

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
2018/2019
Quarter 1
(August – October 2018)**

Complaint Volumes

2018/2019 – Quarter 1

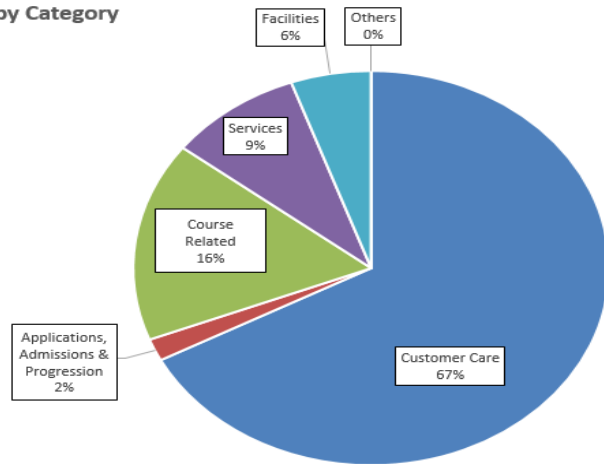
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2018/2019		Q1 2017/2018	
1.0	Total number of complaints received & complaints received per 100 population				
1.1	Number of complaints Received	55		68	
1.2/1a	College Population and Number of Complaints received per 100 population	9255	0.6	9201	0.7
2.0	Number 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	53	96.4%	57	83.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	3.6%	11	16.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%
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	29	54.7%	41	71.9%
3.3/3c	Number and % of complaints not upheld at Stage 1	24	45.3%	16	28.1%
3.0	Stage 2				
3.4/3d	Number and % of complaints upheld at Stage 2	1	50.0%	6	54.5%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	50.0%	5	45.5%
3.0	Escalated				
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld 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	213	4.0	201	3.5
4.2	Total working days and average time in working days to close complaints at Stage 2	68	34.0	228	20.7
4b	Escalation	0	0.0	0	0.0
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	42	79.2%	48	84.2%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	11	20.8%	9	15.8%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	8	72.7%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	100.0%	3	27.3%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%
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%	9	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)	2	100.0%	2	66.7%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	33.3%
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%

- 55 complaints received, a decrease of 19% from Q1 2017/2018.
- 96% of complaints were handled at stage 1 in Q1 2018/2019, compared to 84% for the same period in 2017/2018.
- 76% of complaints were closed within the target timescale, compared to 82% in Q1 2017/2018.
- 100% of complaints were closed within the extended timescale in Q1 2018/2019, compared to 99% closed within the extended timescale in the same period in 2017/2018.

Complaints Categories

2018/2019 – Quarter 1

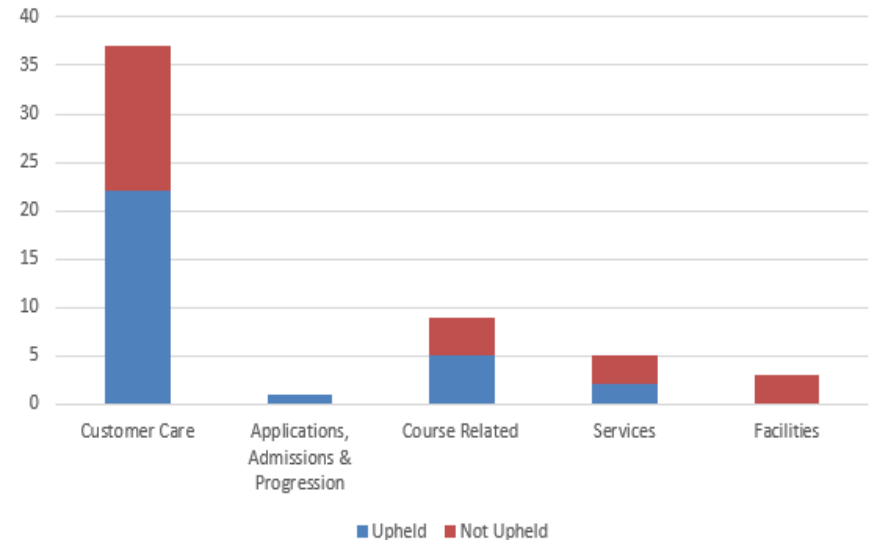
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Applications, Admissions & Progression category were upheld with 59% upheld that were about Customer Care. 56% of Course Related and 40% of Services complaints were upheld. 0% of complaints in the Facilities category were upheld.

