

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

Complaint Volumes

2022/2023

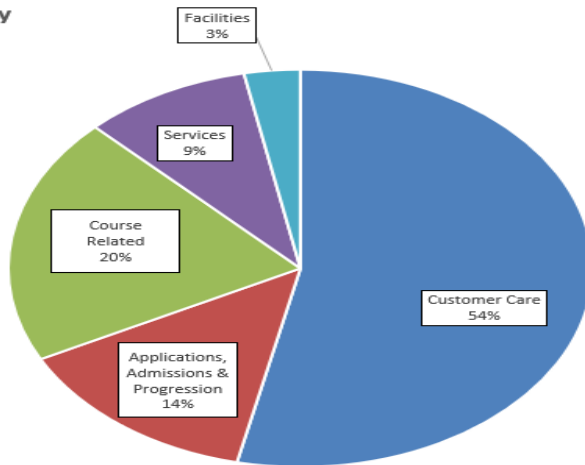
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2021/2022	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	31		32		38		28		129		109	
1.2/1a	College Population and Number of Complaints received per 100 population	9015	0.3	9527	0.3	9840	0.4	9840	0.3	9840	1.3	9644	1.1
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%	16	50.0%	14	36.8%	12	42.9%	59	45.7%	75	68.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	22.6%	13	40.6%	22	57.9%	6	21.4%	48	37.2%	25	22.9%
2.3/2c	Number of complaints closed after Escalation and % of total closed	7	22.6%	3	9.4%	2	5.3%	10	35.7%	22	17.1%	9	8.3%
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	1	5.9%	2	12.5%	0	0.0%	1	8.3%	4	6.8%	14	18.7%
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	5.9%	0	0.0%	0	0.0%	0	0.0%	1	1.7%	n/a	n/a
3.3/3c	Number and % of complaints not upheld at Stage 1	1	5.9%	4	25.0%	5	35.7%	5	41.7%	15	25.4%	23	30.7%
3.4/3d	Number and % of complaints resolved at Stage 1	14	82.3%	10	62.5%	9	64.3%	6	50.0%	39	66.1%	38	50.6%
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	2	28.6%	3	23.1%	6	27.2%	0	0.0%	11	22.9%	16	64.0%
3.6/3f	Number and % of complaints partially upheld at Stage 2	0	0.0%	3	23.1%	8	36.5%	2	33.3%	13	27.1%	n/a	n/a
3.7/3g	Number and % of complaints not upheld at Stage 2	5	71.4%	7	53.8%	6	27.2%	4	66.7%	22	45.8%	9	36.0%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	2	9.1%	0	0.0%	2	4.2%	0	0.0%
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	1	14.3%	0	0.0%	0	0.0%	0	0.0%	1	4.6%	1	11.1%
3.10/3j	Number and % of complaints partially upheld after Escalation	1	14.3%	3	100.0%	0	0.0%	1	10.0%	5	22.7%	n/a	n/a
3.11/3k	Number and % of complaints not upheld after Escalation	5	71.4%	0	0.0%	2	100.0%	6	60.0%	13	59.1%	8	88.9%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	3	30.0%	3	13.6%	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	74	4.6	70	5.0	72	6.0	286	4.8	331	4.4
4.2	Total working days and average time in working days to close complaints at Stage 2	163	23.3	361	27.8	527	24.0	131	21.8	1182	24.6	764	30.6
4b	Escalation	107	15.3	32	10.7	34	17.0	195	19.5	368	16.7	141	15.7
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%	13	81.2%	11	78.6%	6	50.0%	45	76.3%	57	76.0%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	2	11.8%	3	18.7%	3	21.4%	6	50.0%	14	23.7%	18	24.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	5	38.5%	17	77.3%	4	66.7%	30	62.5%	14	56.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	8	61.5%	5	22.7%	2	33.3%	18	37.5%	11	44.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	6	85.7%	3	100.0%	2	100.0%	8	80.0%	19	86.4%	9	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	14.3%	0	0.0%	0	0.0%	2	20.0%	3	13.6%	0	0.0%
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)	2	100.0%	3	100.0%	3	100.0%	6	100.0%	14	100.0%	18	100.0%
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%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	100.0%	6	75.0%	3	60.0%	2	100.0%	14	77.8%	9	81.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	2	25.0%	2	40.0%	0	0.0%	4	22.2%	2	18.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%	0	0.0%	0	0.0%	2	100.0%	3	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%	0	0.0%	0	0.0%

