

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
2022/2023
Quarter 1
(August – October 2022)**

Complaint Volumes

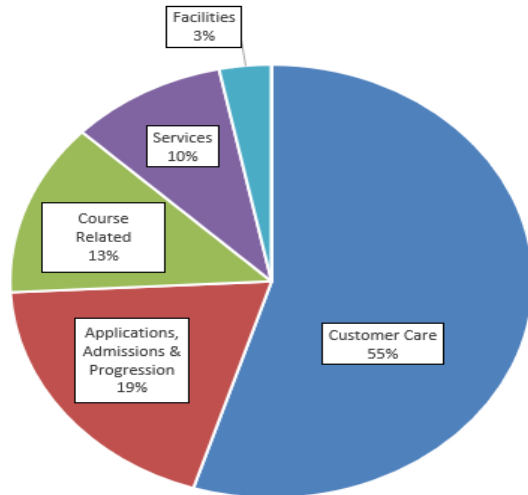
2022/2023 – Quarter 1

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2021/2022		Q1 2020/2021	
1.0	Total number of complaints received & complaints received per 100 population				
1.1	Number of complaints Received	31		40	
1.2/1a	College Population and Number of Complaints received per 100 population	9015	0.3	9568	0.4
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	17	54.8%	31	77.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	22.6%	7	17.5%
2.3/2c	Number of complaints closed after Escalation and % of total closed	7	22.6%	1	2.5%
2.4	Open	0	0.0%	1	2.5%
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	2	11.8%	6	19.4%
3.3/3b	Number and % of complaints not upheld at Stage 1	1	5.9%	12	38.7%
3.5/3c	Number and % of complaints resolved at Stage 1	14	82.4%	13	41.9%
3.0	Stage 2				
3.4/3d	Number and % of complaints upheld at Stage 2	2	28.6%	6	85.7%
3.6/3e	Number and % of complaints not upheld at Stage 2	5	71.4%	1	14.3%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
3.0	Escalated				
3.7/3g	Number and % of complaints upheld after Escalation	2	28.6%	0	0.0%
3.9/3h	Number and % of complaints not upheld after Escalation	5	71.4%	1	100.0%
3.11/3i	Number and % of complaints resolved after Escalation	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	70	4.1	118	3.8
4.2	Total working days and average time in working days to close complaints at Stage 2	163	23.3	175	25.0
4b	Escalation	107	15.3	20	20.0
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	15	88.2%	26	83.9%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	2	11.8%	5	16.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	3	42.9%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	5	71.4%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	6	85.7%	1	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	14.3%	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)	2	100.0%	5	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	100.0%	4	80.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	20.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	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%

- 31 complaints received, a decrease of 23% from Q1 2021/2022.
- 55% of complaints were handled at stage 1 in Q1 2022/2023, compared to 78% for the same period in 2021/2022.
- 81% of complaints were closed within the target timescale, compared to 75% in Q1 2021/2022.
- 100% of complaints were closed within the extended timescale in Q1 2022/2023, compared to 98% closed within the extended timescale in the same period in 2021/2022.

Complaints Categories

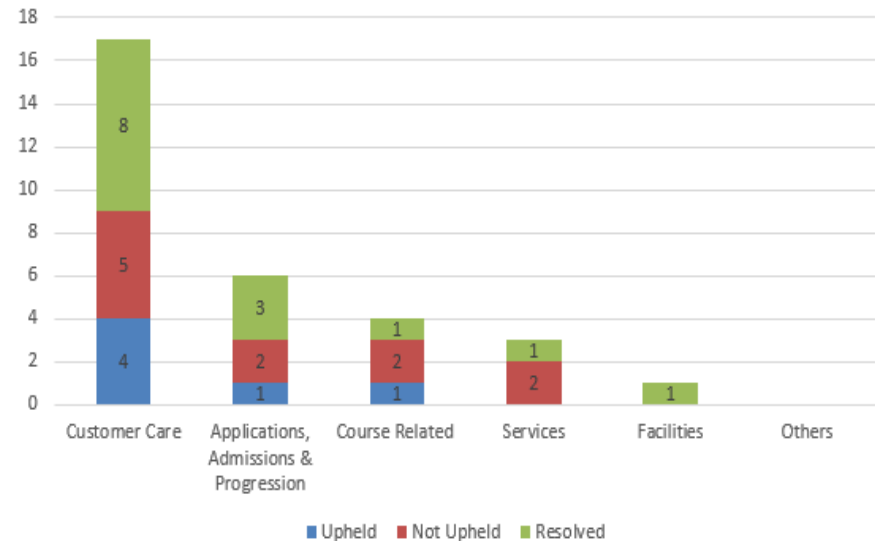
Complaints Received by Category



The chart on the left shows complaints received split by category. 17 out of 31 complaints received were in the Customer Care category, with 6 complaints being about Applications, Admissions & Progression. 4 complaints were Course Related and 3 complaints were received in the Services category. The Facilities category had 1 complaint and there were no complaints received in the Others category.

