

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 2024/2025

# Complaint Volumes

2024/2025

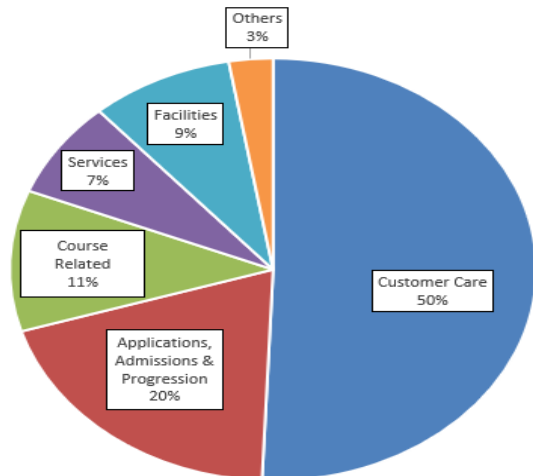
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2023/2024	
1.0	Total number of complaints received & complaints received per 100 population	40		39		49		20		148		137	
1.2/1a	College Population and Number of Complaints received per 100 population	8395	0.5	8802	0.4	8806	0.6	7258	0.3	8806	1.7	8662	1.6
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	30	75.0%	27	69.2%	41	83.7%	15	75.0%	113	76.4%	87	63.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	20.0%	10	25.7%	6	12.2%	4	20.0%	28	18.9%	41	29.9%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	5.0%	2	5.1%	2	4.1%	1	5.0%	7	4.7%	9	6.6%
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	5	16.7%	3	11.1%	4	9.8%	1	6.7%	13	11.5%	17	19.5%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	2	4.9%	0	0.0%	2	1.8%	3	3.5%
3.3/3c	Number and % of complaints not upheld at Stage 1	6	20.0%	6	22.2%	2	4.9%	3	20.0%	17	15.0%	26	29.9%
3.4/3d	Number and % of complaints resolved at Stage 1	19	63.3%	18	66.7%	33	80.4%	11	73.3%	81	71.7%	41	47.1%
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	3	37.5%	1	10.0%	1	16.7%	0	0.0%	5	17.9%	3	7.3%
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0%	7	70.0%	1	16.7%	1	25.0%	13	46.4%	16	39.0%
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5%	1	10.0%	4	66.6%	3	75.0%	9	32.1%	20	48.8%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	1	10.0%	0	0.0%	0	0.0%	1	3.6%	2	4.9%
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	1	50.0%	0	0.0%	0	0.0%	0	0.0%	1	14.3%	0	0.0%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	1	50.0%	1	50.0%	0	0.0%	2	28.6%	3	33.3%
3.11/3k	Number and % of complaints not upheld after Escalation	1	50.0%	1	50.0%	1	50.0%	1	100.0%	4	57.1%	5	55.6%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	11.1%
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	162	5.4	115	4.3	175	4.3	81	5.4	533	4.7	390	4.5
4.2	Total working days and average time in working days to close complaints at Stage 2	185	23.1	82	8.2	139	23.2	78	19.5	584	20.9	1043	25.4
4b	Escalation	30	15.0	40	20.0	36	18.0	19	19.0	125	17.9	192	21.3
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	19	63.3%	23	85.2%	34	82.9%	10	66.7%	86	76.1%	65	74.7%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	11	36.7%	4	14.8%	7	17.1%	5	33.3%	27	23.9%	22	25.3%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	62.5%	9	90.0%	5	83.3%	4	100.0%	23	82.1%	26	63.4%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	37.5%	1	10.0%	1	16.7%	0	0.0%	5	17.9%	15	36.6%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	2	100.0%	2	100.0%	1	100.0%	7	100.0%	7	77.8%
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	22.2%
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)	11	100.0%	4	100.0%	7	100.0%	5	100.0%	27	100.0%	22	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%	1	100.0%	1	100.0%	0	0.0%	5	100.0%	14	93.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	6.7%
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%	2	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%	0	0.0%	0	0.0%

- 148 complaints received, an increase of 8% from 2023/2024.
- 76% of complaints were handled at stage 1 in 2024/2025, compared to 64% for 2023/2024.
- 78% of complaints were closed within the target timescale in 2024/2025, compared to 72% in 2023/2024.
- 100% of complaints were closed within the extended timescale in 2024/2025, 99% of complaints were closed within the extended timescale in the same period in 2023/2024.

