



**Complaints Report  
2016/2017  
Quarter 4  
(May – July 2017)**

# Complaint Volumes

2016/2017 – Quarter 4

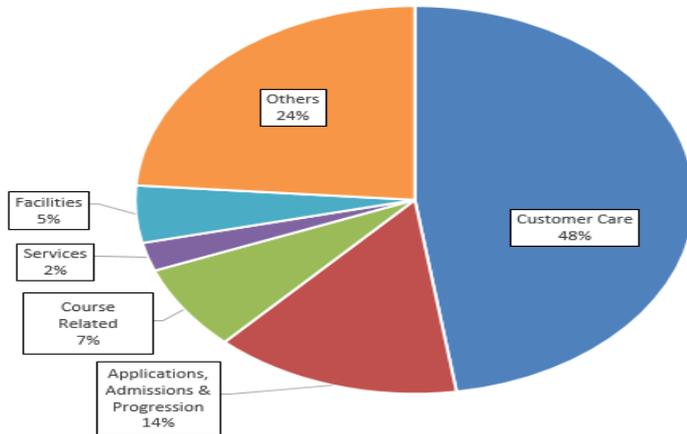
| COMPLAINTS HANDLING PROCEDURE INDICATORS |  | Q4 2016/2017 |        | Q4 2015/2016 |        | YTD 2016/2017 |        | YTD 2015/16 |        |
|--|--|--------------|--------|--------------|--------|---------------|--------|-------------|--------|
| 1.0                                      | <b>Total number of complaints received &amp; complaints received per 100 population</b>  |              |        |              |        |               |        |             |        |
| 1.1                                      | Number of complaints Received  | 42           |        | 22           |        | 128           |        | 91          |        |
| 1.2/1a                                   | College Population and Number of Complaints received per 100 population  | 8502         | 0.5    | 9697         | 0.2    | 9735          | 1.3    | 13256       | 0.7    |
| 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   | 28           | 66.7%  | 14           | 63.6%  | 77            | 60.2%  | 67          | 73.6%  |
| 2.2/2b                                   | Number of complaints closed at Stage 2 and % of total closed   | 12           | 28.6%  | 7            | 31.8%  | 31            | 24.2%  | 21          | 23.1%  |
| 2.3/2c                                   | Number of complaints closed after Escalation and % of total closed   | 2            | 4.8%   | 1            | 4.5%   | 20            | 15.6%  | 3           | 3.3%   |
| 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   | 14           | 50.0%  | 9            | 64.3%  | 47            | 61.0%  | 46          | 68.7%  |
| 3.3/3c                                   | Number and % of complaints not upheld at Stage 1   | 14           | 50.0%  | 5            | 35.7%  | 30            | 39.0%  | 21          | 31.3%  |
| 3.0                                      | <b>Stage 2</b>   |              |        |              |        |               |        |             |        |
| 3.4/3d                                   | Number and % of complaints upheld at Stage 2   | 3            | 25.0%  | 5            | 71.4%  | 16            | 51.6%  | 16          | 76.2%  |
| 3.6/3f                                   | Number and % of complaints not upheld at Stage 2   | 9            | 75.0%  | 2            | 28.6%  | 15            | 48.4%  | 5           | 23.8%  |
| 3.0                                      | <b>Escalated</b>   |              |        |              |        |               |        |             |        |
| 3.7/3g                                   | Number and % of complaints upheld after Escalation   | 1            | 50.0%  | 1            | 100.0% | 16            | 80.0%  | 2           | 66.7%  |
| 3.9/3i                                   | Number and % of complaints not upheld after Escalation   | 1            | 50.0%  | 0            | 0.0%   | 4             | 20.0%  | 1           | 33.3%  |
| 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   | 87           | 3.1    | 88           | 6.3    | 345           | 4.5    | 337         | 5.0    |
| 4.2                                      | Total working days and average time in working days to close complaints at Stage 2   | 212          | 17.7   | 171          | 24.4   | 613           | 19.8   | 430         | 20.5   |
| 4b                                       | Escalation   | 43           | 21.5   | 16           | 16.0   | 264           | 13.2   | 113         | 37.7   |
| 5.0                                      | <b>Number and % of complaints closed within set timecales ( 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  | 27           | 96.4%  | 7            | 50.0%  | 60            | 77.9%  | 47          | 70.1%  |
| 5.2/5b                                   | Number and % of Stage 1 complaints not closed with 5 working days  | 1            | 3.6%   | 7            | 50.0%  | 17            | 22.1%  | 20          | 29.9%  |
| 5.3/5c                                   | Number and % of Stage 2 complaints closed within 20 working days   | 12           | 100.0% | 0            | 0.0%   | 22            | 71.0%  | 8           | 38.1%  |
| 5.4/5d                                   | Number and % of Stage 2 complaints not closed within 20 working days   | 0            | 0.0%   | 7            | 100.0% | 9             | 29.0%  | 13          | 61.9%  |
| 5.5/5e                                   | Number and % of Escalated complaints closed within 20 working days   | 1            | 50.0%  | 1            | 100.0% | 19            | 95.0%  | 2           | 66.7%  |
| 5.6/5f                                   | Number and % of Escalated complaints not closed within 20 working days   | 1            | 50.0%  | 0            | 0.0%   | 1             | 5.0%   | 1           | 33.3%  |
| 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)  | 1            | 100.0% | 5            | 71.4%  | 15            | 88.2%  | 15          | 75.0%  |
| 6.2/6b                                   | Number and % of Stage 1 complaints not closed within 10 working days ( extension)  | 0            | 0.0%   | 2            | 28.6%  | 2             | 11.8%  | 5           | 25.0%  |
| 6.3/6c                                   | Number and % of Stage 2 complaints closed within 40 working days ( extension)  | 0            | 0.0%   | 7            | 100.0% | 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%   | 0            | 0.0%   | 2             | 22.2%  | 0           | 0.0%   |
| 6.5/6e                                   | Number and % of Escalated complaints closed within 40 working days ( extension)  | 1            | 100.0% | 0            | 0.0%   | 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%   | 1           | 100.0% |

