

A large, abstract teal graphic on the left side of the page, consisting of overlapping curved shapes that create a sense of depth and movement.

Complaints Report 2017/2018

Ayrshire
College 

The logo for Ayrshire College, featuring a stylized teal arrow pointing to the right, composed of three overlapping segments.

Complaint Volumes

2017/2018

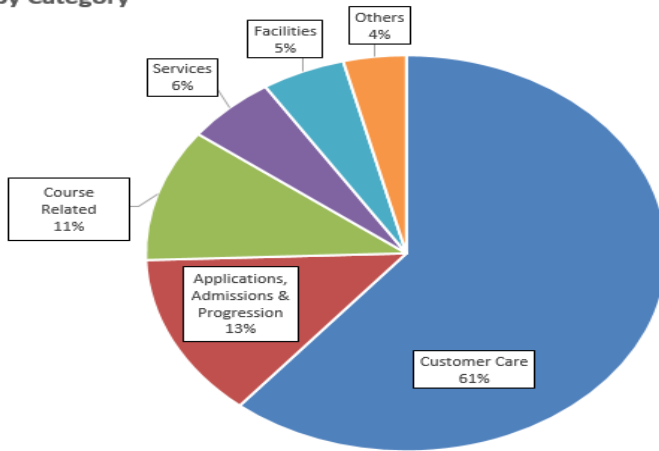
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2016/17	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	68		65		66		32		231		128	
1.2/1a	College Population and Number of Complaints received per 100 population	9201	0.7	9716	0.7	9755	0.7	7755	0.4	9755	2.4	9735	1.3
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	57	83.8%	56	86.2%	48	72.7%	19	59.4%	180	77.9%	77	60.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	11	16.2%	9	13.8%	13	19.7%	9	28.1%	42	18.2%	31	24.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	5	7.6%	4	12.5%	9	3.9%	20	15.6%
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	41	71.9%	44	78.6%	31	64.6%	11	57.9%	127	70.6%	47	61.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	16	28.1%	12	21.4%	17	35.4%	8	42.1%	53	29.4%	30	39.0%
3.0	Stage2												
3.4/3d	Number and % of complaints upheld at Stage 2	6	54.5%	6	66.7%	8	61.5%	4	44.4%	24	57.1%	16	51.6%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	45.5%	3	33.3%	5	38.5%	5	55.6%	18	42.9%	15	48.4%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	1	20.0%	3	75.0%	4	44.4%	16	80.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	4	80.0%	1	25.0%	5	55.6%	4	20.0%
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	201	3.5	198	3.5	210	4.4	89	4.7	698	3.9	345	4.5
4.2	Total working days and average time in working days to close complaints at Stage 2	228	20.7	210	23.3	244	18.8	210	23.3	892	21.2	613	19.8
4b	Escalation	0	0.0	0	0.0	117	23.4	96	24.0	213	23.7	264	13.2
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	48	84.2%	45	80.4%	38	79.2%	14	73.7%	145	80.6%	60	77.9%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	15.8%	11	19.6%	10	20.8%	5	26.3%	35	19.4%	17	22.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	8	72.7%	5	55.6%	12	92.3%	5	55.6%	30	71.4%	22	71.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	27.3%	4	44.4%	1	7.7%	4	44.4%	12	28.6%	9	29.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	3	60.0%	3	75.0%	6	66.7%	19	95.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	40.0%	1	25.0%	3	33.3%	1	5.0%
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)	9	100.0%	9	81.8%	9	90.0%	5	100.0%	32	91.4%	15	88.2%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	2	18.2%	1	10.0%	0	0.0%	3	8.6%	2	11.8%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	66.7%	4	100.0%	0	0.0%	4	100.0%	10	83.3%	7	77.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%	1	100.0%	0	0.0%	2	16.7%	2	22.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	2	100.0%	1	100.0%	3	100.0%	1	100.0%
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%	0	0.0%

- 231 complaints received, an increase of 80% from 2016/2017.
- 78% of complaints were handled at stage 1 in 2017/2018, compared to 60% in 2016/2017.
- 78% of complaints were closed within the target timescale, compared to 79% in 2016/2017.
- 98% of complaints were closed within the extended timescale in 2017/2018, compared to 97% closed within the extended timescale in 2016/2017.

