

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 2021/2022

Complaint Volumes

2021/2022

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2020/2021	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	40		27		21		21		109		137	
1.2/1a	College Population and Number of Complaints received per 100 population	9568	0.4	9644	0.3	9386	0.2	7667	0.3	9644	1.1	8915	1.5
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	31	77.5%	18	66.7%	11	52.4%	15	71.4%	75	68.8%	96	70.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	20.0%	8	29.6%	7	33.3%	2	9.5%	25	22.9%	18	13.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	2.5%	1	3.7%	3	14.3%	4	19.1%	9	8.3%	23	16.8%
2.4	Open	0	0.0%	0	0.0%	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	6	19.4%	4	22.2%	3	27.3%	1	6.7%	14	18.7%	43	44.8%
3.3/3b	Number and % of complaints not upheld at Stage 1	12	38.7%	5	27.8%	3	27.3%	3	20.0%	23	30.7%	53	55.2%
3.5/3c	Number and % of complaints resolved at Stage 1	13	41.9%	9	50.0%	5	45.5%	11	73.3%	38	50.6%	0	0.0%
3.0	Stage 2												
3.4/3d	Number and % of complaints upheld at Stage 2	7	87.5%	3	37.5%	5	71.4%	1	50.0%	16	64.0%	11	61.1%
3.6/3e	Number and % of complaints not upheld at Stage 2	1	12.5%	5	62.5%	2	28.6%	1	50.0%	9	36.0%	7	38.9%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	11.1%	14	60.9%
3.9/3h	Number and % of complaints not upheld after Escalation	1	100.0%	0	0.0%	3	100.0%	4	100.0%	8	88.9%	9	39.1%
3.11/3i	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
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	118	3.8	87	4.8	61	5.5	65	4.3	331	4.4	493	5.1
4.2	Total working days and average time in working days to close complaints at Stage 2	315	39.4	191	23.9	178	25.4	80	40.0	764	30.6	407	22.6
4b	Escalation	20	20.0	20	20.0	48	16.0	53	13.2	141	15.7	447	19.4
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	26	83.9%	12	66.7%	7	63.6%	12	80.0%	57	76.0%	70	72.9%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	5	16.1%	6	33.3%	4	36.4%	3	20.0%	18	24.0%	26	27.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	3	37.5%	6	75.0%	4	57.1%	1	50.0%	14	56.0%	14	77.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	62.5%	2	25.0%	3	42.9%	1	50.0%	11	44.0%	4	22.2%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	1	100.0%	3	100.0%	4	100.0%	9	100.0%	21	91.3%
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%	0	0.0%	2	8.7%
6.0	Number and % of complaints closed at each stage where extensions have been authorised												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	5	100.0%	6	100.0%	4	100.0%	3	100.0%	18	100.0%	23	88.5%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	11.5%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	80.0%	2	100.0%	3	100.0%	0	0.0%	9	81.8%	4	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	20.0%	0	0.0%	0	0.0%	1	100.0%	2	18.2%	0	0.0%
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%	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%	0	0.0%	2	100.0%

➤ 109 complaints received, a decrease of 20% from 2020/2021.

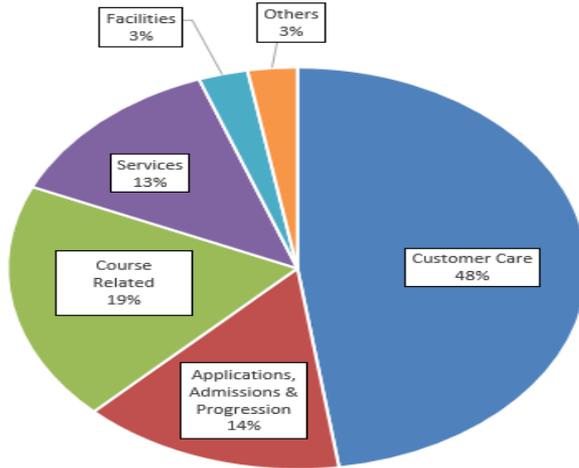
➤ 69% of complaints were handled at stage 1 in 2021/2022, compared to 70% for 2020/2021.