- 129 complaints received, an increase of 18% from 2021/2022.
- 46% of complaints were handled at stage 1 in 2022/2023, compared to 69% for 2021/2022.
- 73% of complaints were closed within the target timescale in 2022/2023, the same as in 2021/2022.
- 97% of complaints were closed within the extended timescale in 2022/2023, 98% of complaints were closed within the extended timescale in the same period in 2021/2022.

Complaints Categories

2022/2023

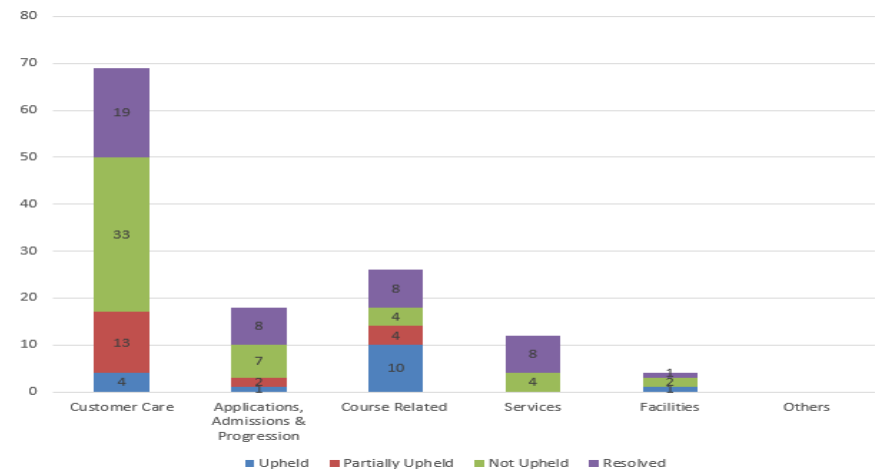
Complaints Received by Category



The chart on the left shows complaints received split by category. 69 out of 129 complaints were received in the Customer Care category, with 26 out of 129 being Course Related. 18 complaints were received in the Applications, Admissions & Progression and a further 12 were about Services. The Facilities category received 4 complaints.