Complaints Categories

2017/2018

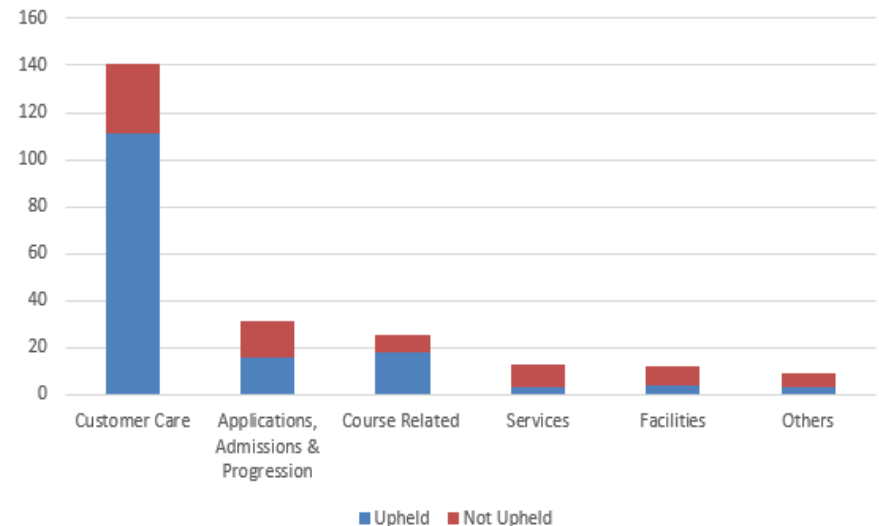
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 79% of complaints in the Customer Care category were upheld, with 72% upheld that were Course Related. 52% of complaints in the Applications, Admissions & Progression category were upheld, with 33% of complaints in the Facilities and Others categories upheld. 23% of Service related complaints were upheld.

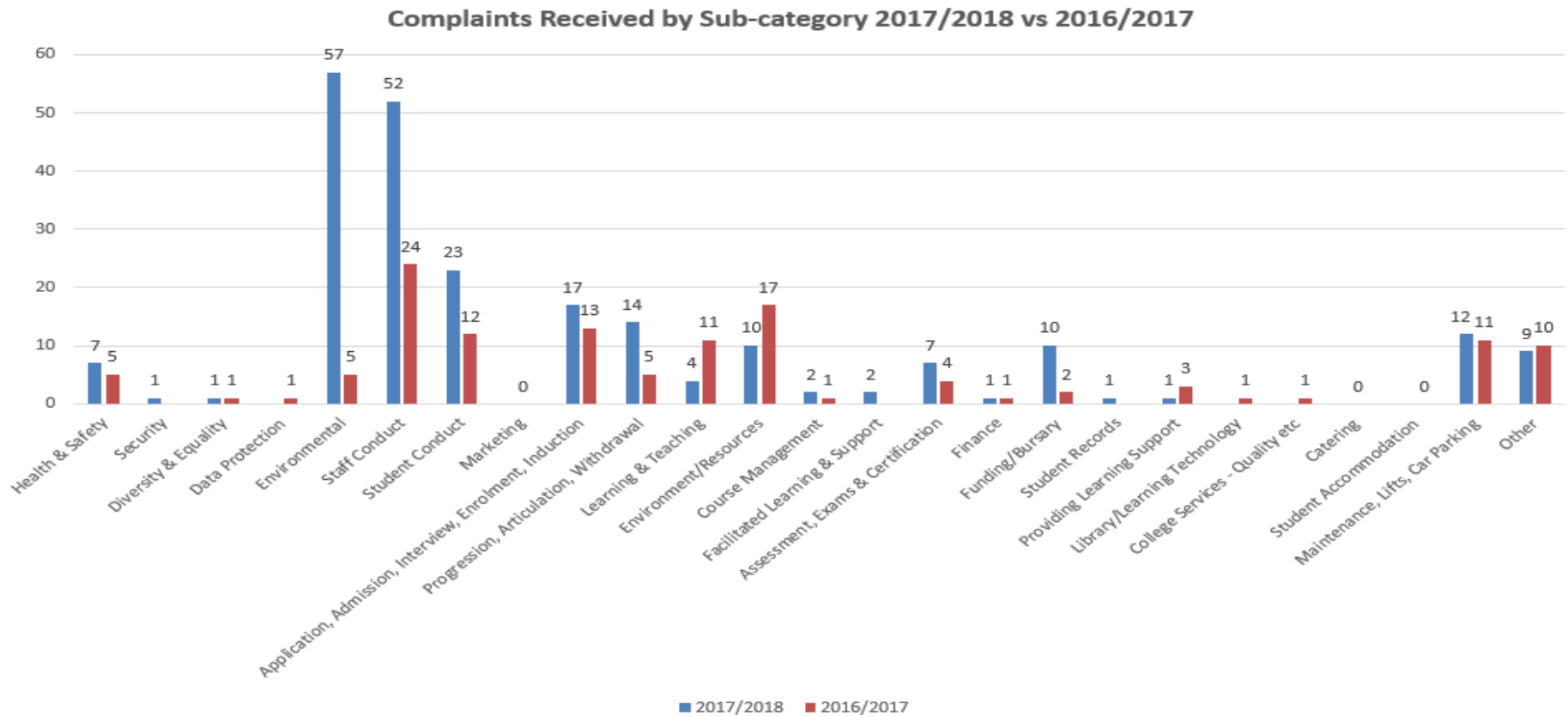
The chart on the left shows complaints received split by category. 141 out of 231 complaints received were about Customer Care, with 31 out of 231 being received in the Applications, Admissions & Progression category and a further 25 being Course Related. The Services category had 13 complaints and 12 were about Facilities. 9 complaints were received in the Others category.