➤ 73% of complaints were closed within the target timescale, compared to 77% in 2020/2021.

➤ 98% of complaints were closed within the extended timescale in 2021/2022, 96% of complaints were closed within the extended timescale in the same period in 2020/2021.

Complaints Categories

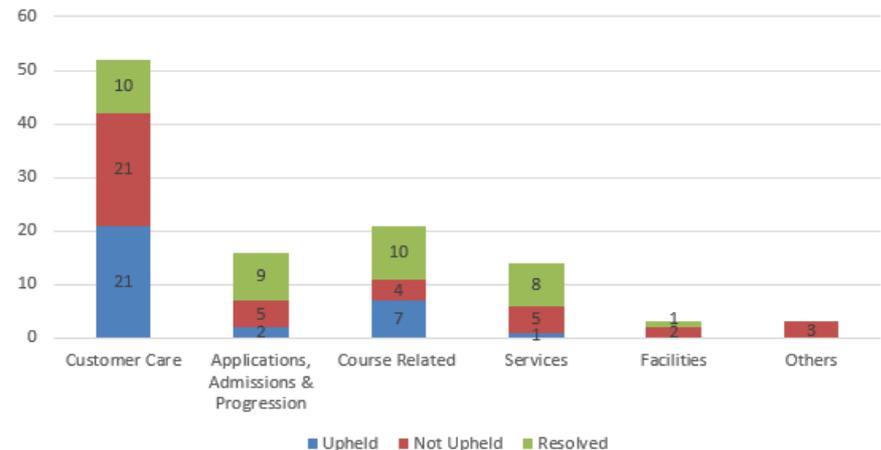
Complaints Received by Category



The chart on the left shows complaints received split by category. 52 out of 109 complaints were received in the Customer Care category, with 21 out of 109 being Course Related. 16 complaints were received in the Applications, Admissions & Progression and a further 14 were about Services. The Facilities and Others categories each received 3 complaints.

The chart on the right shows complaints received, split by category and outcome. 40% of complaints in the Customer Care category were upheld, with a further 19% resolved. 33% of complaints that were Course Related were upheld, with 48% resolved. 13% of complaints that were about Applications, Admissions & Progression were upheld, with 56% resolved. 7% of complaints in the Services category were upheld and 57% were resolved. 0% of complaints in the Facilities category were upheld, with 33% resolved and 0% of complaints in the Others category were upheld or resolved.

