



**Complaints Report
2024/2025
Quarter 1
(August – October 2024)**

Complaint Volumes

2024/2025 – Quarter 1

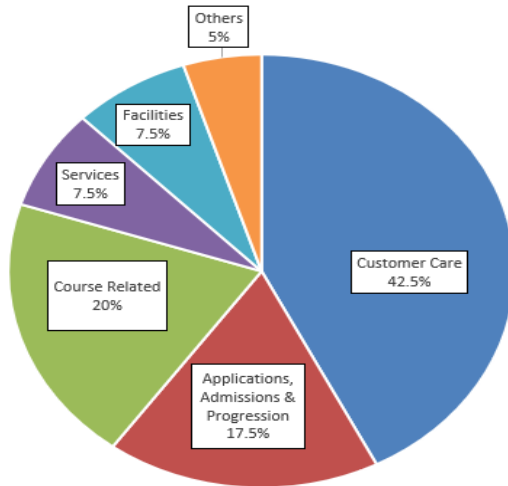
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2024/2025		Q1 2023/2024	
1.0	Total number of complaints received & complaints received per 100 population				
1.1	Number of complaints Received	40		30	
1.2/1a	College Population and Number of Complaints received per 100 population	8395	0.5	8498	0.4
2.0	Number 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	30	75.0%	20	66.7%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	20.0%	7	23.3%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	5.0%	3	10.0%
2.4	Open	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%	11	55.0%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	6	20.0%	5	25.0%
3.4/3d	Number and % of complaints resolved at Stage 1	19	63.3%	4	20.0%
3.0	Stage 2				
3.5/3e	Number and % of complaints upheld at Stage 2	3	37.5%	0	0.0%
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0%	1	14.3%
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5%	6	85.7%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
3.0	Escalated				
3.9/3i	Number and % of complaints upheld after Escalation	1	50.0%	0	0.0%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	0	0.0%
3.11/3k	Number and % of complaints not upheld after Escalation	1	50.0%	2	66.7%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	1	33.3%
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	66	3.3
4.2	Total working days and average time in working days to close complaints at Stage 2	185	23.1	160	22.9
4b	Total working days and average time in working days to close complaints after Escalation	30	15.0	59	19.7
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	19	63.3%	17	85.0%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	11	36.7%	3	15.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	62.5%	4	57.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	37.5%	3	42.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	3	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	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)	11	100.0%	3	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%	3	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	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%

- 40 complaints received, an increase of 33% from Q1 2023/2024.
- 75% of complaints were handled at stage 1 in Q1 2024/2025, compared to 67% for the same period in 2023/2024.
- 65% of complaints were closed within the target timescale, compared to 80% in Q1 2023/2024.
- 100% of complaints were closed within the extended timescale in Q1 2024/2025, with 100% of complaints also closed within the extended timescale in the same period in 2023/2024.