Complaints received by Category and Outcome



Complaints Sub Categories

2017/2018



- Significant increase in complaints received in the environmental sub-category from 5 in 2016/2017 to 57 in 2017/2018 this was due to an increase in complaints about parking from local residents neighbouring the Kilmarnock campus.
- Increase in complaints in the staff conduct sub-category from 24 in 2016/2017 to 52 in 2017/2018.
- Decrease of 41% in complaints in the environment/resources sub-category received in 2016/2017 compared to 2017/2018. Volume for this sub-category was higher last year mainly due to various complaints around a course moving campus.
- Complaints in the maintenance, lifts, car-parking and others sub-categories remain steady.

Lessons Learned

2017/2018

Category – Customer Care		
Issue	Outcome	Actions
Local residents unhappy staff and students are using their residents' car parks.	Upheld	<p>Communications issued to all staff and students on that campus reminding them to be respectful to our neighbours and not to park in residents' car parks.</p> <p>Notice updated on plasma screens throughout the campus not to park in residents' car parks.</p> <p>Principal wrote to all local residents advising of action being taken to try and reduce students and staff using their car parks'/parking in the street.</p> <p>Staff patrolled the local residents' car parks trying to encourage staff and students not to use these car parks.</p> <p>Management Team met with factors for local residents' to discuss car parking issues and possible actions to prevent the car parks being used by students and staff.</p>
Carer of a student raised an issue with the disabled toilet not being accessible, as the door was too heavy for the student to operate on their own.	Upheld	The door mechanism/spring changed resulting in the door being easier to open and enabling easier access.
Local resident unhappy students are using their street to access the college car park.	Upheld	<p>Gates at the rear entrance to the college now closed during the day to prevent cars using residential street to access the car park.</p> <p>Communication issued to staff and students to enter the college car park using the correct route and not using the rear entrance.</p>

