings introduced with the staff teaching the course to ensure the same approach delivered to both class groups.

Lessons Learned

2016/2017

Category – Services		
Issue	Outcome	Actions
<p>The length of time taken to have an assessment carried out was too long. The student was told this would be the end of May/start of June and it was not carried out until 28 June.</p> <p>Advance notes provided to student were done in front of the class and not confidentially.</p>	Upheld	<p>This work is outsourced to self-employed educational psychologists and assessments carried out by them. Rewritten disability support allowance guidelines and amended the process, a timeline introduced for processing disability support allowance applications which has brought forward the whole process. Created a new leaflet and working with curriculum colleagues to raise awareness of disability support allowance to encourage students to contact Inclusive Learning prior to starting their higher education level course.</p> <p>Although it is not routine to offer advance notes confidentially, Inclusive Learning staff will specify in personal learning support plans that notes are available on Moodle 7 days in advance. Inclusive Learning continue to stress importance of this when attending curriculum meetings. When notes are to be handed out on paper Inclusive Learning will ask that this is done sensitively.</p>
<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>	Upheld	<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>	Upheld	<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>

Lessons Learned

2016/2017

Category – Facilities		
Issue	Outcome	Actions
Student was unaware that lockers at the new campus were to be used for one day only. This means they needed to transport heavy folders each day and they suffer from a medical condition.	Upheld	The student was allocated with a locker on an ongoing basis so they do not need to carry heavy folders around.
A teacher from a local school complained as they were unable to get their bus parked in the space allocated to them as so many cars were parked on the kerb. As a result the bus could not get round to turn and one child in a wheelchair could therefore not attend College.	Upheld	Arrangements have been made to reserve a space/cone off an area for the bus to park and turn every Friday morning.
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.
Gym users unhappy that the gym was closed for cleaning during the standard opening hours and could not be used.	Upheld	Gym will now be cleaned outwith the advertised opening hours and will not be closed during standard opening hours.

Customer Satisfaction

2016/2017

In 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 77 complaints received in quarters 3 and 4, surveys were sent in 65 of these complaints to 95 individuals. We had a 18% response rate.

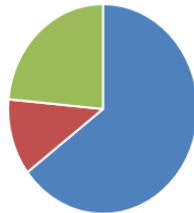
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



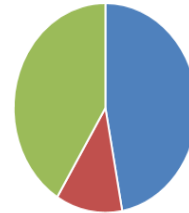
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



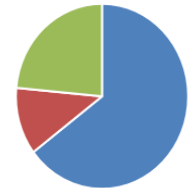
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



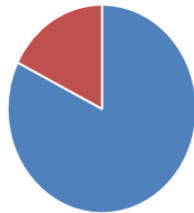
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



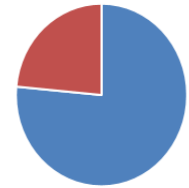
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



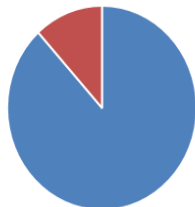
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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