# Complaints Categories

2024/2025

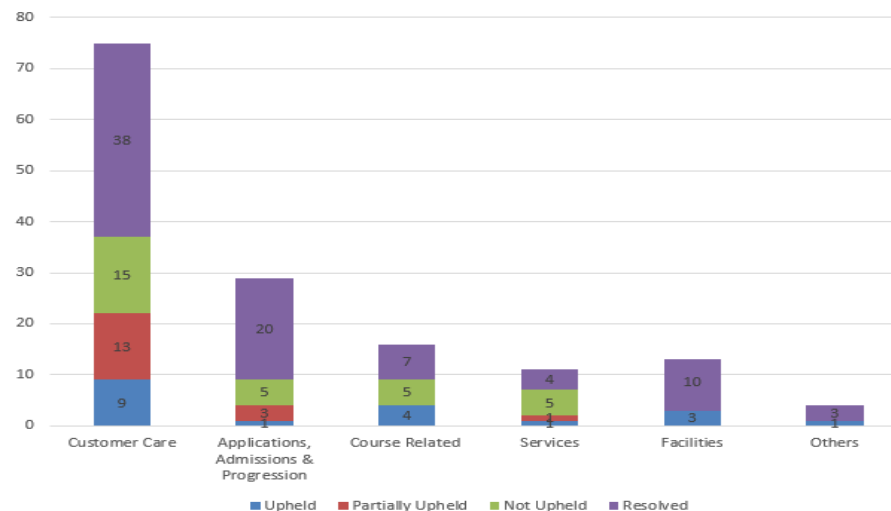
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 29% of complaints in the Customer Care category were upheld or partially upheld, with a further 51% resolved. 25% of complaints in the Others category were upheld or partially upheld, with 75% resolved. 25% of complaints that were Course Related were upheld or partially upheld, with 44% resolved. 23% of complaints in the Facilities category were upheld or partially upheld, with 77% resolved. 18% of complaints in the Services category were upheld or partially upheld, with 36% resolved and 14% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 69% resolved.

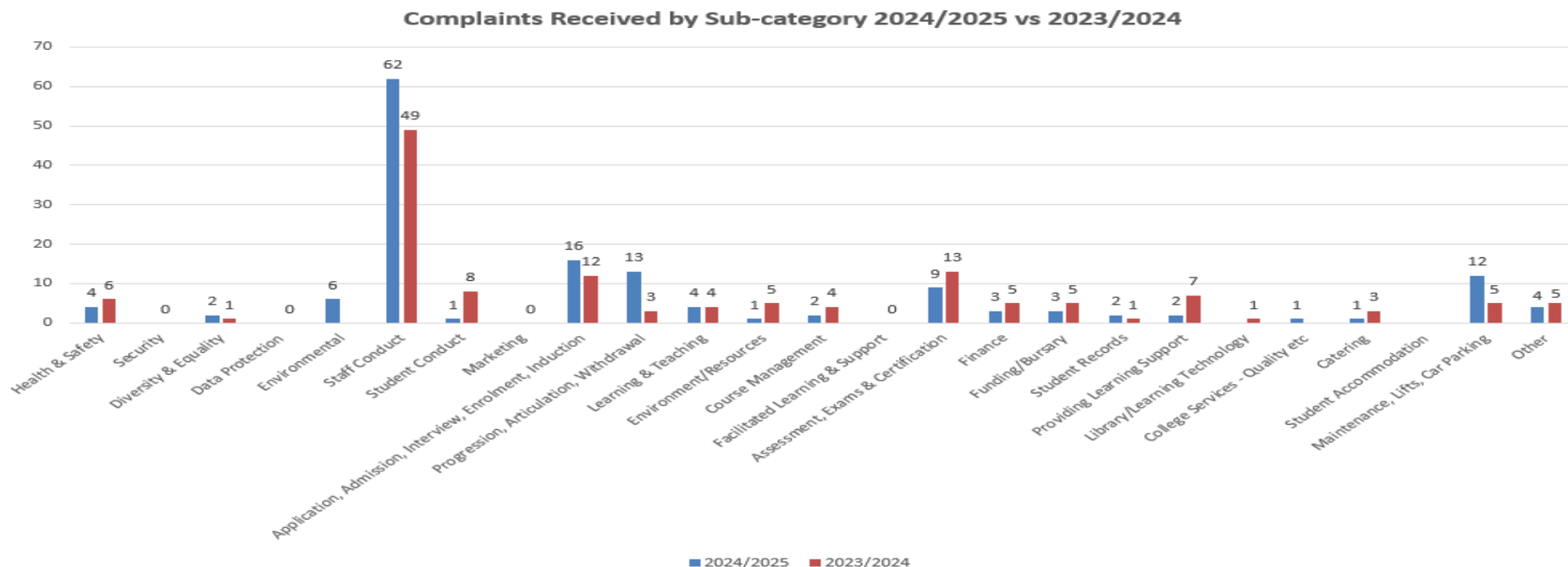
The chart on the left shows complaints received split by category. 75 out of 148 complaints were received in the Customer Care category, with 29 complaints being received in the Applications, Admissions & Progression category. 16 complaints were Course Related and 13 complaints were received about Facilities. The Services category received 11 complaints and there were 4 complaints in the Others category.