Complaints Categories

2024/2025 – Quarter 1

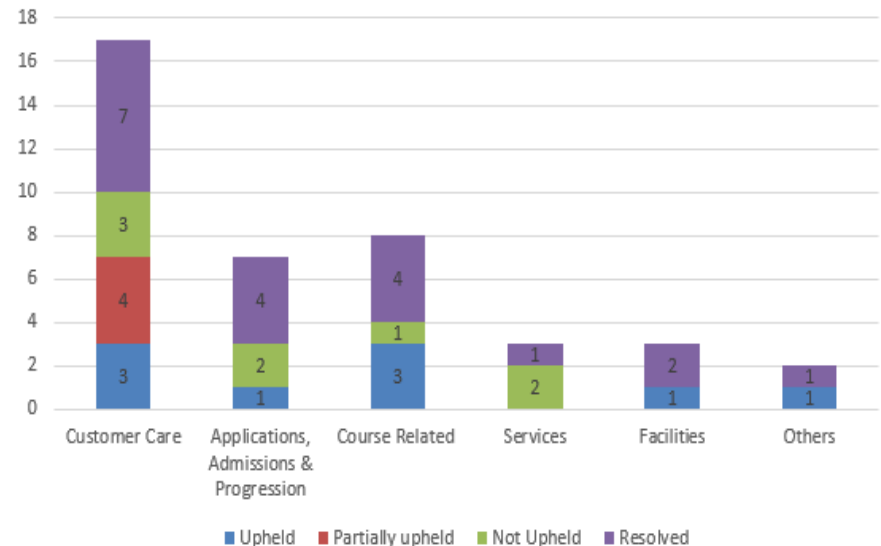
Complaints Received by Category



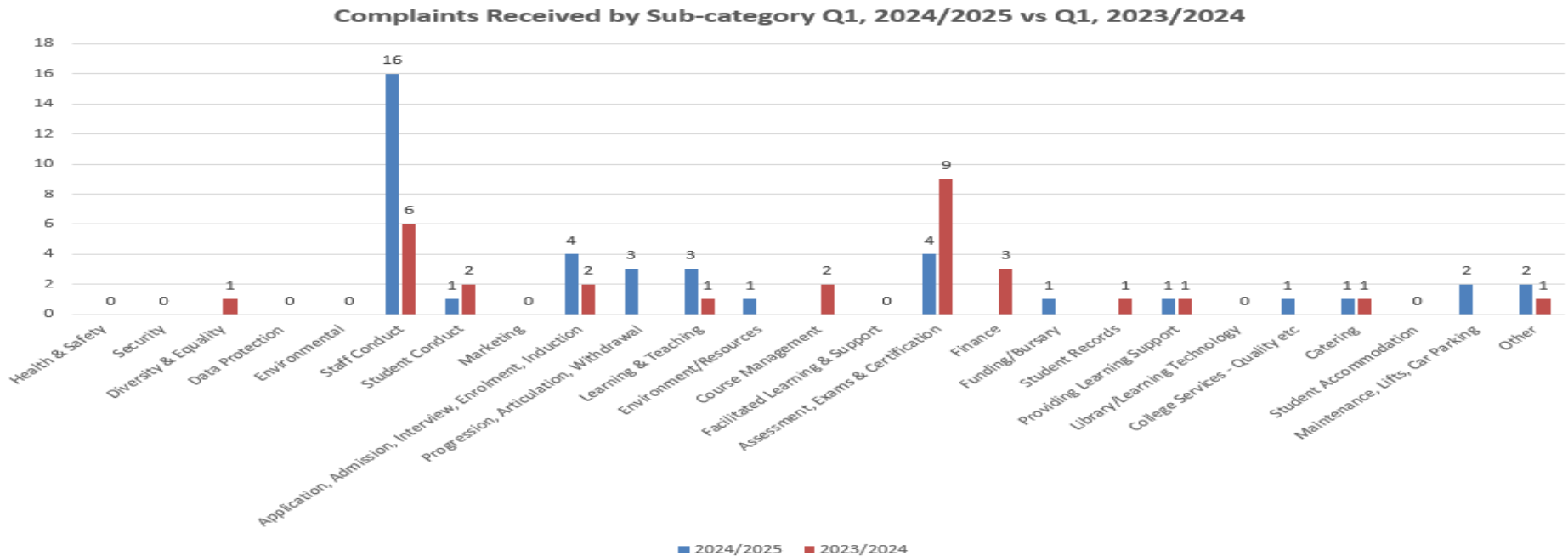
The chart on the left shows complaints received split by category. 17 out of 40 complaints received were in the Customer Care category, with 8 complaints being Course Related. 7 complaints were received in the Applications, Admissions & Progression category. The Services and Facilities categories both received 3 complaints and there were 2 complaints in the Others category.

The chart on the right shows complaints received, split by category and outcome. 50% of complaints in the Others category were upheld or partially upheld, with 50% resolved. 41% of complaints in the Customer Care category were upheld or partially upheld, with 41% resolved. 38% of complaints that were Course Related were upheld or partially upheld, with 50% resolved. 33% of complaints in the Facilities category were upheld or partially upheld, with 67% resolved. 14% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 57% resolved and 0% of complaints in the Services category were upheld or partially upheld, with 33% resolved

Complaints received by Category and Outcome



Complaints Sub-Categories



- Increase in complaints received in the staff conduct sub-category from 6 in Q1, 2023/2024 to 16 in Q1, 2024/2025. This is mainly due to an increase in complaints about the treatment of students or the way they were spoken to by staff.
- Decrease in complaints received in the assessment, exams & certification sub-category from 9 in Q1, 2023/2024 to 4 in Q1, 2024/2025. This is due to a reduction in complaints about results not being submitted because of action short of strike.
- Increase in complaints received in the progression, articulation, withdrawal sub-category from 0 in Q1, 2023/2024 to 3 in Q1, 2024/2025. There is not one specific reason for the increase.
- Decrease in complaints received in the finance sub-category from 3 in Q1, 2023/2024 to 0 in the same period of 2024/2025. This is due a decrease in complaints about being asked to pay fees when not achieved a qualification.
- Complaints in the providing learning support and catering sub-categories remain the same from Q1 2023/2024 to Q1 2024/2025.

