

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 2  
(November 2017 – January 2018)**

# Complaint Volumes

2017/2018 – Quarter 2

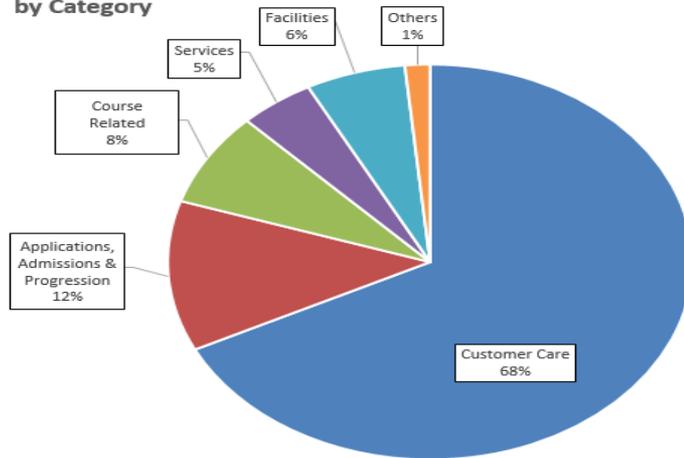
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q2 2017/2018		Q2 2016/2017		YTD 2017/2018		YTD 2016/2017	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>								
1.1	Number of complaints Received	65		33		133		51	
1.2/1a	College Population and Number of Complaints received per 100 population	9716	0.7	9095	0.4	9716	1.4	9665	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	56	86.2%	8	24.2%	113	85.0%	21	41.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	9	13.8%	13	39.4%	20	15.0%	17	33.3%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	12	36.4%	0	0.0%	13	25.5%
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	44	78.6%	2	25.0%	85	75.2%	11	52.4%
3.3/3c	Number and % of complaints not upheld at Stage 1	12	21.4%	6	75.0%	28	24.8%	10	47.6%
3.0	<b>Stage 2</b>								
3.4/3d	Number and % of complaints upheld at Stage 2	6	66.7%	10	76.9%	12	60.0%	11	64.7%
3.6/3f	Number and % of complaints not upheld at Stage 2	3	33.3%	3	23.1%	8	40.0%	6	35.3%
3.0	<b>Escalated</b>								
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	12	100.0%	0	0.0%	12	92.3%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	1	7.7%
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	198	3.5	45	5.6	399	3.5	141	6.7
4.2	Total working days and average time in working days to close complaints at Stage 2	210	23.3	285	21.9	438	21.9	375	22.1
4b	Escalation	0	0.0	139	11.6	0	0.0	153	11.8
5.0	<b>Number and % of complaints closed within set timescales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	45	80.4%	4	50.0%	93	82.3%	9	42.9%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	11	19.6%	4	50.0%	20	17.7%	12	57.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	55.6%	8	61.5%	13	65.0%	8	47.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	4	44.4%	5	38.5%	7	35.0%	9	52.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	12	100.0%	0	0.0%	13	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%
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)	9	81.8%	4	100.0%	18	90.0%	10	83.3%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	2	18.2%	0	0.0%	2	10.0%	2	16.7%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	4	100.0%	3	60.0%	6	85.7%	7	77.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	2	40.0%	1	14.3%	2	22.2%
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	Number and % of Escalated complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%

- 65 complaints received, an increase of 97% from Q2 2016/2017.
- 86% of complaints were handled at stage 1 in Q2 2017/2018, compared to 24% for the same period in 2016/2017.
- 77% of complaints were closed within the target timescale, compared to 73% in Q2 2016/2017.
- 97% of complaints were closed within the extended timescale in Q2 2017/2018, compared to 94% closed within the extended timescale in the same period in 2016/2017.