Lessons Learned

2017/2018

Category – Customer Care		
Issue	Outcome	Actions
Local residents unhappy the alarm at the Irvine campus was activating during the night.	Upheld	<p>The internal doors between the school and the college were broken and therefore opening during the night and setting the alarm off. The alarm company deactivated the internal doors from the alarm, the doors were fixed and alarm then reactivated.</p> <p>Meeting held with the council to clarify key holder responsibilities for the site.</p>
Student unhappy they were unable to work out in the gym wearing jeans and this had not been made clear to them at the induction.	Upheld	Induction for gym and induction form updated to include that jeans are not appropriate clothing to wear in the gym.
Parent of a student unhappy that disabled parking bays were occupied by cars not displaying blue disabled parking badges.	Upheld	Communication issued to all staff and students on that campus reminding them not to park in disabled parking bays unless they were displaying a disabled parking badge.
Student unhappy they were unable to get the use of a locker to secure their personal belongings.	Upheld	<p>Staff reminded that keys should be provided to students to access key operated lockers.</p> <p>Estates staff will reset code operated lockers in sports area on a daily basis.</p>
Local residents unhappy staff and students are using their residents' car parks.	Upheld	<p>The Information and Customer Relations Advisor attended class rep meetings to remind students not to park in residents' car parks and to provide some insight into the problems this causes local residents.</p> <p>Poster designed by Marketing team and displayed on notice boards throughout the campus as a reminder not to park in residents' car parks.</p> <p>Notice on plasma screens throughout the campus not to park in residents' car parks displayed more often.</p>
Carer of a student unhappy as they are not always able to get a disabled parking bay and need this for wheelchair access.	Upheld	Disabled space reserved for carer each day the student attends college.

Lessons Learned

2017/2018

Category – Customer Care		
Issue	Outcome	Actions
Student unhappy they did not receive a communication to advise the college was closing early due to adverse weather conditions.	Upheld	Process for contacting students when college closes early reviewed and text messages will now be sent instead of an email.
Student unhappy with the cleanliness of desks and keyboards in the computer classrooms.	Upheld	Wipes provided in each of the computer classrooms so the keyboard and computer can be cleaned before use if necessary.
Parent of a student was unhappy with the action taken against another student.	Upheld	Student disciplinary policy was reviewed.
Anonymous complaint received from a student that another student was being bullied in the class.	Not upheld	Curriculum Manager met with the class group. An anti-bullying workshop was offered but the class group felt this was not required.
Parent of a student unhappy that a DWP form was taken from the student as this had only been partially completed but had been stamped by the College, however student was not eligible to claim.	Partially upheld	Staff advised that forms should not be stamped until all information has been populated on the form. The department who provides the final information should stamp the form once complete.
Student unhappy cars parked in disabled spaces without displaying a blue disabled parking badge.	Upheld	<p>Student induction workshops for 2018/2019 will include reminders to students not to park in disabled spaces or residents' car parks.</p> <p>Parking responsibilities will be discussed at first class reps meeting.</p> <p>Parking responsibilities will continue to be displayed on plasma screens and notice boards throughout the campus in the 2018/2019 academic year.</p>

Lessons Learned

2017/2018

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Applicant's advocate was unhappy that information about fee waivers on evening classes was not clear on our website.	Upheld	Website updated to show the fee mechanisms that apply to evening courses, with information now being course specific.
Student unhappy they were told at the interview they needed entry qualifications for the course applied for but this was not noted on the website.	Upheld	Interviewing staff were advised applicants should be assessed individually based on their skills and experience and have a realistic chance of success in the course. The website was updated to be clearer in reflecting this.
As part of their complaint about being withdrawn from college, a student confirmed they were unaware of where to locate areas of the college to get support.	Partially upheld	Induction process in the curriculum area introduced for students who are late enrolling , which includes an introduction to Student Services and Inclusive Learning.
Student unhappy the level 6 course he wanted was not running next year at the College and alternative options had not been provided to the class.	Partially upheld	Progression options were provided to the class with an option to study a different course this year with a view to progressing to the level 6 course 2019/2020. Arrangements were also made for the Student Funding team to meet with the class group.
Students felt they were being discriminated against as they were not school leavers and felt this was the reason they may not be able to progress to the next level.	Partially upheld	Students were able to progress to the next level of the course most appropriate for them. Process changed so that existing students/internal candidates will be given interviews before we interview external candidates to avoid future confusion.