The chart on the left shows complaints received split by category. 37 out of 55 complaints received were about Customer Care, with 9 out of 55 being Course Related. The Services category had 5 complaints and the Facilities category received 3 complaints. 1 complaint was about Applications, Admissions & Progression and no complaints were received in the Others category.

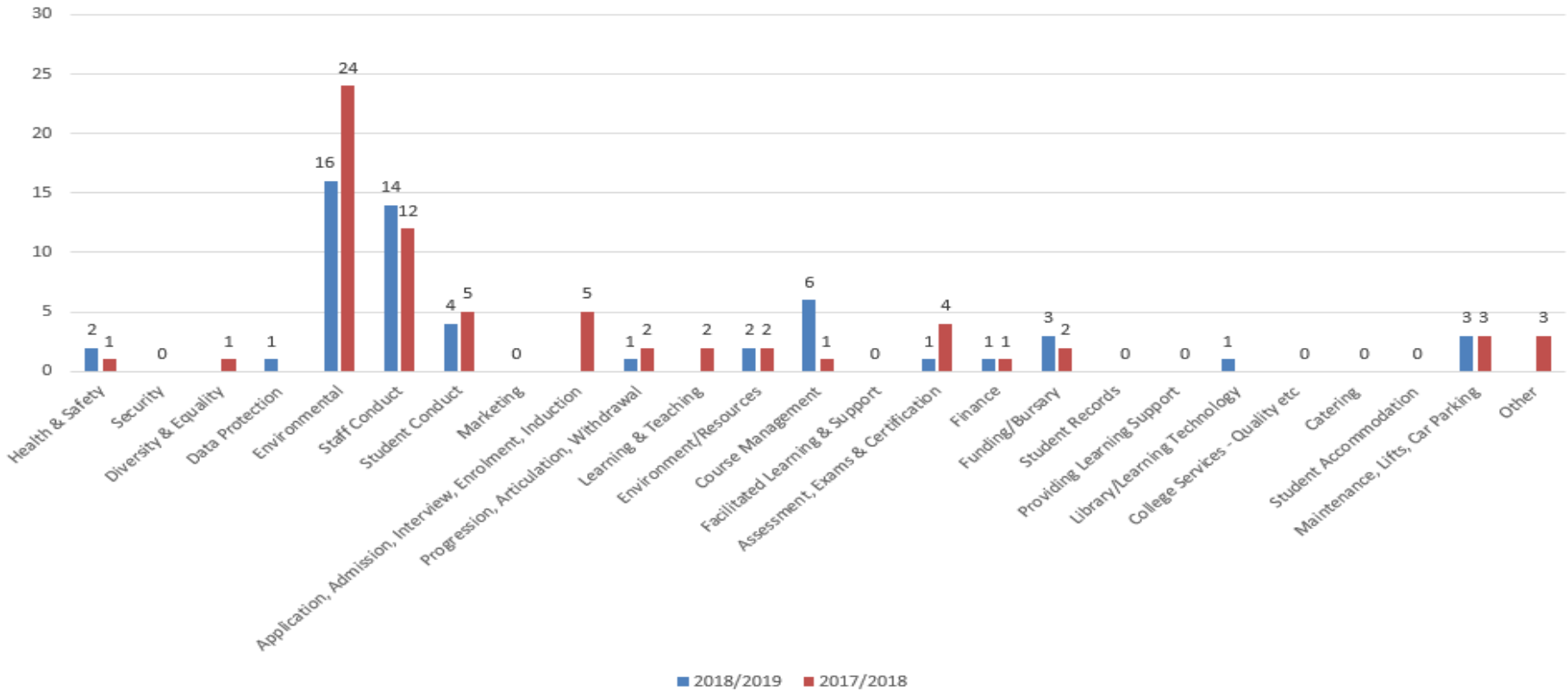
Complaints received by Category and Outcome



Complaints Sub Categories

2018/2019 – Quarter 1

Complaints Received by Sub-category Q1, 2018/2019 vs Q1, 2017/2018



- Significant decrease in complaints received in the environmental sub-category from 24 in Q1, 2017/2018 to 16 in Q1, 2018/2019 this is due to a decrease in complaints about parking from local residents neighbouring the Kilmarnock campus.
- Increase in complaints received in the course management sub-category from 1 in Q1, 2017/2018 to 6 in the same period for 2018/2019. This is due to complaints received in 2018/2019 about a change in lecturer for an evening class.
- Decrease in the complaints in the application, admission, interview, enrolment, induction sub-category from 5 in Q1, 2017/2018 to 0 in the Q1, 2018/2019 due to decrease in complaints from applicants not being offered a place or given incorrect information about the course/fees.
- Complaints in the environment/resources, finance and maintenance, lifts, car parking sub-categories have remained the same from Q1 2017/2018 to Q1, 2018/2019.