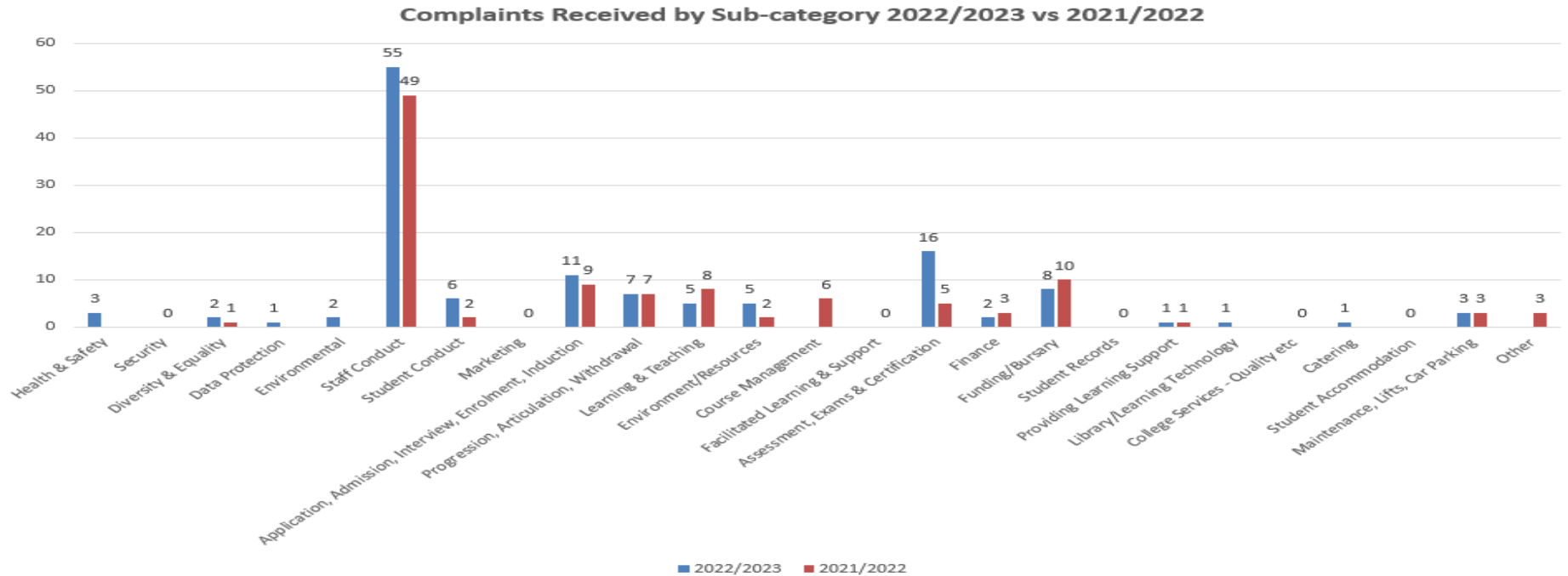
The chart on the right shows complaints received, split by category and outcome. 54% of complaints that were Course Related were upheld or partially upheld, with 31% resolved. 25% of complaints in the Customer Care category were upheld or partially upheld, with a further 28% resolved. 25% of complaints in the Facilities category were upheld or partially upheld, with 25% resolved. 17% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 44% resolved and 0% of complaints in the Services category were upheld or partially upheld, with 67% resolved.

Complaints received by Category and Outcome



Complaints Sub Categories

2022/2023



- Increase in complaints received in the assessment, exams & certification sub-category from 5 in 2021/2022 to 16 in 2022/2023. This is mainly due to complaints received about students being asked to return to College to resit an exam/assessment believed to have already been sat and passed.
- Increase in complaints received in the staff conduct sub-category from 49 in 2021/2022 to 55 in 2022/2023. This is due to an increase in complaints about the way students have been treated by a member of staff.
- Decrease in the complaints received in the course management sub-category from 6 in 2021/2022 to 0 in 2022/2023. This is mainly due to a reduction in the number of complaints about courses being delivered online.
- Complaints received in the progression, articulation, withdrawal, providing learning support and maintenance, lifts, car parking categories have remained the same from 2021/2022 to 2022/2023.

Lessons Learned

2022/2023

Category – Customer Care

Issue	Outcome	Actions
<p>Parent unhappy a member of staff told an employer that his son had not passed his College course, when he had passed this.</p>	<p>Not upheld</p>	<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>
<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.</p>	<p>Partially upheld</p>	<p>Lecturer to upskill in technical and digital resources for learning & teaching.</p>
<p>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.</p>	<p>Resolved</p>	<p>Reviewed graduation processes and venues in response to banister being needed. Accessibility will be given the highest priority when considering suitable venues.</p>
<p>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.</p>	<p>Resolved</p>	<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>
<p>Students unhappy they did not receive any support when fire alarm activated.</p>	<p>Resolved</p>	<p>Three staff now provide fire warden support for the area the students study in.</p>
<p>Students unhappy with the way they are spoken to by a member of staff, feel they are disrespectful and discouraging. Confusion caused when answering questions, treats them like children. Unhappy class did not want to learn online and told not to come if they have a cold because of covid-19.</p>	<p>Partially upheld</p>	<p>Lecturer will be clearer when answers given by students and with feedback provided.</p> <p>Lecturer will not regularly raise attendance with the class group but speak with individual students if there is an issue with their attendance.</p> <p>Lecturer will reiterate expectations of what a student should do to catch up when they have missed a class.</p>