Lessons Learned

2017/2018

Category – Course Related		
Issue	Outcome	Actions
Student complained they did not receive their HND certificate and needed this to accept a place at university.	Not Upheld	Arrangements made with SQA to input course units on their system upfront rather than having to input manually at the end of the academic year, preventing delay in certificates being issued.
Student unhappy that evening classes are advertised to finish at 21:00, however work in class needs to stop 10/15 minutes before this to allow time for equipment to be stored safely.	Upheld	Information added to the advertised times for evening classes on the website to confirm the advertised time includes a period for shut down procedures at the end of the night.
Students unhappy with the delay to receive and the quality of the class representative certificates.	Upheld	Certificates for all class representatives were redesigned by our Graphic Designer and sent to external printers to be printed on card.
Student complained of noise disruption during evening class.	Upheld	Local drummers had been given access to an area to practice for a local parade. Any future requests for areas to practice will be placed in a suitable area to avoid disruption to other classes.
Student complained that the interactive board in the classroom they used was not working and was impacting on the students' learning experience.	Upheld	The cable had a slight tear in the plastic cover. The cable was replaced and tested to check it was working.
Accommodation student was placed in for assessment had some ceiling tiles missing and there was a smell of smoke coming from smokers outside.	Upheld	The ceiling tiles were replaced to prevent the smell of smoke coming in from outside. Area outside monitored to remind students of the no smoking campus.
Students unhappy with the time taken to get laptops set up for assessments for those students who need additional support and that the spell check facility was not always available on the laptops.	Upheld	Inclusive Learning now have dedicated laptops, with easy log-in access, with no internet or network access that will only be used for assessments. The laptops all have the spell check facility enabled. Working group set up to develop a process for setting up and managing the use of assessment laptops using a different software application. Students have been included in this group.
Students unhappy the classroom they normally use was being used by another class and they have to find alternative accommodation on a weekly basis.	Upheld	Staff reminded to update system to show which rooms were in use and when, to provide a true picture of room availability.

Lessons Learned

2017/2018

Category – Course Related

Issue	Outcome	Actions
Student unhappy her class did not have a suitable classroom on a Tuesday. One classroom offered was too small for the class group and too hot and the other room offered was too noisy.	Upheld	A room was located that was being used by a smaller class group so the classrooms were swapped to accommodate the bigger class.
Student unhappy member of staff providing support was unaware of the assessment conditions.	Upheld	Change to procedure so that assessment notification forms will now be added to the diary entry to allow staff to access this information at any time of day.

Category – Facilities

Issue	Outcome	Actions
Local resident was concerned that buses and cars were parking on double yellow lines to drop students off and pick them up.	Not upheld	<p>Communication issued to all staff and students in the campus asking them not to be picked up or dropped off on the double yellow lines at the front of the College.</p> <p>Communication with Council contact to ensure bus drivers were coming the correct way up the street and dropping students/pupils on the College side of the road so they did not need to cross between parked vehicles.</p>
Student complained that the sanitary product machine was out of order and had been for some time.	Upheld	Contact made with external provider and appointment made that week for them to come and service the machine.

Lessons Learned

2017/2018

Category – Others

Issue	Outcome	Actions
Job applicant unhappy they were receiving an error when trying to apply on-line, through the College website.	Partially upheld	Further guidance provided to HR team in assisting applicants on the resolution of issues when submitting applications. Further guidance made available to applicants on the creation of an account for the careers website and the use of a compatible browser.
Student was unhappy their name was not on the list for an awards ceremony.	Upheld	Process for receiving acceptance emails reviewed. All certificates and spare kits will be taken to each ceremony.

Customer Satisfaction

2017/2018

We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 231 complaints received this year, surveys were sent to 147 of these. We had an 26% 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



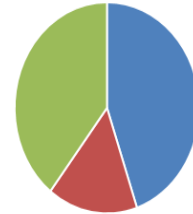
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



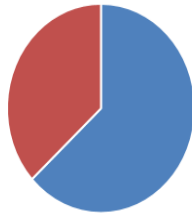
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



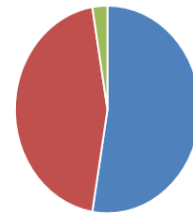
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



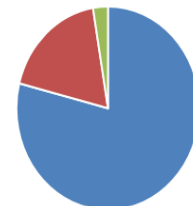
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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