The chart on the right shows complaints received, split by category and outcome. 25% of complaints that were Course Related were upheld, with 25% resolved. 24% of complaints in the Customer Care category were upheld, with a further 47% resolved. 17% of complaints in the Applications, Admissions & Progression category were upheld and 50% were resolved. 0% of complaints in the Services and category were upheld, with 33% resolved. 0% of complaints in the Facilities category were upheld and 100% were resolved.

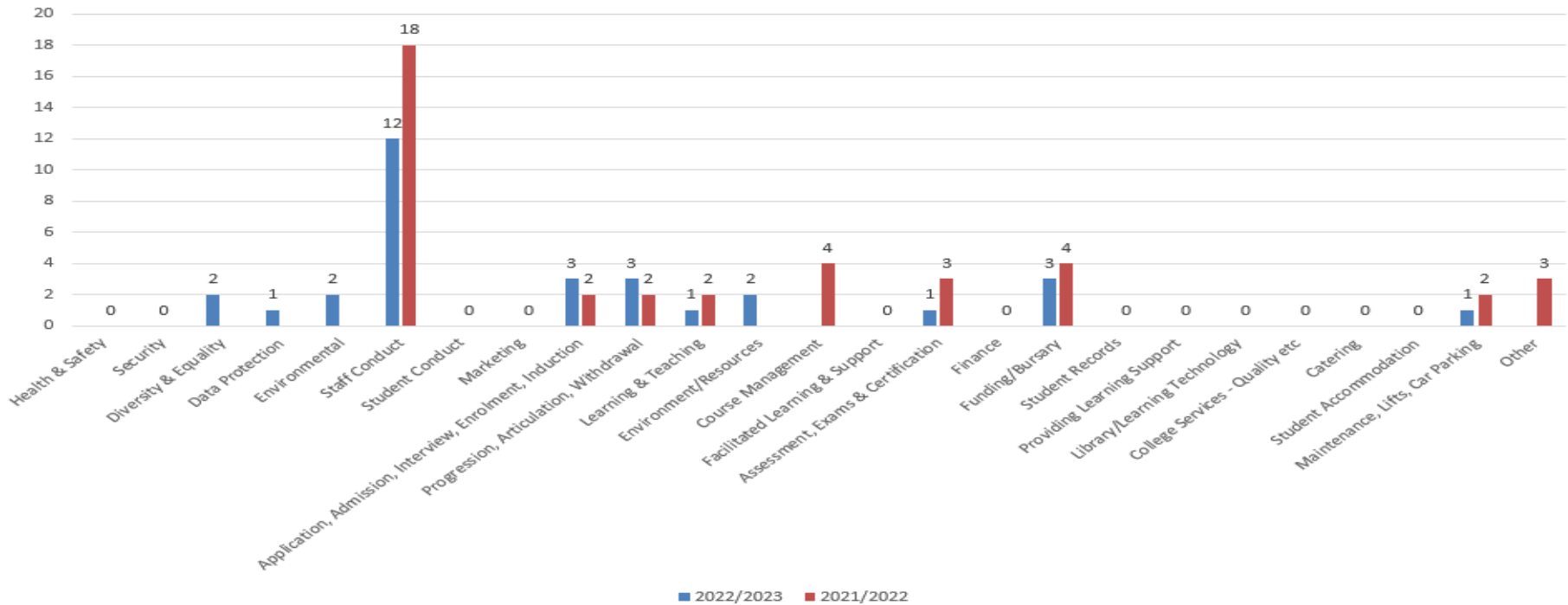
Complaints received by Category and Outcome



Complaints Sub-Categories

2022/2023 – Quarter 1

Complaints Received by Sub-category Q1, 2022/2023 vs Q1, 2021/2022



- Increase in complaints received in the diversity & equality subcategory from 0 in Q1, 2021/22 to 2 in Q1, 2022/2023. This is due to an increase in complaints about students not being able to do courses because of a disability or English not being strong enough.
- Increase in complaints received in the environmental sub-category from 0 in Q1, 2021/22 to 2 in the same period of 2022/2023. This is due to an increase in complaints from local residents of students parking in their residential carpark/street.
- Decrease in complaints received in the staff conduct sub-category from 18 in Q1, 2021/2022 to 12 in Q1, 2022/2023. This is mainly due to a reduction in complaints about treatment of students by staff.
- Decrease in complaints received in the course management sub-category from 4 in Q1, 2021/2022 to 0 in the same period of 2022/2023. This is due to a decrease in complaints about how courses are being delivered.

