

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
Quarter 1
(August – October 2017)**

Complaint Volumes

2017/2018 – Quarter 1

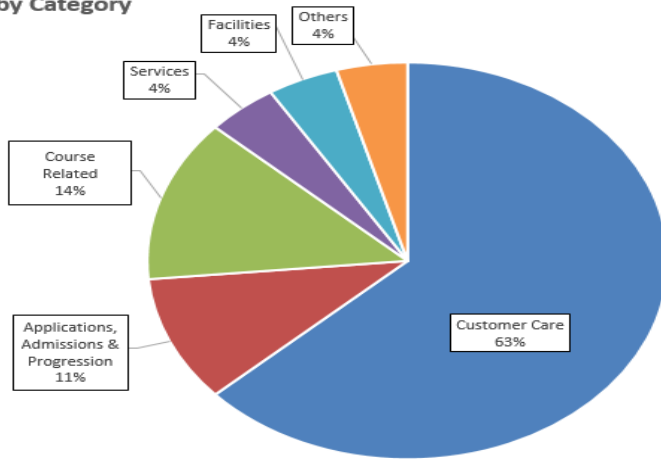
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2017/2018		Q1 2016/2017	
1.0	Total number of complaints received & complaints received per 100 population				
1.1	Number of complaints Received	68		18	
1.2/1a	College Population and Number of Complaints received per 100 population	9201	0.7	9665	0.2
2.0	Number 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%	13	72.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	11	16.2%	4	22.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	5.6%
2.4	Open	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%	9	69.2%
3.3/3c	Number and % of complaints not upheld at Stage 1	16	28.1%	4	30.8%
3.0	Stage 2				
3.4/3d	Number and % of complaints upheld at Stage 2	6	54.5%	1	25.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	45.5%	3	75.0%
3.0	Escalated				
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	1	100.0%
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	96	7.4
4.2	Total working days and average time in working days to close complaints at Stage 2	228	20.7	90	22.5
4b	Escalation	0	0.0	14	14.0
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%	5	38.5%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	15.8%	8	61.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	8	72.7%	0	0.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	27.3%	4	100.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	1	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%
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)	9	100.0%	6	75.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	2	25.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	66.7%	4	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%

- 68 complaints received, an increase of 278% from Q1 2016/2017.
- 84% of complaints were handled at stage 1 in Q1 2017/2018, compared to 72% for the same period in 2016/2017.
- 82% of complaints were closed within the target timescale, compared to 33% in Q1 2016/2017.
- 99% of complaints were closed within the extended timescale in Q1 2017/2018, compared to 89% closed within the extended timescale in the same period in 2016/2017.

Complaints Categories

2017/2018 – Quarter 1

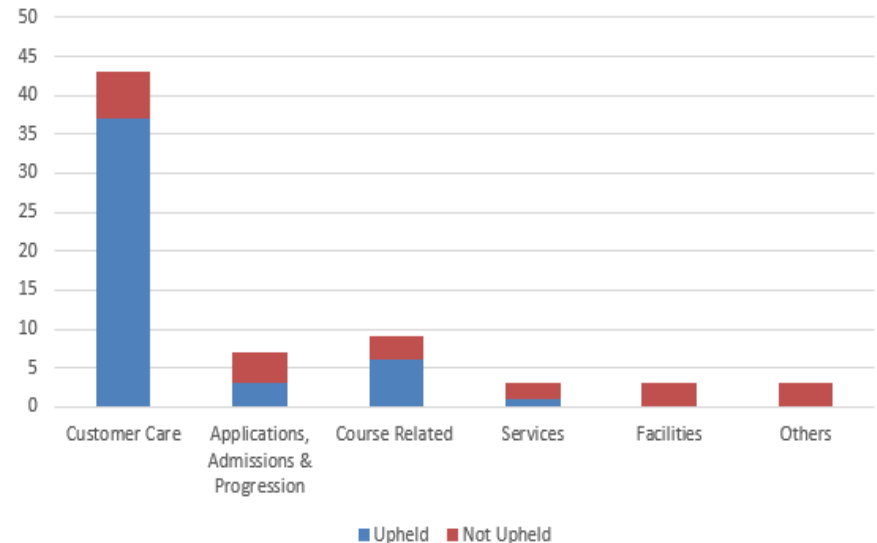
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 86% of complaints in the Customer Care category were upheld, with 67% upheld that were Course Related. 43% of complaints in the Applications, Admissions & Progression category were upheld and 33% of Services complaints were upheld. 0% of complaints in the Facilities and Others categories were upheld.

The chart on the left shows complaints received split by category. 43 out of 68 complaints received were about Customer Care, with 9 out of 68 being Course Related. The Applications, Admissions & Progression category had 7 complaints and the Services, Facilities and Others categories all received 3 complaints.