- 42 complaints received, an increase of 91% from Q4 2015/2016.
- 67% of complaints were handled at stage 1 in Q4 2016/2017, compared to 64% for the same period in 2015/2016.
- 95% of complaints were closed within the target timescale, compared to 36% in Q4 2015/2016.
- All complaints were closed within the extended timescale in Q4 2016/2017, compared to 2 not closed within the extended timescale in the same period in 2015/2016.

# Complaints Categories

2016/2017 – Quarter 4

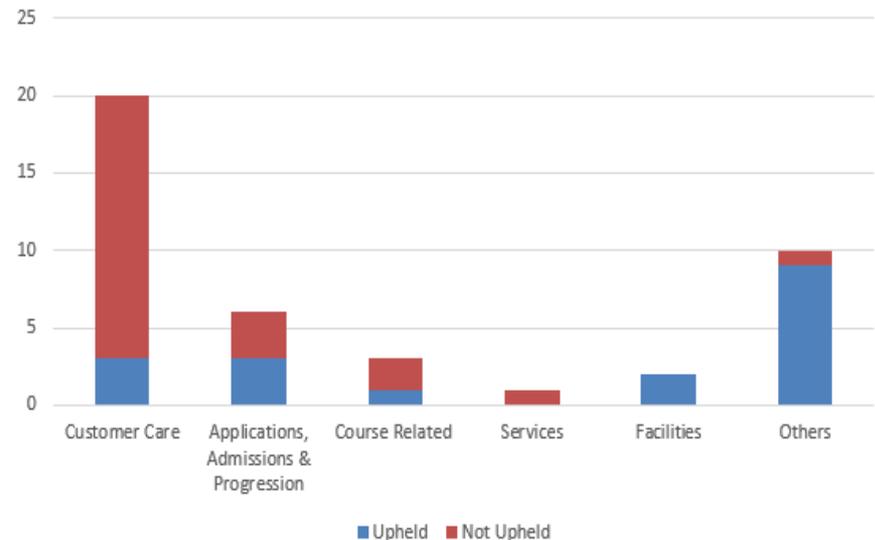
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Facilities category were upheld, with 90% upheld that were in the Others category. 50% of complaints in the Applications, Admissions & Progression category were upheld and 33% of Course Related complaints were upheld. 15% of complaints in the Customer Care category were upheld, with 0% upheld that were in the Services category.

The chart on the left shows complaints received split by category. 20 out of 42 complaints received were about Customer Care with 10 out of 42 being in the Others category. The Applications, Admissions & Progression category had 6 complaints and 3 were Course Related. 2 complaints received were about Facilities and 1 about Services.

