

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 4
(May – July 2023)**

Complaint Volumes

2022/2023 – Quarter 4

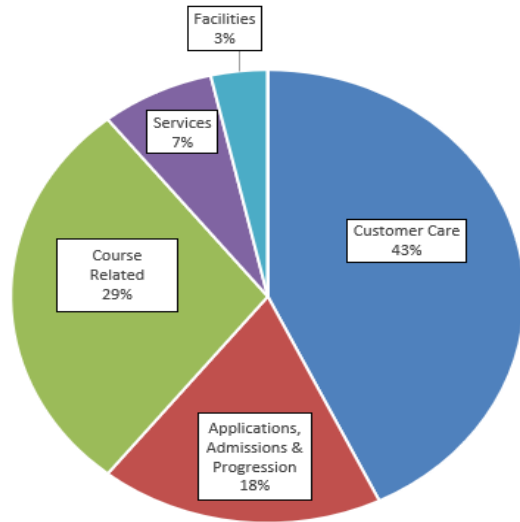
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2022/2023		Q4 2021/2022		YTD 2022/2023		YTD 2021/2022	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	28		21		129		109	
1.2/1a	College Population and Number of Complaints received per 100 population	9840	0.3	7667	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	12	42.9%	15	71.4%	59	45.7%	75	68.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	21.4%	2	9.5%	48	37.2%	25	22.9%
2.3/2c	Number of complaints closed after Escalation and % of total closed	10	35.7%	4	19.1%	22	17.1%	9	8.3%
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	1	8.3%	1	6.7%	5	8.5%	14	18.7%
3.3/3b	Number and % of complaints not upheld at Stage 1	5	41.7%	3	20.0%	15	25.4%	23	30.7%
3.5/3c	Number and % of complaints resolved at Stage 1	6	50.0%	11	73.3%	39	66.1%	38	50.6%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	2	33.3%	1	50.0%	24	50.0%	16	64.0%
3.6/3d	Number and % of complaints not upheld at Stage 2	4	66.7%	1	50.0%	22	45.8%	9	36.0%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	2	4.2%	0	0.0%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	1	10.0%	0	0.0%	6	27.3%	1	11.1%
3.9/3h	Number and % of complaints not upheld after Escalation	6	60.0%	4	100.0%	13	59.1%	8	88.9%
3.11/3i	Number and % of complaints resolved after Escalation	3	30.0%	0	0.0%	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	72	6.0	65	4.3	286	4.8	331	4.4
4.2	Total working days and average time in working days to close complaints at Stage 2	131	21.8	80	40.0	1182	24.6	764	30.6
4b	Escalation	195	19.5	53	13.2	368	16.7	141	15.7
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	6	50.0%	12	80.0%	45	76.3%	57	76.0%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	50.0%	3	20.0%	14	23.7%	18	24.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	66.7%	1	50.0%	30	62.5%	14	56.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	33.3%	1	50.0%	18	37.5%	11	44.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	8	80.0%	4	100.0%	19	86.4%	9	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	20.0%	0	0.0%	3	13.6%	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)	6	100.0%	3	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%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	0	0.0%	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%	1	100.0%	4	22.2%	2	18.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	2	100.0%	0	0.0%	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%

- 28 complaints received, an increase of 33% from Q4 2021/2022.
- 43% of complaints were handled at stage 1 in Q4 2022/2023, compared to 71% for the same period in 2021/2022.
- 64% of complaints were closed within the target timescale, compared to 81% in Q4 2021/2022.
- 100% of complaints were closed within the extended timescale in Q4 2022/2023, 95% of complaints were also closed within the extended timescale in the same period in 2021/2022.

Complaints Categories

2022/2023 – Quarter 4

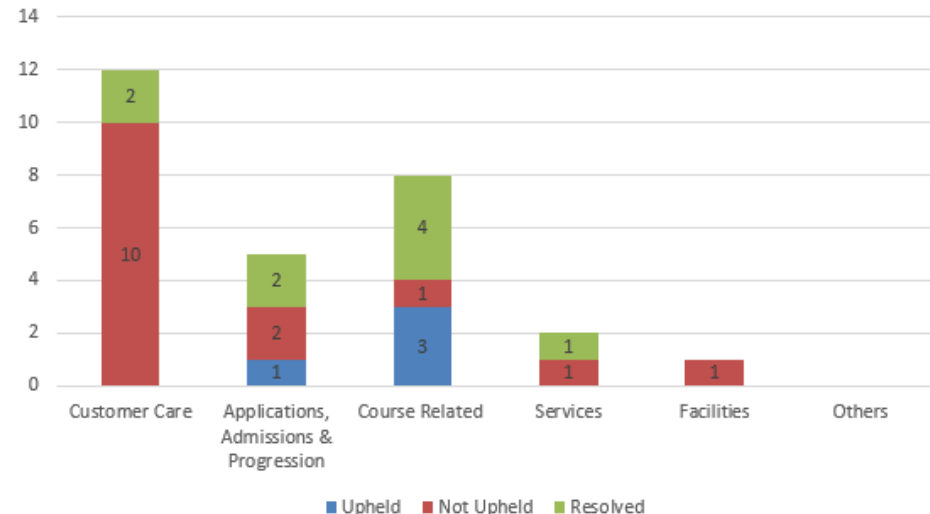
Complaints Received
by Category



The chart on the left shows complaints received split by category. 12 out of 28 complaints received were in the Customer Care category, with 8 being Course Related. There were 5 complaints received in Applications, Admissions & Progression Category and 2 complaints received in the Services category. 1 complaint was received in the Facilities category. There were no complaints in the Others category.