Lessons Learned

2022/2023 – Quarter 1

Category – Customer Care		
Issue	Outcome	Actions
Parent unhappy a member of staff told an employer that his son had not passed his College course, when he had passed this.	Not upheld	<p>Develop guidance or a policy about the provision of references for students/former students.</p> <p>Privacy notice for students to be updated to reflect that information will be shared (via references) with potential employers/apprenticeship providers.</p> <p>Curriculum Heads to review the third party request for information guidance to ensure that all staff are clear about the process.</p>
Student unhappy with their lecturer and that they are unable to work technology and putting resources on different platforms. Lecturer goes off on tangent, which drags out the lesson. Lecturer raises voice unnecessarily and comes across as unapproachable.	Partially upheld	Lecturer to upskill in technical and digital resources for learning & teaching.
Parent of student unhappy that there was not a banister available at the stairs at graduation and their daughter tripped. Unhappy with the way they were dealt with on the night.	Resolved	Reviewed graduation processes and venues in response to banister being needed. Accessibility will be given the highest priority when considering suitable venues.
Student unhappy with the way the lecturer spoke to them in front of the class and spoke about them not completing a piece of work. When asked what they had missed the lecturer told them to speak with their classmates.	Resolved	<p>Lecturer will be mindful of their tone when speaking to students.</p> <p>Lecturer will provide guidance to students who need to catch up on missing classes and not refer them to other students in class.</p>

Lessons Learned

2022/2023 – Quarter 1

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Parent unhappy their son had not been successful in securing a place due on their chosen course, due to the application and interview process.	Resolved	Process for notifying school pupils of interview format and support available for interview amended so that this information will now be sent directly to applicants rather to the schools to be passed onto pupils.
Parent unhappy son was given a conditional place for progression to HND, met the conditions, but has not secured a place.	Not upheld	Student did not meet all of the conditions but review the wording on the conditional offer letter so that it is clear that students will also be benchmarked against their peers and the best performing students will be successful in securing a place.
Relative of student unhappy with the length of time of the induction and that the student was not shown around or made aware that one of their classes on the first day was in Irvine.	Upheld	Feedback given to staff member to ensure in future the induction presentation prepared is discussed with the students, they are given a tour of the campus and clear instructions are given on how to get to facilities outwith campus.
Applicant unhappy they were offered a waiting list place but this did not turn into an actual place on the course and that we did not contact them to confirm they had not been successful in securing a place.	Resolved	Review the process for notifying applicants when they are on the waiting list but a place does not come available and consider sending communication to advise applicant they have been unsuccessful.

Lessons Learned

2022/2023 – Quarter 1

Category – Course Related

Issue	Outcome	Actions
Student unhappy they applied for a level 7 course but now told they were doing a level 6 course, which is not on the SQA qualifications. This will affect further education.	Not upheld	All changes to courses will be communicated to students in writing in future, by text message and email.
Unhappy with the learning and teaching from their lecturer. Lack of support and not providing examples.	Upheld	<p>Another lecturer allocated to the class and adjustments made to ensure students given the best opportunity to succeed.</p> <p>Curriculum Manager regularly reviewing the learning and teaching approach for the module until the end of the module.</p> <p>Review the teaching material and unit specification for the module as there is a large volume of teaching materials.</p>

Category – Services

Issue	Outcome	Actions
Parent unhappy with delay for their son to receive funding, that they had called 25 times and cannot get through to Funding and no response to emails.	Resolved	Staff reminded not to provide individual work email addresses for information to be sent to and to always give group email box.

Category – Facilities

Issue	Outcome	Actions
Resident of Content Avenue in Ayr unhappy students are dropping litter in the street and when they spoke with the students they were abusive. Students also driving too fast up the street and parking in Content Avenue.	Resolved	Estates doubled staff resources at the Content Avenue side of the campus to try to deter students from dropping litter.

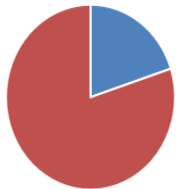
Customer Satisfaction

2022/2023 – Quarter 1

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 31 complaints received this quarter, surveys were sent to 29 of these. We had a 17% response rate.

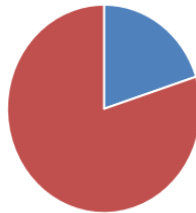
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



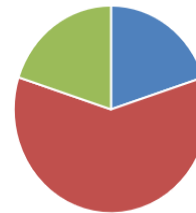
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



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

I found the complaints form easy to use



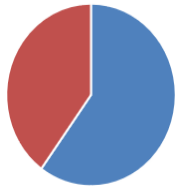
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



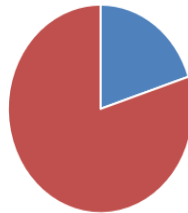
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



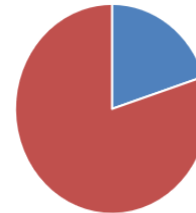
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



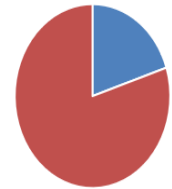
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



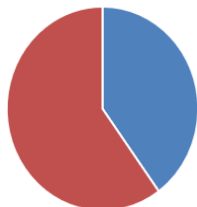
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



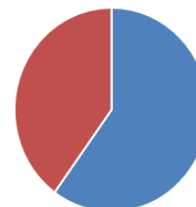
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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