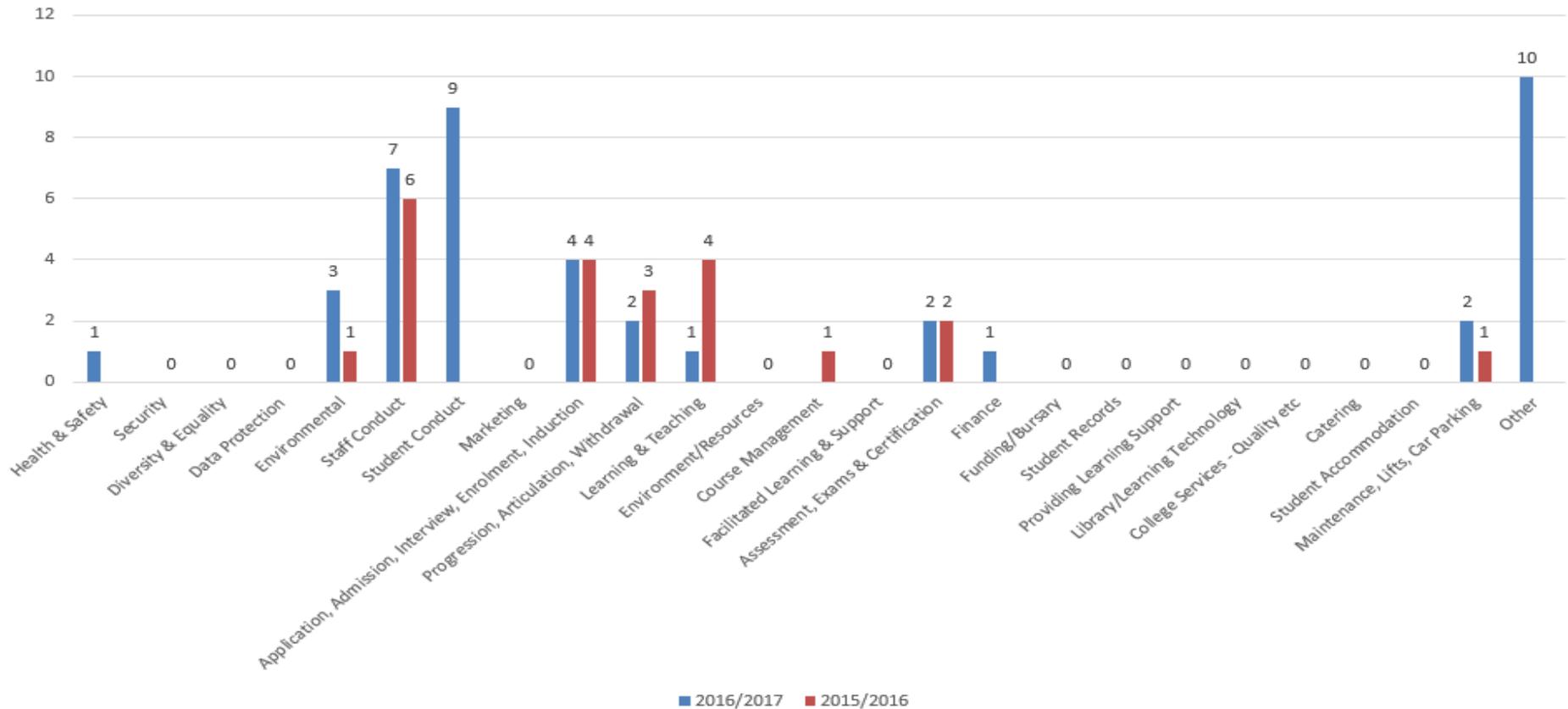
Complaints received by Category and Outcome



# Complaints Sub Categories

2016/2017 – Quarter 4

Complaints Received by Sub-category Q4, 2016/2017 vs Q4, 2015/2016



- Significant increase in complaints received in the other sub-category from 0 to 10 in the same period last year. Volume in this area was higher in 2016/2017 due to complaints about strike action.
- Increase in complaints received in the student conduct sub-category from 0 in Q4, 2015/2016 to 9 in Q4, 2016/2017. This has increased due to complaints about a comment made on social media.
- Complaints in the application, admission, interview, enrolment, induction and assessment, exams and certification categories have remained the same from Q4 2015/2016 to Q4, 2016/2017.

# Lessons Learned

2016/2017 – Quarter 4

## 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.<br><br>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.<br><br>Due to current ongoing works at the College, skips will be monitored more often and emptied when full.  |

## Category – Applications, Admissions & Progression

| Issue   | Outcome          | Actions  |
|---|------------------|--|
| An applicant was unhappy they had been offered a place on the wrong course.   | Partially Upheld | Applicant had been offered a place on the correct course. However, interviewing staff had referred to the course by the incorrect name causing confusion.<br><br>Feedback given to interviewing staff to ensure they refer to the course name as advertised. |
| 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. | Upheld           | Communications sent to unsuccessful applicants updated to remove reference to an interview.  |

# Lessons Learned

2016/2017 – Quarter 4

## 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.<br><br>Rooms surrounding the sports hall not to be used for exams.<br><br>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.  |

## Category – Facilities

| Issue   | Outcome | Actions  |
|---|---------|--|
| 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. |

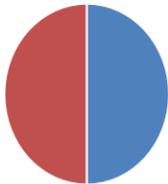
# Customer Satisfaction

2016/2017 – Quarter 4

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 42 complaints received this quarter, surveys were sent to 31 of these. We had a 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



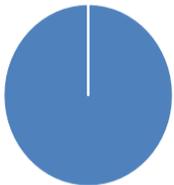
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



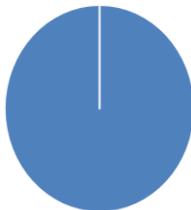
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



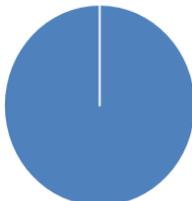
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



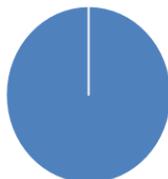
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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