# Complaints Categories

2017/2018 – Quarter 2

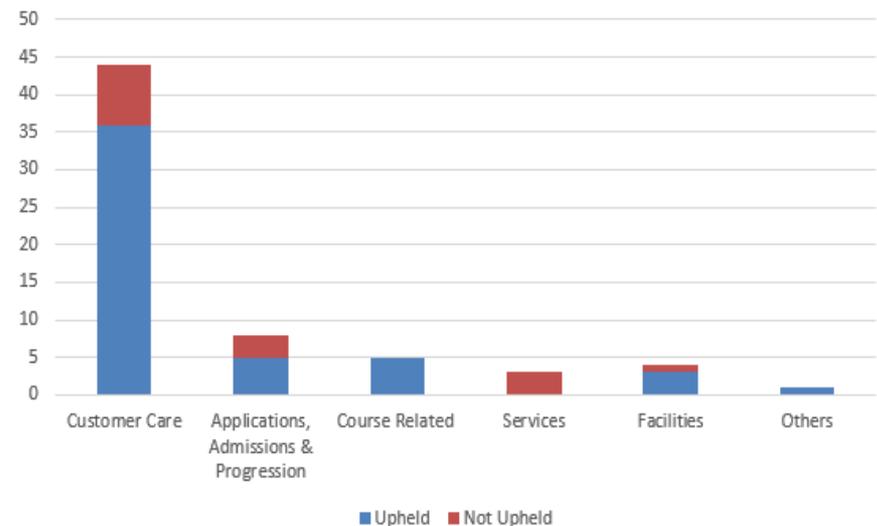
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Course Related and Others categories were upheld, with 82% upheld that were Customer Care related. 75% of Facilities complaints and 63% of complaints in the Applications, Admissions & Progression category were upheld. 0% of Service complaints were upheld.

The chart on the left shows complaints received split by category. 44 out of 65 complaints received were about Customer Care, with 8 out of 65 being received in the Applications, Admissions & Progression category and a further 5 being Course Related. The Facilities category had 4 complaints and 3 were Service related. 1 complaint was received in the Others category.

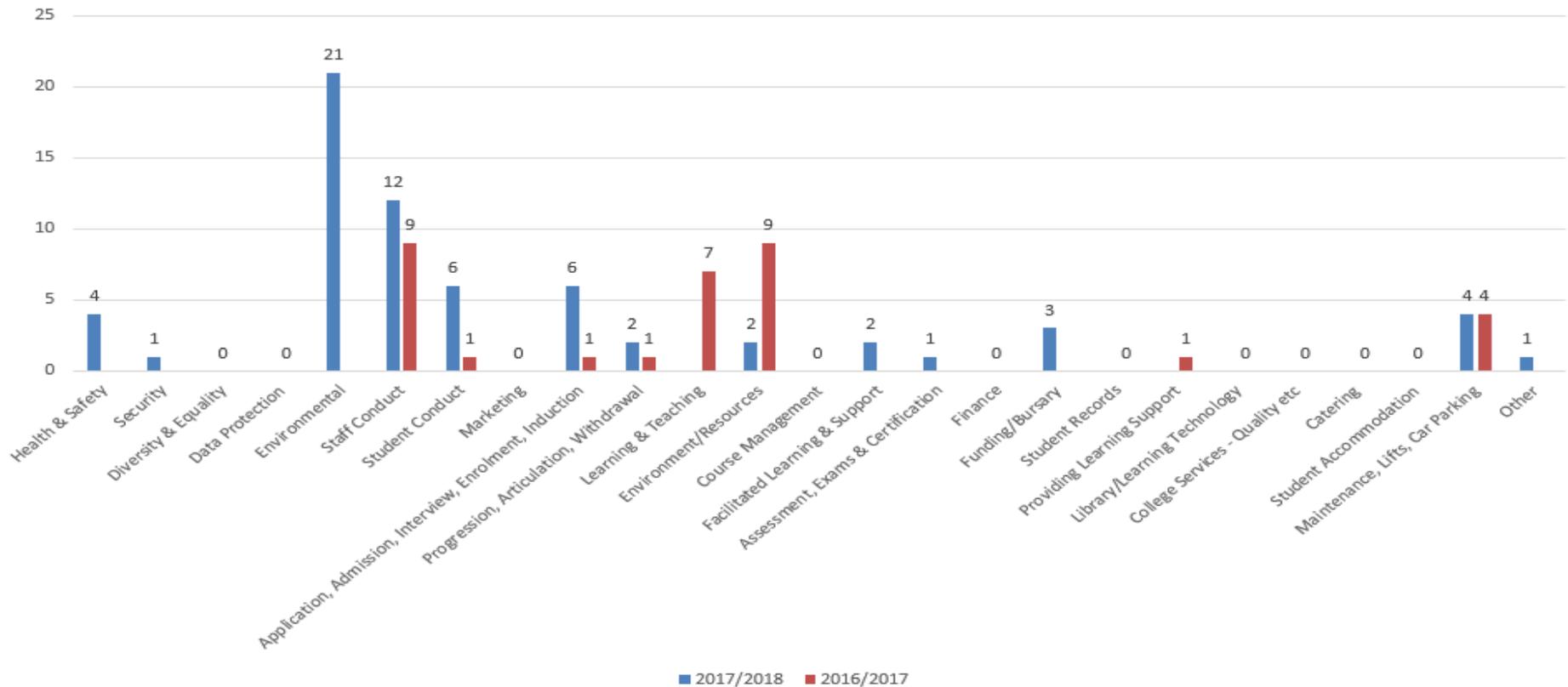
Complaints received by Category and Outcome