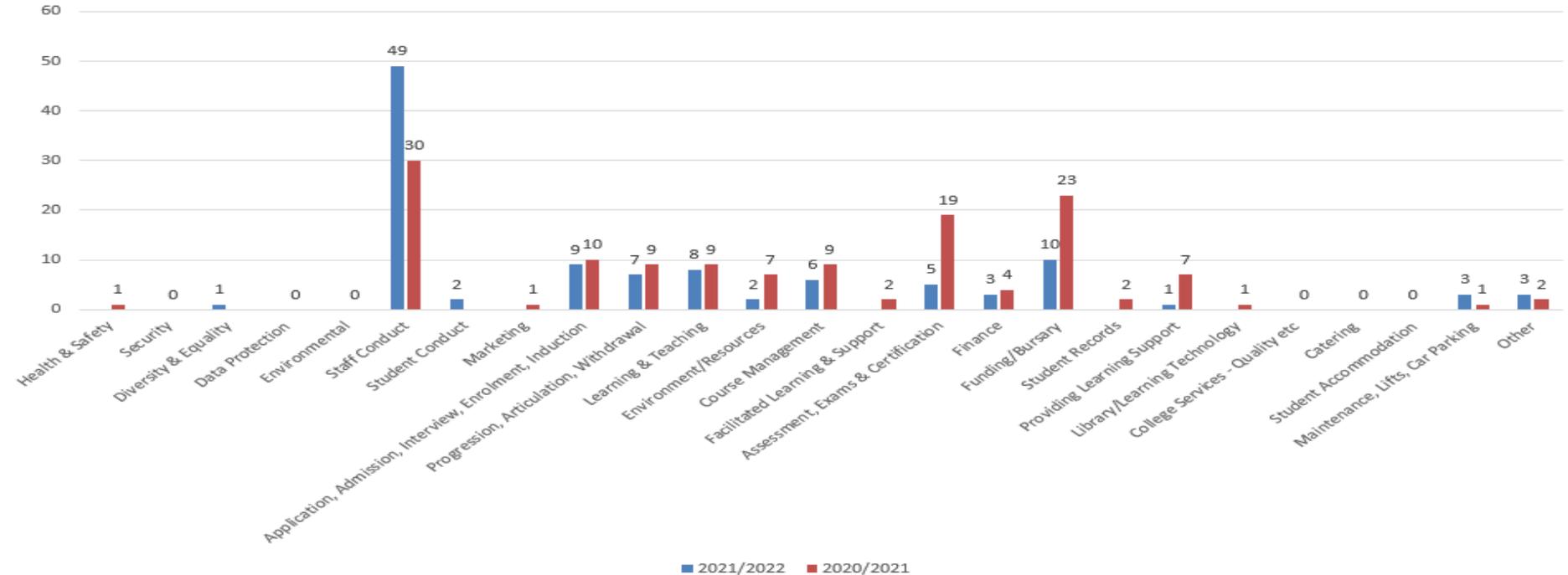
Complaints received by Category and Outcome



Complaints Sub Categories

2021/2022

Complaints Received by Sub-category 2021/2022 vs 2020/2021



- Increase in complaints received in the staff conduct sub-category from 30 in 2020/2021 to 49 in 2021/2022. This is due to an increase in complaints about the way students have been treated by a member of staff.
- Decrease in complaints received in the assessment, exams & certification sub-category from 19 in 2020/2021 to 5 in 2021/2022. This is mainly due to a reduction in complaints received about an assessment taking place for an evening class when national exams had been cancelled.
- Decrease in complaints received in the funding/bursary sub-category from 23 in 2020/2021 to 10 in 2021/2022. This is mainly due to a decrease in complaints about the information being requested to pay bursaries or that bursary payments have been placed on hold due to attendance or lack of engagement.
- Decrease in complaints received in the environment/resources sub-category from 7 in 2020/2021 to 2 in 2021/2022. This is due to a reduction in complaints about an HND course running at a different campus.

Lessons Learned

2021/2022

Category – Customer Care		
Issue	Outcome	Actions
Student unhappy with the way they were spoken to by a member of staff and felt they were really unhelpful.	Upheld	<p>Staff PCs in the relevant department have now been replaced and updated so staff are able to provide more help.</p> <p>Staff member provided with additional training so they can support students.</p> <p>Staff member given a specific type of laptop so they had experience of using this and can therefore better support students.</p>
Parent unhappy lecturer took student's hand. Also unhappy lecturer taught the class without wearing a mask.	Upheld	<p>Staff reminded of Covid protocols in the classroom.</p> <p>Lecturer reviewed and implemented the Covid protocols.</p> <p>Lecturer will be more mindful of personal space with students in the future and avoid physical contact with students or ask permission.</p>
Student unhappy with how the course has been run and that lecturer being interrupted during lessons.	Resolved	<p>Staff member offered the opportunity to work on campus to deliver online learning, so as not to impact on their home environment.</p> <p>Staff members attended training and will share this with the other staff involved on the programme.</p> <p>Curriculum Manager and VQ assessor are working together to ensure a standardised approach to sessions.</p>
Student unhappy lecturer misgendered them.	Partially upheld	<p>Staff will undertake further equality and diversity training with new online modules.</p>

