

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 4 (May – July 2018)**

Complaint Volumes

2017/2018 – Quarter 4

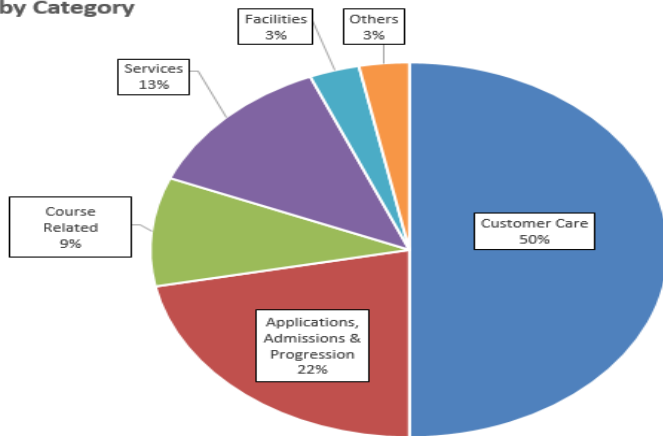
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2017/2018		Q4 2016/2017		YTD 2017/2018		YTD 2016/2017	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	32		42		231		128	
1.2/1a	College Population and Number of Complaints received per 100 population	7755	0.4	8502	0.5	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	19	59.4%	28	66.7%	180	77.9%	77	60.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	9	28.1%	12	28.6%	42	18.2%	31	24.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	4	12.5%	2	4.8%	9	3.9%	20	15.6%
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	11	57.9%	14	50.0%	127	70.6%	47	61.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	8	42.1%	14	50.0%	53	29.4%	30	39.0%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	4	44.4%	3	25.0%	24	57.1%	16	51.6%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	55.6%	9	75.0%	18	42.9%	15	48.4%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	3	75.0%	1	50.0%	4	44.4%	16	80.0%
3.9/3i	Number and % of complaints not upheld after Escalation	1	25.0%	1	50.0%	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	89	4.7	87	3.1	698	3.9	345	4.5
4.2	Total working days and average time in working days to close complaints at Stage 2	210	23.3	212	17.7	892	21.2	613	19.8
4b	Escalation	96	24.0	43	21.5	213	23.7	264	13.2
5.0	Number and % of complaints closed within set timecales (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	14	73.7%	27	96.4%	145	80.6%	60	77.9%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	26.3%	1	3.6%	35	19.4%	17	22.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	55.6%	12	100.0%	30	71.4%	22	71.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	4	44.4%	0	0.0%	12	28.6%	9	29.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	75.0%	1	50.0%	6	66.7%	19	95.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	25.0%	1	50.0%	3	33.3%	1	5.0%
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)	5	100.0%	1	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%	0	0.0%	3	8.6%	2	11.8%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	100.0%	0	0.0%	10	83.3%	7	77.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	2	16.7%	2	22.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	1	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%

- 32 complaints received, a decreased of 24% from Q4 2016/2017.
- 59% of complaints were handled at stage 1 in Q4 2017/2018, compared to 67% for the same period in 2016/2017.
- 69% of complaints were closed within the target timescale, compared to 95% in Q4 2016/2017.
- 100% of complaints were closed within the extended timescale in Q4 2017/2018, this remained the same from the same period in 2016/2017.

Complaints Categories

2017/2018 – Quarter 4

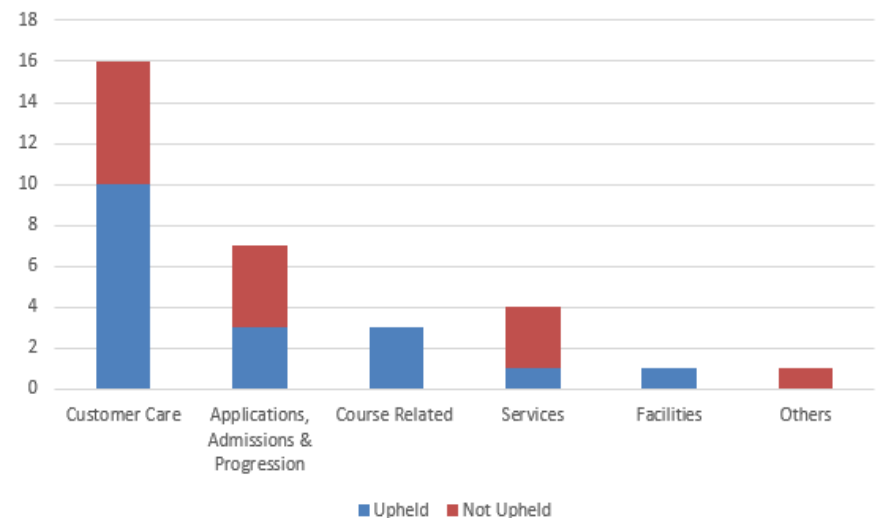
Complaints Received by Category



The chart on the right shows complaints received, split by category and outcome. 63% of complaints in the Customer Care category were upheld, with 43% upheld that were Application, Admissions & Progression related. 100% of complaints in the Course Related and Facilities categories were upheld, with 25% upheld that were Service related. 0% of complaints in the Others category were upheld.

The chart on the left shows complaints received split by category. 16 out of 32 complaints received were about Customer Care, with 7 out of 32 being received in the Applications, Admissions & Progression category and a further 4 being about Services. 3 complaints were Course Related and the Facilities and Others categories had 1 complaint each.