Lessons Learned

2022/2023

Category – Customer Care cont...		
Issue	Outcome	Actions
Student unhappy with the conduct and treatment by member of staff, ignored and pushed down queue for technology and ID card, asked to attend student conduct hearing without knowing the allegation.	Partially upheld	Wording of the letter sent to student as part of student conduct policy being reviewed.
Student unhappy with the way they were dealt with by staff and not allowed to go to the toilet during closed book assessment.	Partially upheld	Exam procedure updated to include the general class exam guidance given prior to closed book exam, and guidance pertaining to emergency situations arising during exams i.e. feeling sick or urgently needing the toilet. Pregnancy risk assessment updated and first risk assessment date brought forward so additional support can be in place sooner.
Parent unhappy lecturer keeps shouting at their son for being late for College.	Resolved	A questionnaire was issued to all hospitality students about course design and also satisfaction. Anything highlighted through this process will then be revisited.
Student unhappy with the way they were treated by students running the sports sessions, also feels lecturer was too far away to observe the students.	Not upheld	Both lecturers will be present during the class. Lecturing team made the students aware why they were undertaking the unit and ensured students could identify the relevance. Students were made aware that while the unit is not optional if a student has a short term health/medical issue and cannot take part medical evidence can be accepted.
Student unhappy with the topics the lecturer was discussing during the evening class.	Resolved	Decision made to cancel the course.
Students unhappy with teaching from their lecturer and they don't explain what is required or give clear instructions, unavailable to provide help and support and unhappy with some comments made.	Partially upheld	A different lecturer now teaches the class.

Lessons Learned

2022/2023

Category – Customer Care cont...

Issue	Outcome	Actions
<p>Parent unhappy with the treatment of their son by lecturers, not received any support, we asked for feedback and this was omitted from progression report.</p>	<p>Partially upheld</p>	<p>Reviewed the process for notifying Inclusive Learning when someone has selected on their application form that they need additional support in College. A new Student Experience and Personal Learning Support Plan app has been developed so information will now be pulled directly from the Student Records database.</p>
<p>Students feel misguided by lecturer, given incorrect information and that there is a lack of effort to teach the class.</p>	<p>Partially upheld</p>	<p>Placement allocation letter and placement folio updated to make it explicit the number of days students need to attend their placement.</p> <p>Review of the course and teaching materials to be carried out.</p> <p>Feedback given to the member of staff to try to be more approachable and respond to emails in a reasonable timescale.</p>
<p>Parent of a student unhappy with the way their daughter is being treated by a member of staff.</p>	<p>Resolved</p>	<p>Met with the teaching team and third party to find a solution for lunchtime supervision.</p>
<p>Student unhappy a member of staff released personal information about the to other students and believes a lecturer changed answers on another student's exam so they would pass.</p>	<p>Not upheld</p>	<p>Digital Learning corrected the software error on the assessment so answers now do not need to be upper/lower case specific.</p>

Lessons Learned

2022/2023

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 the conditional offer letters will now be specific to each department, which will be dependent on space/places available.
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	Reviewed the process for notifying applicants when they are on the waiting list but a place does not come available. Letter updated to confirm we will be in touch if a place becomes available but not if a place does not become available.
Parent of a student and another student unhappy a student charged with sexual offences being allowed to study at College.	Not upheld	Independent audit review of our procedures carried out.
Parent unhappy with the interview process and that not enough information about the format was provided, documents requested were not reviewed.	Resolved	Interview letter reviewed and more details of what will be involved added to this.
Applicant unhappy with the feedback they received following an interview. Advised they had many missed opportunities and wants examples of those, found it offensive they were advised they were overfamiliar.	Partially upheld	<p>Staff members in that curriculum area will now respond to emails within 3 working days.</p> <p>Feedback will no longer be sent unsolicited to new unsuccessful applicants. Requested feedback will be given verbally to ensure clarity of response and support for the applicants.</p> <p>Staff training on providing interview feedback on group selection processes taken place.</p>