Lessons Learned

2021/2022

Category – Customer Care cont...		
Issue	Outcome	Actions
Student unhappy with a lack of communication from one of the lecturers, waited in class for over an hour to then be told to go home. This had an affect on attendance and bursary payments.	Partially upheld	<p>Raised awareness with staff that students in practical classes may not have access to phones to see messages sent on the day, through Teams or any other online forums.</p> <p>College funding page shared with staff so that students have information on attendance and bursary payments through their essential skills lecturer.</p> <p>Level 4 classes to receive in campus learning as much as possible, in line with current public health and college advice on covid restrictions.</p>
Member of the public was unhappy there were no signs at the front of the Kilmarnock campus advising to use the back door.	Resolved	There were signs on the fencing at the front of the campus but Estates arranged for additional signs to be displayed advising to use the back door for entry to the campus.
Student unhappy they had raised issues with another student's behaviour with lecturers and no action had been taken and that staff are not enforcing the student wear a mask.	Partially upheld	Students in the class to undertake some development to further promote understanding of equality and inclusion i.e. understanding and respecting the diversity of protected characteristics, disabilities, including transgender, visual, mobility impairment and hidden disabilities.
Parent of a student unhappy lecturer had questioned the student about a hospital appointment, unhappy with learning and teaching, student reported to school for not sitting an assessment they understood had been rearranged. Lecturer asked class for feedback following receipt of the complaint.	Partially upheld	Feedback given to the lecturer to support them to improve the timing and nature of their methods of obtaining feedback from students.
Anonymous complaint about the staff in one area having cliques and making it uncomfortable for students.	Upheld	Follow up actions with HR, feedback given to staff and staff training provided.
Students unhappy with comments made by a member of staff.	Upheld	<p>Different staff member taught the class, for the wellbeing of students and the staff member.</p> <p>Supportive Improvement plan put in place for staff member.</p>

Lessons Learned

2021/2022

Category – Customer Care cont...

Issue	Outcome	Actions
<p>Student unhappy with the way a member of staff made them feel after telling them to go home due to what they were wearing.</p>	<p>Resolved</p>	<p>Review the marketing leaflets for schools to ensure that we encourage all schools pupils to wear either school uniform or appropriate clothing for a practical based class.</p> <p>Discussions with all students about appropriate clothing in College.</p>
<p>Employer unhappy with assessor, failing to deliver on promises to provide information or reply to candidates, communication is confusing, felt the assessor was intimidating and not appreciating restrictions staff still need to comply with.</p>	<p>Partially upheld</p>	<p>Investigating widening the use of skills scan in the work-based learning team at the sign up point to create consistency and gain better understanding of candidates' starting points. Though this should also become less of an issue as Covid related restrictions ease.</p> <p>Assessor was asked to reflect on and review their communication style. This is particularly relevant with regards to candidates who are new to the SVQ process and more susceptible to increased anxiety about this.</p>

Lessons Learned

2021/2022

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Applicant unhappy they were unable to use ITA funding to purchase a kit for their course.	Not upheld	Review the requirements of the kit to see if we can be more specific in what is needed. Review the cost of the kit. Review adding the cost of the kit to the website.
Parent unhappy that student came for induction and nobody was there. Student has now withdrawn from the course because of this.	Resolved	All students will be notified by email (where we have valid details) information relating to their induction. Where students cannot be contacted via email clear instructions will be provided verbally. All students will be met at reception at the appropriate time and then taken to their room for induction. Reception will be provided with the information relating to rooms being used to ensure students are sent to the correct room.