Lessons Learned

2024/2025 – Quarter 1

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.

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>Obtaining prices from specialist cleaning companies to clean the sofas. Also considering replacing them, depending on cost.</p>

Lessons Learned

2024/2025 – Quarter 1

Category – Others

Issue	Outcome	Actions
Parent unhappy student's name was pronounced incorrectly when read out at graduation.	Upheld	Review of the process for requesting and providing a copy of the phonetics, given on graduation forms, to the person reading out the names to be carried out.
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.

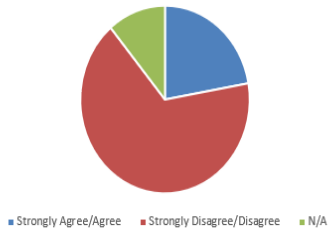
Customer Satisfaction

2024/2025 – Quarter 1

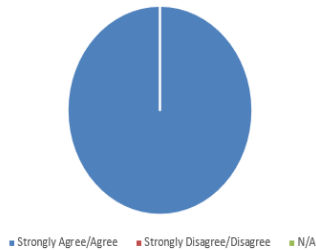
We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 40 complaints received this quarter, surveys were sent to 34 of these. We had a 26% response rate.

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.

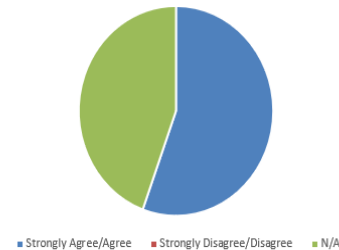
I was aware of the complaints procedure before I needed to make a complaint



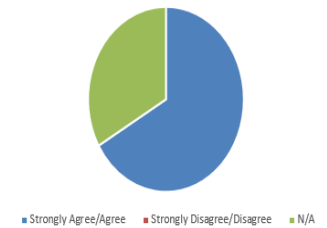
I found the complaints process easy to access



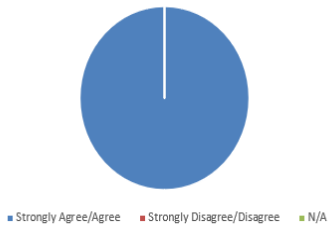
I found the complaints form easy to use



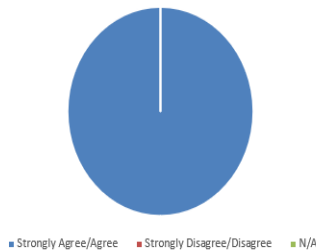
I was able to access information and assistance in making my complaint where this was required



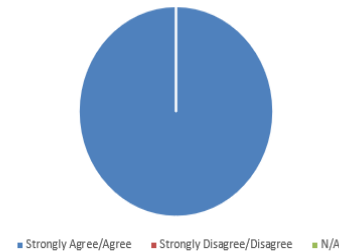
I received a prompt acknowledgement of my complaint



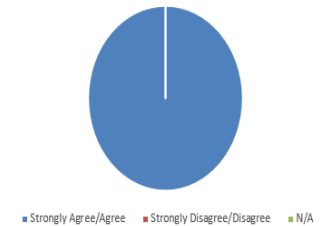
I felt my complaint was taken seriously



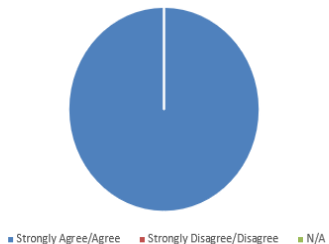
I felt my complaint was thoroughly investigated



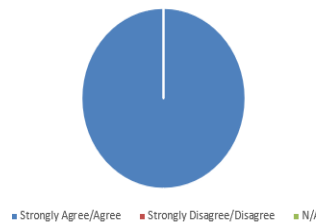
I received a fair and objective response to my complaint



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

