



**Complaints Report
2017/2018
Quarter 3 (February – April 2018)**



Complaint Volumes

2017/2018 – Quarter 3

	COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2017/2018		Q3 2016/2017		YTD 2017/2018		YTD 2016/2017	
1.0	Total number of complaints received & complaints received per 100 population									
1.1	Number of complaints Received		66		35		199		86	
1.2/1a	College Population and Number of Complaints received per 100 population		9755	0.7	9735	0.4	9755	2.0	9735	0.9
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		48	72.7%	28	80.0%	161	80.9%	49	57.0%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed		13	19.7%	2	5.7%	33	16.6%	19	22.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed		5	7.6%	5	14.3%	5	2.5%	18	20.9%
2.4	Open		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		31	64.6%	22	78.6%	116	72.0%	33	67.3%
3.3/3c	Number and % of complaints not upheld at Stage 1		17	35.4%	6	21.4%	45	28.0%	16	32.7%
3.0	Stage2									
3.4/3d	Number and % of complaints upheld at Stage 2		8	61.5%	2	100.0%	20	60.6%	13	68.4%
3.6/3f	Number and % of complaints not upheld at Stage 2		5	38.5%	0	0.0%	13	39.4%	6	31.6%
3.0	Escalated									
3.7/3g	Number and % of complaints upheld after Escalation		1	20.0%	3	60.0%	1	20.0%	15	83.3%
3.9/3i	Number and % of complaints not upheld after Escalation		4	80.0%	2	40.0%	4	80.0%	3	16.7%
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		210	4.4	117	4.2	609	3.8	258	5.3
4.2	Total working days and average time in working days to close complaints at Stage 2		244	18.8	26	13.0	682	20.7	401	21.1
4b	Escalation		117	23.4	68	13.6	117	23.4	221	12.3
5.0	Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)									
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days		38	79.2%	24	85.7%	131	81.4%	33	67.3%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days		10	20.8%	4	14.3%	30	18.6%	16	32.7%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days		12	92.3%	2	100.0%	25	75.8%	10	52.6%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days		1	7.7%	0	0.0%	8	24.2%	9	47.4%
5.5/5e	Number and % of Escalated complaints closed within 20 working days		3	60.0%	5	100.0%	3	60.0%	18	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days		2	40.0%	0	0.0%	2	40.0%	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	90.0%	4	100.0%	27	90.0%	14	87.5%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)		1	10.0%	0	0.0%	3	10.0%	2	12.5%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)		0	0.0%	0	0.0%	6	75.0%	7	77.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)		1	100.0%	0	0.0%	2	25.0%	2	22.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)		2	100.0%	0	0.0%	2	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%

➤ 66 complaints received, an increase of 89% from Q3 2016/2017.

➤ 73% of complaints were handled at stage 1 in Q3 2017/2018, compared to 80% for the same period in 2016/2017.

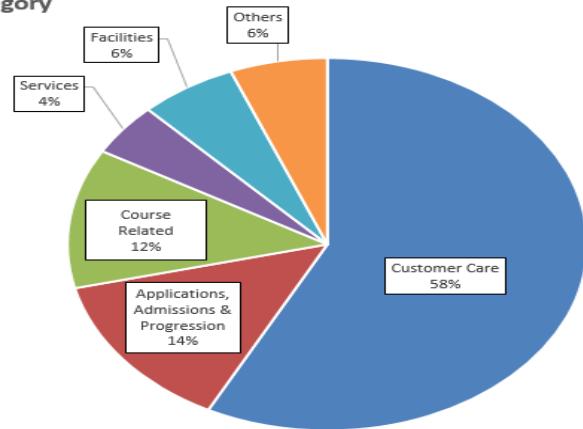
➤ 80% of complaints were closed within the target timescale, compared to 89% in Q3 2016/2017.

➤ 97% of complaints were closed within the extended timescale in Q3 2017/2018, compared to 100% closed within the extended timescale in the same period in 2016/2017.