Lessons Learned

2021/2022

Category – Course Related		
Issue	Outcome	Actions
Students contacted their MSP unhappy they have not received their HND certificates.	Upheld	Students in whole class removed from incorrect group award and attached to correct group award and confirmation sent to SQA.
Student unhappy with the learning and teaching from the lecturer.	Resolved	Students now on campus on both Mondays and Thursdays so students having difficulty with a topic will be able to ask for additional assistance after the class, which should cause less repetition during the lesson itself. All mathematics classes now delivered face to face.
Student unhappy they were not given results of assessments and not taken into account in result.	Partially upheld	Clear communication will take place with all students about the difference in passing units and the award, lecturers will ensure consistent approach on how this is communicated to all students.
Student unhappy with the learning and teaching of the class and one of the lecturers.	Partially upheld	Lecturer will make lessons more interactive after speaking to the class. Meeting arranged with the class around the merger of classes and established the best options for the class and individual circumstances within it. Lecturers introduced team working for the merged classes so they can get to know each other. Feedback given to staff around the volume of tutorials and feedback given on them. Additional classes for a specific topic run during the remediation week. Additional classes will also be run during the graded unit time if required. Feedback given to staff on the scheduling of outcomes, if a different lecturer is teaching the same subject, so this is standardised.

Lessons Learned

2021/2022

Category – Course Related cont...

Issue	Outcome	Actions
Student unhappy with lecturer's teaching methods, does not answer questions, unapproachable, does not turn camera on, uses pre-recorded lessons, lack of help and support.	Not upheld	Meeting arranged with students, lecturer and Curriculum Manager to discuss expectations of timescales for queries to be answered, issues with online learning, expectations on students and lecturers (use of cameras on Teams), expectations on participation in class, role of personal development lecturer and the delivery of a specific unit.
Student unhappy as feels they were not taught anything for first two months of the course and then changed lecturer, told there would be no prelim then told with one weeks notice there was a prelim, no revision or recap of work, only one assessment done throughout the year.	Partially upheld	Review the timing of the prelim for next year to ensure this does not need to change at short notice.
Student unhappy they were asked to return parts of their kit.	Resolved	Staff made aware that items from kits may be retained as noted in the Scottish Funding Council policy. As part of student induction/kit distribution clear guidance will be provided on who the kit belongs to and that items may be retained by the college at any point.

Category – Services

Issue	Outcome	Actions
Student unhappy we have said we will not submit their results to the awarding body until their outstanding fees have been paid. Also unhappy that we threatened to send debt to a debt recovery agency and did not contact them by email to request payment of fees.	Not upheld	Monthly statements will be emailed to students.

Lessons Learned

2021/2022

Category – Facilities

Issue	Outcome	Actions
<p>Visitor to the Kilmarnock campus unhappy there are no signs in the carpark to advise the front door is shut and to use the back door.</p>	<p>Resolved</p>	<p>Removed the priority access sign, as the accessible door at the front is not operational.</p> <p>Additional signs added to both ends of the carpark to advise entry to the building via the back door.</p> <p>Staff/students will advise visitors, when taking a booking by phone, to use the back door.</p> <p>Online booking system updated to remove reference to the back door only being used during the summer to gain entry to the building.</p>

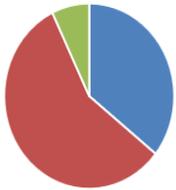
Customer Satisfaction

2021/2022

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 109 complaints received this year, surveys were sent to 94 of these. We had a 15% 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



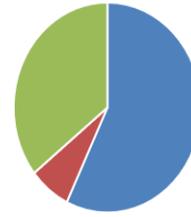
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



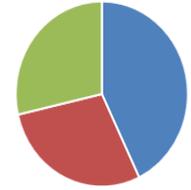
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



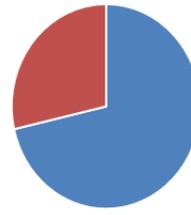
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



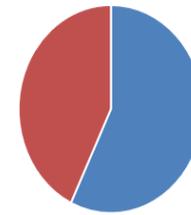
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



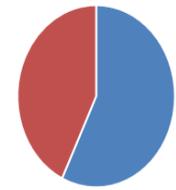
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



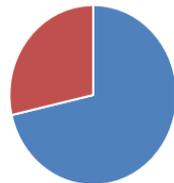
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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