Complaints received by Category and Outcome



# Complaints Sub-Categories

2024/2025



- Increase in complaints received in the staff conduct sub-category from 49 in 2023/2024 to 62 in 2024/2025. This is due to an increase in complaints about the way students have been treated/spoken to by a member of staff.
- Increase in complaints received in the progression, articulation, withdrawal sub-category from 3 in 2023/2024 to 10 in 2024/2025. This is mainly due to an increase in complaints about students not being able to progress to the next level of course.
- Decrease in complaints received in the student conduct sub-category from 8 in 2023/2024 to 1 in 2024/2025. This is due to a reduction in complaints about students' behaviour being reported and no action taken.
- Increase in the complaints received in the maintenance, lifts, car parking sub-category from 5 in 2023/2024 to 12 in 2024/2025. This is mainly due to an increase in complaints about car parking and people parking where they shouldn't be on crossings, double yellow lines etc.
- Complaints received in the learning & teaching sub-category have remained the same from 2023/2024 to 2024/2025.

# Lessons Learned

2024/2025

Category – Customer Care		
Issue	Outcome	Actions
Student unhappy as felt member of staff degraded them in front of the class about leaving early because they needed to collect their child.	Resolved	With consultation with other students in the class, class times adjusted throughout the day so class will now finish earlier.
Student unhappy students smoking and vaping at the entrance to the building, which is affecting their health condition and the College is not taking any action.	Resolved	Short life working group established. Agreed that smoking shelters will be reinstated on all campuses.
Grandparent of a student unhappy with the way their grandchild was treated when they came for an interview, member of staff was abrupt and did not engage with the applicant, unaware that an aptitude test would be completed and there was no communication about the course, their current situation or feedback about why they were unsuccessful.	Upheld	Aptitude test reviewed to make this more suitable for level 4 applicants.  Interview process reviewed to ensure applicants have an interview/discussion with member of staff not just the test.
Students were unhappy the manager would not authorise their absence to go on holiday.	Not upheld	Manager and member of the Student Experience Team spoke with all students in the class to promote positive attendance.
Local resident unhappy staff and students are parking in their residents' carpark in Kilmarnock and being disrespectful.	Resolved	Posters displayed throughout the campus reminding staff and students not to park in residents' carparks.  Student Induction for 2025/2026 includes information about parking and that students should not park in residents' carparks.
Student unhappy member of staff questioned their autism diagnosis.	Resolved	Member of staff undertook autism awareness training.
Local resident at Ayr unhappy delivery van driving up and down their street, instead of round the back of the building as the sign states.	Resolved	Contacted the company and asked they remind their delivery drivers not to use Content Avenue and to go up and round the back of the College.