# Complaints Sub Categories

2017/2018 – Quarter 2

Complaints Received by Sub-category Q2, 2017/2018 vs Q2, 2016/2017



- Significant increase in complaints received in the environmental sub-category from 0 in Q2, 2016/2017 to 21 in Q2, 2017/2018. This was mainly due to an increase in complaints about parking from local residents neighbouring the Kilmarnock campus.
- Increase in complaints received in the student conduct sub-category from 1 in Q2, 2016/2017 to 6 in the same period for 2017/2018. Volume in this area was higher in 2017/2018 mainly due to complaints about a student’s behaviour.
- Decrease in complaints in the environment/resources sub-category from 9 received in Q2, 2016/2017 compared to 2 received in the same period for 2017/2018. Volume for this sub-category was higher last year due to various complaints around a course moving campus.
- Complaints in the maintenance, lifts, car parking sub-category remain steady.

# Lessons Learned

2017/2018 – Quarter 2

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 – Quarter 2

## 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.

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
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.

# Lessons Learned

2017/2018 – Quarter 2

Category – Course Related		
Issue	Outcome	Actions
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.

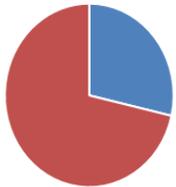
# Customer Satisfaction

2017/2018 – Quarter 2

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 65 complaints received this quarter, surveys were sent to 38 of these. We had an 18% response rate.

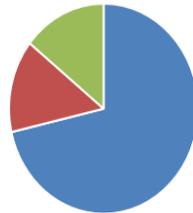
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



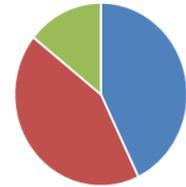
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints form easy to use



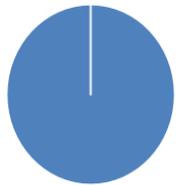
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



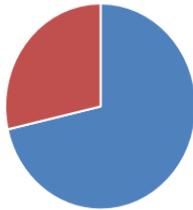
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



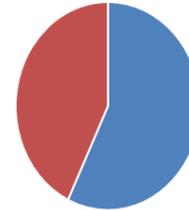
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



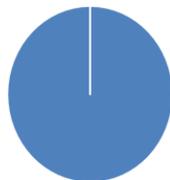
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



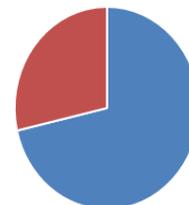
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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