Complaints Categories

2017/2018 – Quarter 3

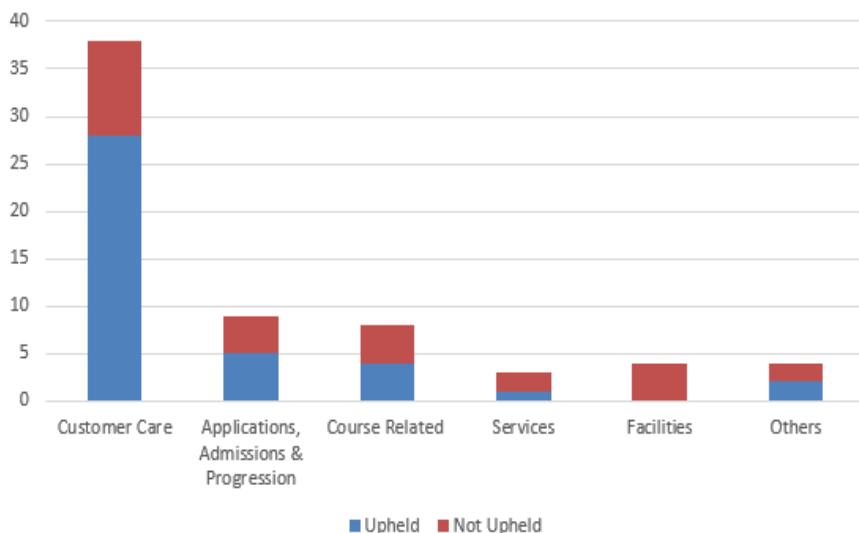
Complaints Received by Category



The chart on the left shows complaints received split by category. 38 out of 66 complaints received were about Customer Care, with 9 out of 66 being received in the Applications, Admissions & Progression category and a further 8 being Course Related. The Facilities and Others categories had 4 complaints each and 3 were Service related.

The chart on the right shows complaints received, split by category and outcome. 74% of complaints in the Customer Care category were upheld, with 56% upheld that were Application, Admissions & Progression related. 50% of complaints in the Course Related and Others categories were upheld, with 33% upheld that were Service related. 0% of Facilities complaints were upheld.

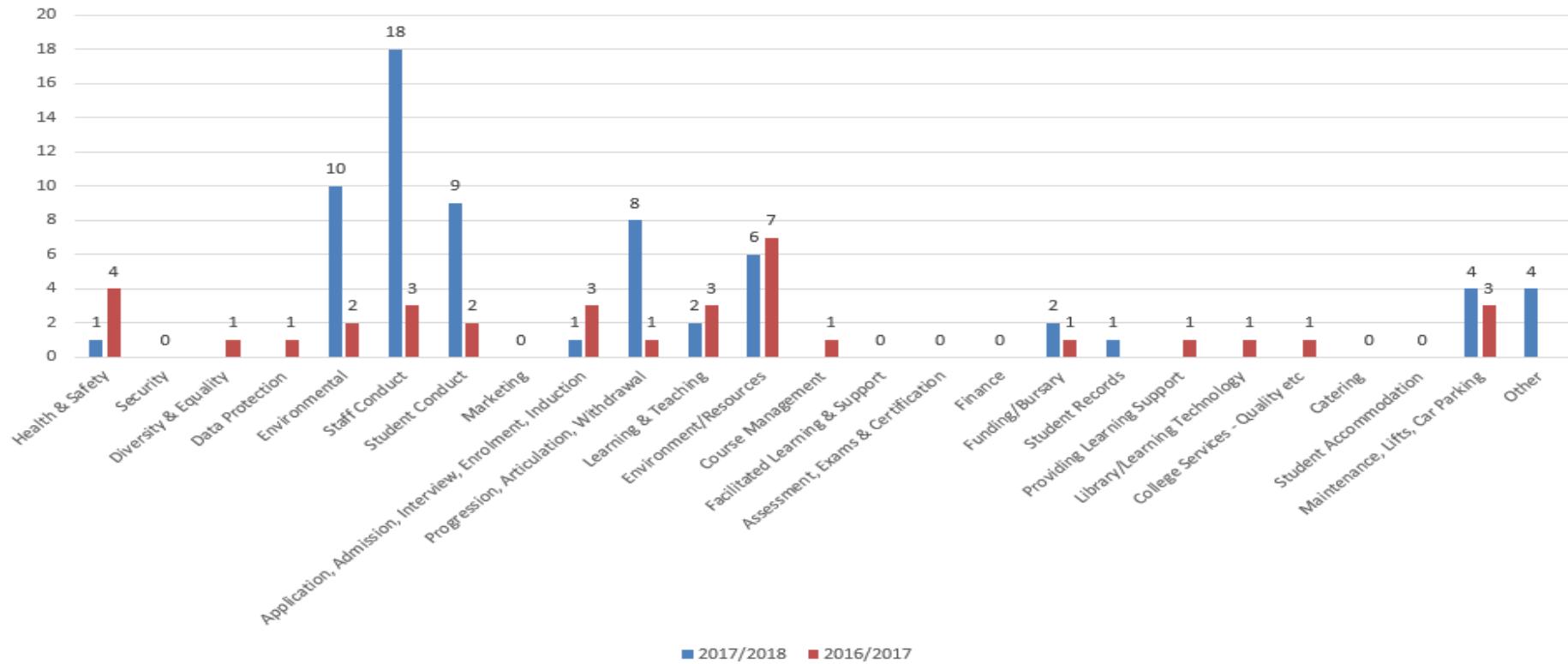
Complaints received by Category and Outcome



Complaints Sub Categories

2017/2018 – Quarter 3

Complaints Received by Sub-category Q3, 2017/2018 vs Q3, 2016/2017



- Significant increase in complaints received in the staff conduct sub-category from 3 in Q3, 2016/2017 to 18 in Q3, 2017/2018. There is no specific reason for this increase.
- Increase in complaints received in the environmental sub-category from 2 in Q3, 2016/2017 to 10 in the same period for 2017/2018. Volume in this area was higher in 2017/2018 mainly due to complaints about parking from local residents neighbouring the Kilmarnock campus.
- Decrease in complaints in the health & safety sub-category from 4 received in Q3, 2016/2017 compared to 1 received in the same period for 2017/2018. Volume for this sub-category was higher in 2016/2017 due to complaints about cars being parked in disabled parking bays without displaying a disabled parking badge.