# Lessons Learned

2024/2025

## Category – Customer Care cont...

Issue	Outcome	Actions
Local resident at Ayr unhappy deliveries being made at 02:45 causing lots of noise and waking them up, they are also using their street and not going round the back of the College and concerned for food lying outside with the potential to perish and attract gulls and rats.	Upheld	Contacted the company and asked them to remind their drivers of the correct access route and that no deliveries should be made before 6am.
Student unhappy as feels lecturer has not supported them, as not replied to Teams messages.	Resolved	Curriculum team to consider adapting the assessment schedule in their pre-course delivery event for next academic year, to facilitate more ongoing assessment and the reduction of assessment burden at the end of the course.  Curriculum team to review their 'Getting to Know You' activities and records, perhaps through the Personal Development log book, to facilitate a good understanding of students' needs on online courses.

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Employability Facilitator unhappy a young person they support came for an interview and felt humiliated in front of other applicants.	Partially upheld	Entry requirements on the website updated to confirm all aspects of the interview that will take place including a practical skills test, a written aptitude test and a discussion with a lecturer.
Parent unhappy child only told two days before the end of the course that they were not getting to progress to the next level and not given support.	Partially upheld	Reinforced to Curriculum Quality Managers that they should engage with Student Experience staff where students are at risk or not engaging.

# Lessons Learned

2024/2025

## Category – Course Related

Issue	Outcome	Actions
Student unhappy with the noise coming from rehearsal rooms beside classrooms, as they cannot concentrate.	Resolved	Moved the whole class and another class to other classrooms away from the rehearsal rooms.

## Category – Services

Issue	Outcome	Actions
Anonymous student unhappy they have to give permission to the college over personal devices to access college email.	Not upheld	Updating the guidelines for installing to emphasise that we do not have a requirement to gain administrative permission on students' devices so that they can install Office. There is a tick box that does enable this.
Student unhappy with the lack of support from Education Support, unaware a questionnaire to complete for the Educational Psychologist was needed, felt should have received forms sooner.	Partially upheld	<p>Process updated so that Education Support students will be sent a follow-up email, detailing their needs assessment, support plans, DSA guidance, etc. This will be clarified in the initial meeting.</p> <p>Communication will be clear and detailed, considering each student's additional support needs and adjusting accordingly. This will be agreed upon at the start.</p> <p>The DSA process booklet will be up-to-date and provide clear guidance on each step, shared with students after their initial needs assessment. It will include the Educational Psychologists process within the wider DSA guidance. Process updated so this will be shared with the student immediately after the initial needs assessment if DSA is identified as the next step.</p>

# Lessons Learned

2024/2025

Category – Facilities		
Issue	Outcome	Actions
Students unhappy they were stuck in the lift and with the way they were spoken to, as were accused of breaking the lift but other students were shaking the lift doors.	Resolved	<p>Staff will be more understanding if someone is stuck in the lift and less accusatory.</p> <p>Quotes to be obtained to have the alarm from the lifts in the Riverside building connected to the monitoring station.</p> <p>Notices placed in the lift to advise what you should do if the lift gets stuck and contact numbers.</p>
Student unhappy one of the hand dryers in the male toilet in Kilwinning campus is not working and the sofas throughout the campus are dirty.	Resolved	<p>Hand dryers in the male toilet were checked and all in working order.</p> <p>Sofas were deep cleaned. Considering replacing them, depending on cost.</p>
Student unhappy cars are parking over the zebra crossing going from the campus building to the football parks and they are unable to cross the road at the lowered pavement, meaning they are missing out on activities	Resolved	<p>Communication issued to staff and students using the carpark that they should park responsibly.</p> <p>Police style cones ordered and placed at pedestrian crossing.</p>
Student unhappy classroom at Kilmarnock campus is not to a satisfactory standard of cleanliness, desks are marked and dusty.	Resolved	<p>Arranged for the desktops to be cleaned.</p>
Local resident at Kilmarnock unhappy alarm was sounding from 9pm on Saturday until 9am on Sunday.	Resolved	<p>Reports received from keyholders, alarm receiving centre and Dalkia, all state alarm did not activate on the Saturday at the time given. However, alarm did activate at 8am on Sunday, keyholders attended at 08:20am and fault cleared. Fault reported and has now been fixed.</p>