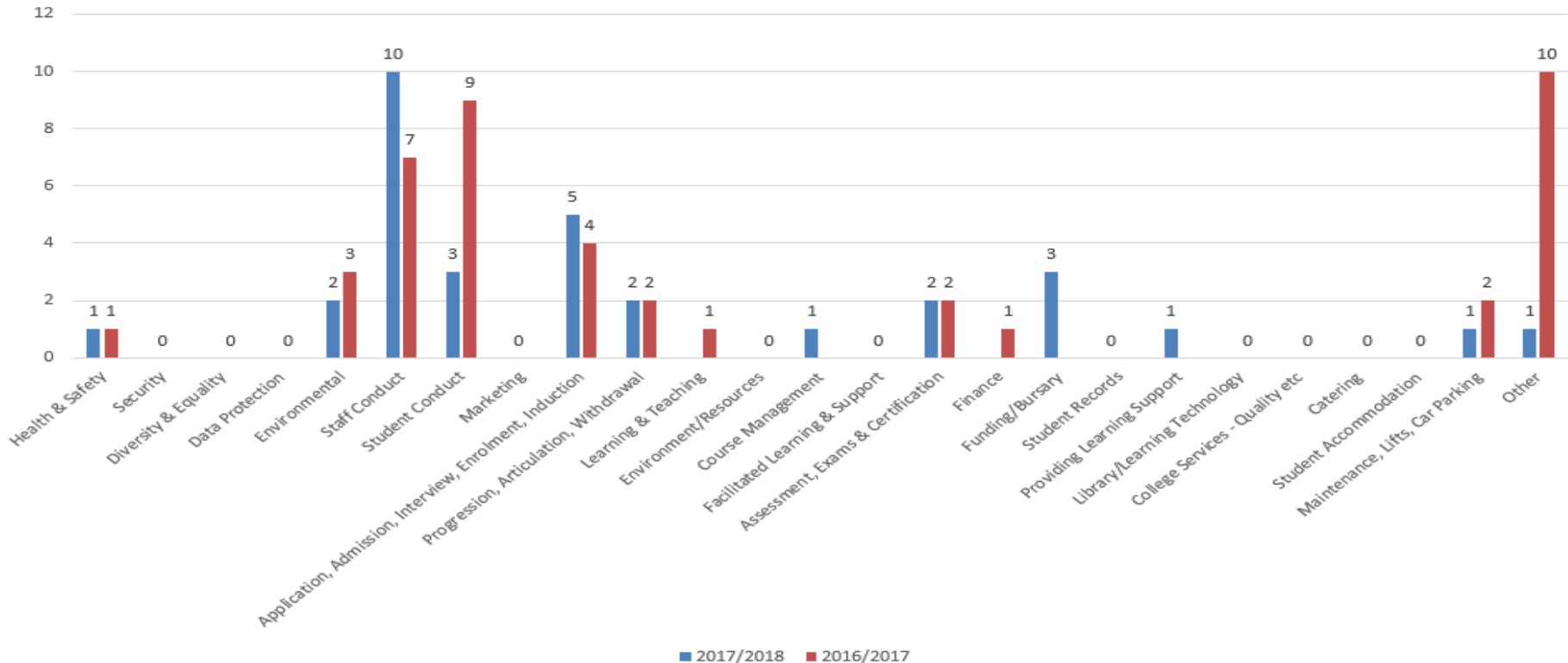
Complaints received by Category and Outcome



Complaints Sub Categories

2017/2018 – Quarter 4

Complaints Received by Sub-category Q4, 2017/2018 vs Q4, 2016/2017



- Increase in complaints received in the funding/bursary sub-category from 0 in Q4, 2016/2017 to 3 in Q4, 2017/2018. This was due to an increase in complaints about payments being placed on hold due to attendance.
- Decrease in complaints in the others sub-category from 10 received in Q4, 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 strike action.
- Decrease of 67% in complaints received in the student conduct sub-category received in Q4 2017/2018 compared to the same period in 2016/2017. Volume was higher in 2016/2017 due to complaints about a comment made on social media.
- Complaints in the health & safety, progression, articulation, withdrawal and assessment, exams and certification sub-categories remain the same from Q4, 2016/2017 to Q4, 2017/2018.

Lessons Learned

2017/2018 – Quarter 4

Category – Customer Care

Issue	Outcome	Actions
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>

Category – Course Related

Issue	Outcome	Actions
Student unhappy member of staff providing support was unaware of the assessment conditions.	Upheld	<p>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.</p>

Category – Facilities

Issue	Outcome	Actions
Student complained that the sanitary product machine was out of order and had been for some time.	Upheld	<p>Contact made with external provider and appointment made that week for them to come and service the machine.</p>

Customer Satisfaction

2017/2018 – Quarter 4

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 32 complaints received this quarter, surveys were sent to 25 of these. We had a 28% response rate.

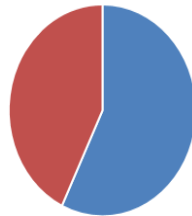
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



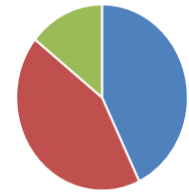
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



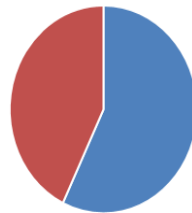
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



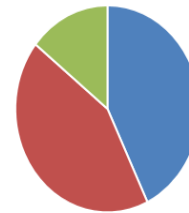
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



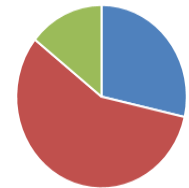
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



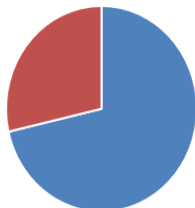
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



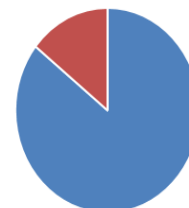
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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