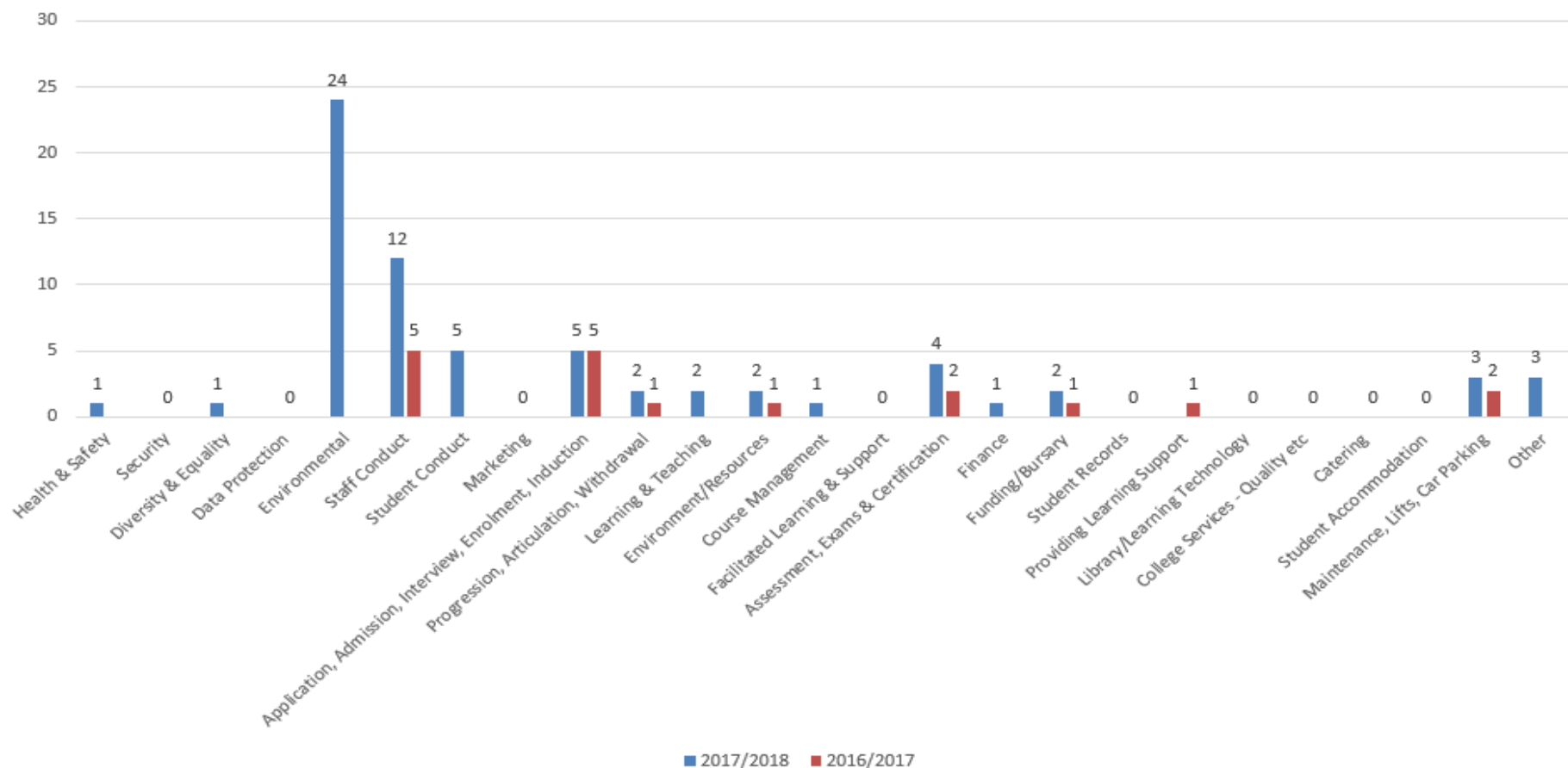
Complaints received by Category and Outcome



Complaints Sub Categories

2017/2018 – Quarter 1

Complaints Received by Sub-category Q1, 2017/2018 vs Q1, 2016/2017



- Significant increase in complaints received in the environmental category from 0 to 24 this was due to an increase in complaints about parking from local residents neighbouring the Kilmarnock campus
- Increase in complaints received in the staff conduct sub-category from 5 in Q1, 2016/2017 to 12 in the same period for 2017/2018.
- Complaints in the application, admission, interview, enrolment, induction category have remained the same from Q1 2016/2017 to Q1, 2017/2018.

Lessons Learned

2017/2018 – Quarter 1

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 – Quarter 1

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.

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.

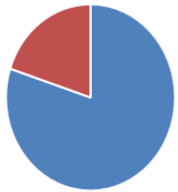
Customer Satisfaction

2017/2018 – Quarter 1

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 68 complaints received this quarter, surveys were sent to 42 of these. We had a 12% response rate.

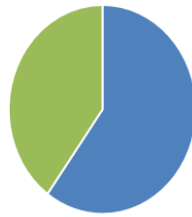
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



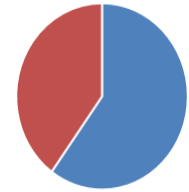
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints form easy to use



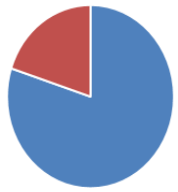
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



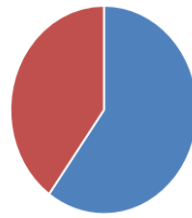
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



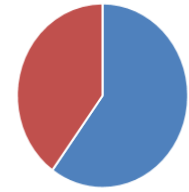
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



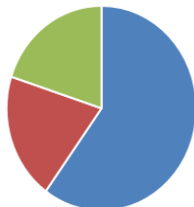
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



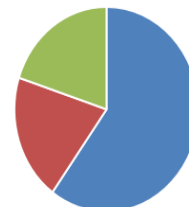
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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