# Lessons Learned

2024/2025

## Category – Others

Issue	Outcome	Actions
Parent unhappy student's name was pronounced incorrectly when read out at graduation.	Upheld	Reviewed the process for requesting and providing a copy of the phonetics, given on graduation forms, so the person reading out the names is given a copy of this.
Member of the public unhappy the prices charged in the restaurant were different to the prices on the website.	Resolved	Removed the sample menus from the website until they can be updated.

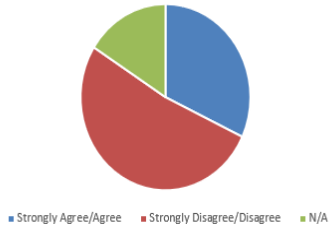
# Customer Satisfaction

2024/2025

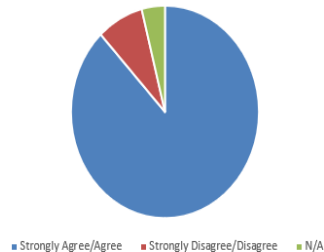
We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 148 complaints received this year, surveys were sent to 132 of these. We had a 19% response rate.

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.

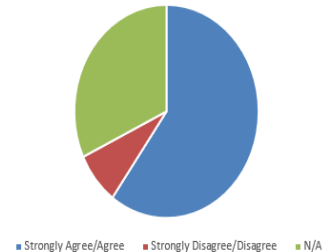
I was aware of the complaints procedure before I needed to make a complaint



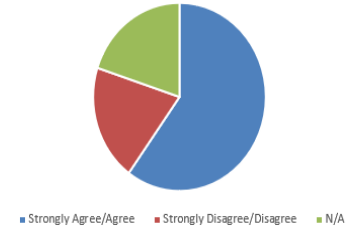
I found the complaints process easy to access



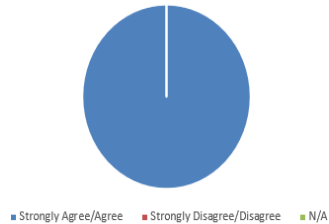
I found the complaints form easy to use



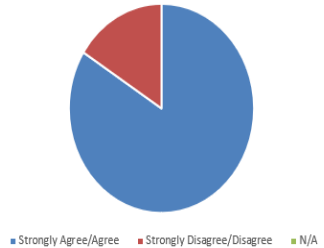
I was able to access information and assistance in making my complaint where this was required



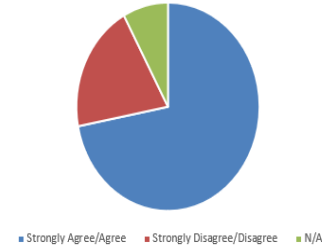
I received a prompt acknowledgement of my complaint



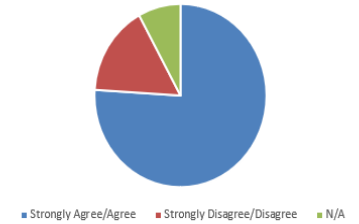
I felt my complaint was taken seriously



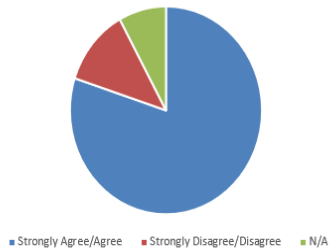
I felt my complaint was thoroughly investigated



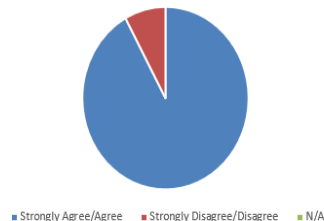
I received a fair and objective response to my complaint



I received a clear response to my complaint



I received a response to my complaint within an appropriate timescale



I was dealt with courteously at all times