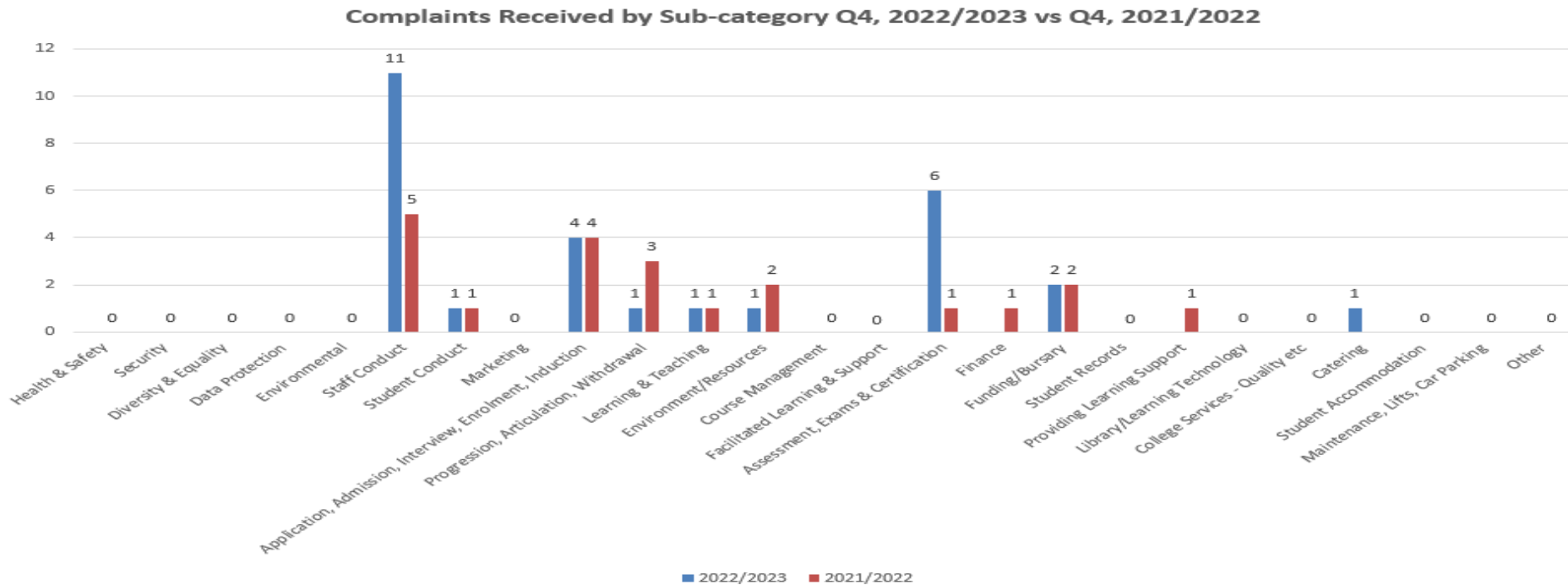
The chart on the right shows complaints received, split by category and outcome. 38% of Course Related complaints were upheld, with a further 50% resolved. 20% of complaints that were about Applications, Admissions & Progression were upheld, with a further 40% resolved. 0% of complaints in the Services category were upheld, with 50% resolved. 0% of complaints in the Customer Care category were upheld, with 17% resolved. 0% of complaints were upheld or resolved in the Facilities category.

Complaints received by Category and Outcome



Complaints Sub Categories

2022/2023 – Quarter 4



➤ Increase in complaints received in the staff conduct sub-category from 5 in Q4 2021/2022 to 11 in the same period of 2022/2023. This is mainly due to an increase in complaints about the treatment of students by staff members/students unhappy with the way they were spoken to by staff members.

➤ Increase in complaints received in the assessment, exams & certification sub-category from 1 in Q4, 2021/2022 to 6 in Q4, 2022/2023. There is not one specific reason for an increase in complaints in this sub-category.

➤ Decrease in complaints received in the progression, articulation, withdrawal sub-category from 3 in Q4, 2021/2022 to 1 in the same period of 2022/2023. This is due to a reduction in complaints from students unable to complete their course.

➤ Complaints in the student conduct, learning & teaching, funding/bursary and application, admission, interview, enrolment, induction 4 sub-categories remain the same from Q4 2021/2022 to Q4 2022/2023.

Lessons Learned

2022/2023 – Quarter 4

Category – Customer Care

Issue	Outcome	Actions
Parent of a student unhappy with the way their daughter is being treated by a member of staff.	Resolved	Met with the teaching team and third party to find a solution for lunchtime supervision.
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.	Not upheld	Digital Learning corrected the software error on the assessment so answers now do not need to be upper/lower case specific.

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
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 will take place.</p>

Lessons Learned

2022/2023 – Quarter 4

Category – Course Related		
Issue	Outcome	Actions
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.	Upheld	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.
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.	Resolved	<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>
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.	Partially upheld	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.

Customer Satisfaction

2022/2023 – 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. Surveys were sent to 25 complainants and we had a 16% 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



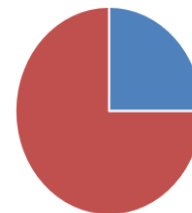
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I felt my complaint was taken seriously



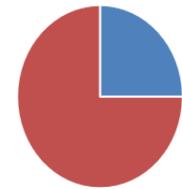
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I felt my complaint was thoroughly investigated



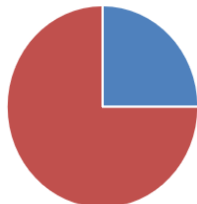
Strongly Agree/Agree Strongly Disagree/Disagree N/A

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



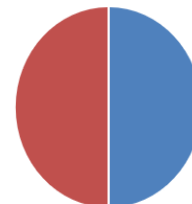
Strongly Agree/Agree Strongly Disagree/Disagree N/A

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