Lessons Learned

2022/2023

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>
Students unhappy with connectivity/IT issues in Ayr campus. Recently caused issues with an assessment that had to be extended.	Upheld	<p>Desktops being used by class had maintenance restart at 10pm every night and this has been changed to 3am now.</p> <p>Issue with thin client, removed and tested by ICT and established not student account. Issue investigated and all classrooms checked to see if a wider issue.</p> <p>When providing support remotely ICT technicians will ensure students are given the chance to save their work before restart.</p> <p>ICT implemented a process to work with lecturers to get timetable of assessments and ensure technician is available to support.</p>
Parent unhappy with the lack of teaching and classes being cut short or not running.	Resolved	<p>Timetable was adjusted and one lecturer now teaching the class to ensure that this class has a consistent learning and teaching experience going forward.</p> <p>Carried out a class audit and supported completion of outstanding work.</p> <p>Additional teaching and support given to the students who needed this.</p>

Lessons Learned

2022/2023

Category – Course Related cont...

Issue	Outcome	Actions
<p>Student unhappy course was full time but only in campus two days, course not as advertised around rehearsing, where they will rehearse and number of gigs. Completed feedback forms but no changes made, one of the modules not relevant to the course, unhappy with the teaching style of lecturer and unhappy with conduct of another lecturer as feels they are immature and unprofessional.</p>	<p>Partially upheld</p>	<p>Website updated to make it clear that activities mentioned may be offered and not a guarantee.</p> <p>Feedback to lecturer to have more structured lessons, less talking at the start of the lesson and clear links in lessons as to what has been done and what is next.</p>
<p>Student unhappy with the Mac computers in the Ayr campus, unable to get logged on, screen cracked, photoshop doesn't work and problems with Wi-Fi.</p>	<p>Upheld</p>	<p>Head of ICT is carrying out a process to identify all ICT needs for the next academic year. This information will be collated and presented to SLT to allow them to agree on any future investment.</p>
<p>Students unhappy a unit was missing from their HNC certificate, also not received their certificate for the REHIS food hygiene course and have been contacting a staff member but have been ignored and not received a reply.</p>	<p>Resolved</p>	<p>Emergency Paediatric First Aid unit result submitted to SQA for all students in the class.</p> <p>REHIS results reinput into their system. Certificates received and sent out to all students.</p> <p>Feedback to staff member to ensure they respond to messages.</p> <p>REHIS requested a Teams call with us to be clear about the administration, co-ordination and quality assurance of all REHIS courses.</p>
<p>Parent unhappy their son applied for the course on the understanding there would be a recruitment process at the end or support to apply for the HNC course, lack of learning about windfarms, course framework was general and course title not representative of the course content.</p>	<p>Partially upheld</p>	<p>Head of met with the teaching team to ensure that course content is contextualised where possible and that at least one visit to a windfarm under construction and to Whitlee takes place in Session 2023-24.</p>

Lessons Learned

2022/2023

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.
Applicant unhappy they applied for a course and tried to make payment online and by phone but by time they spoke to someone the course was closed.	Resolved	Reception advised of correct number to transfer calls to for Finance. Finance out of use mobile checked for messages and updated to remove the option to leave a voicemail and only refers to an email address.

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.
Student unhappy with one of the lifts in Kilwinning, the lift keeps dropping to the bottom floor. Sometimes the doors do not open and sometimes when they do the lift is not aligned with the floor and cannot get out of the lift due to their wheelchair.	Upheld	Lift contractor inspected the lift and found a defect. Contractor installed a new wiring loom to the lift car, which has the lift working properly.

Customer Satisfaction

2022/2023

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 129 complaints received this year, surveys were sent to 118 of these. We had a 18% 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



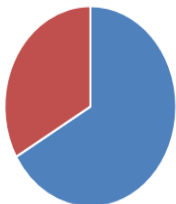
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I received a fair and objective response to my complaint



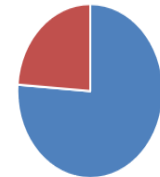
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I received a clear response to my complaint



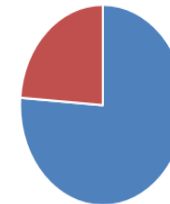
Strongly Agree/Agree Strongly Disagree/Disagree N/A

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