Lessons Learned

2018/2019 – Quarter 1

Category – Customer Care		
Issue	Outcome	Actions
Local resident unhappy the grass at previous College premises had not been cut and weeds were growing into their garden.	Upheld	Discussions were already in progress with our landscape contractors and arrangement were made for the grass to be cut and weeds attended to by the end of the following week.
Local resident unhappy contractors working on the campus starting working at 7.30am at the weekends.	Partially upheld	Contractors reminded that their start time should be no earlier than 8am.
Parent of a student did not receive a callback about additional support required for the student.	Upheld	Letter sent to all parents of students in supported learning classes with contact number and email address of the guidance lecturer.
Student did not receive callback or response to emails chasing a credit transfer.	Upheld	Meeting held with managers to reiterate the importance of listening to and responding to voicemail messages and emails.
Housing Association received complaints from residents of new development about students and staff parking in the development.	Upheld	Content of student workshops updated to specifically refer to this area when advising students where not to park. Plasma screen notices throughout the campus updated to advise staff and students not to park in any of the residents carparks opposite or nearby the campus.
Student did not receive their certificate as a unit had not been correctly attached to their student record.	Upheld	Managers provided with system training and the importance of ensuring the units allocated to student records match the credits of the course.

Lessons Learned

2018/2019 – Quarter 1

Category – Services

Issue	Outcome	Actions
Parent of student unhappy the student's outstanding fees debt was passed to a debt recovery agency. Student was not informed of the monetary amount of the fees until December.	Partially upheld	<p>Process altered for those students being charged overseas rates so invoice is issued as close to the start of the session as possible, confirming monetary amount of the fees due.</p> <p>When confirming right to study during residency check, as well as including the type of fee to be charged, the applicant will also be advised of an approximate monetary amount.</p>
Student unhappy with the Wi-Fi network in the campus.	Upheld	<p>ICT reviewed the wireless coverage throughout the campus and the following actions were taken.</p> <ul style="list-style-type: none"> • Cabling missed from a classroom when building works were completed so additional cabling installed. • Wi-Fi connection was poor in another classroom when students were using laptops, additional access point installed in the room. • Issues with laptops connecting to Wi-Fi in another classroom, access point had frozen up so hard reset carried out to resolve this.

Category – Facilities

Issue	Outcome	Actions
Parent unhappy a sticker was placed on the windscreen of student's car as they parked on double yellow lines in the College car park.	Not Upheld	Feedback given to the manager applying the sticker that they should be applied to the side window and not the windscreen.

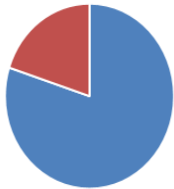
Customer Satisfaction

2018/2019 – 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 55 complaints received this quarter, surveys were sent to 35 of these. We had a 14% response rate.

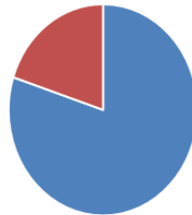
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



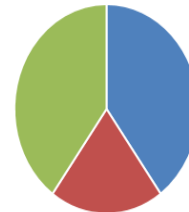
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



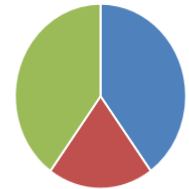
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



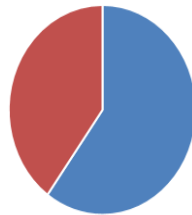
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



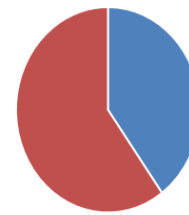
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



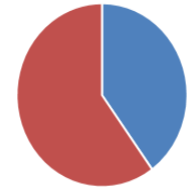
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



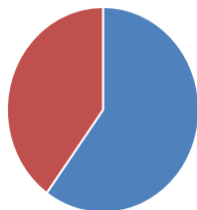
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



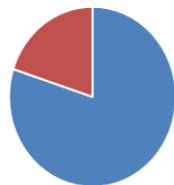
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



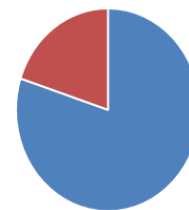
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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