Lessons Learned

2017/2018 – Quarter 3

Category – Customer Care

Issue	Outcome	Actions
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.

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
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 – Quarter 3

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.

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>

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	<p>Further guidance provided to HR team in assisting applicants on the resolution of issues when submitting applications.</p> <p>Further guidance made available to applicants on the creation of an account for the careers website and the use of a compatible browser.</p>
Student was unhappy their name was not on the list for an awards ceremony.	Upheld	<p>Process for receiving acceptance emails reviewed.</p> <p>All certificates and spare kits will be taken to each ceremony.</p>

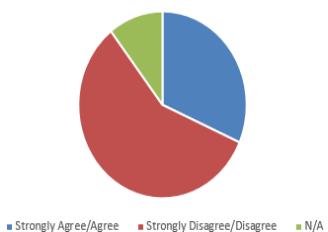
Customer Satisfaction

2017/2018 – Quarter 3

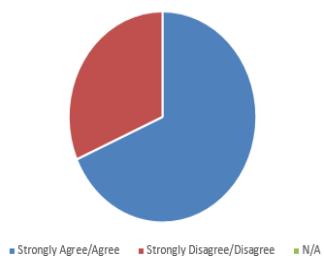
We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 66 complaints received this quarter, surveys were sent to 42 of these. We had an 45% response rate.

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.

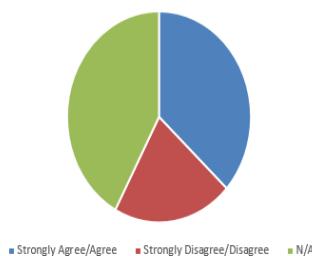
I was aware of the complaints procedure before I needed to make a complaint



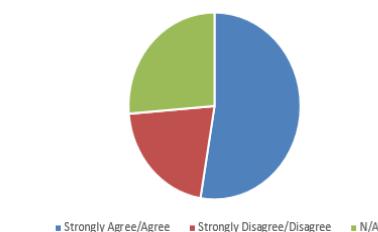
I found the complaints process easy to access



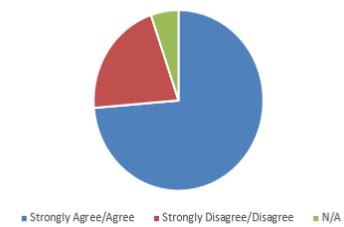
I found the complaints form easy to use



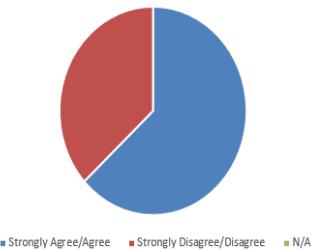
I was able to access information and assistance in making my complaint where this was required



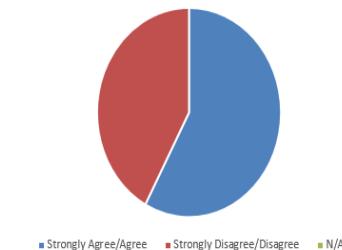
I received a prompt acknowledgement of my complaint



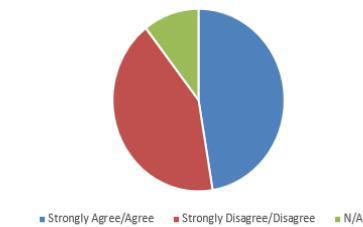
I felt my complaint was taken seriously



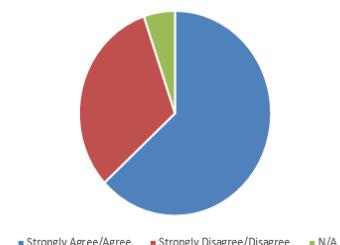
I felt my complaint was thoroughly investigated



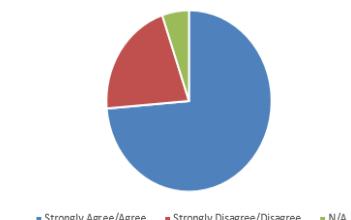
I received a fair and objective response to my complaint



I received a clear response to my complaint



I received a response to my complaint within an appropriate timescale



I was dealt with courteously at all times

