

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 3 (February – April 2019)**

# Complaint Volumes

2018/2019 – Quarter 3

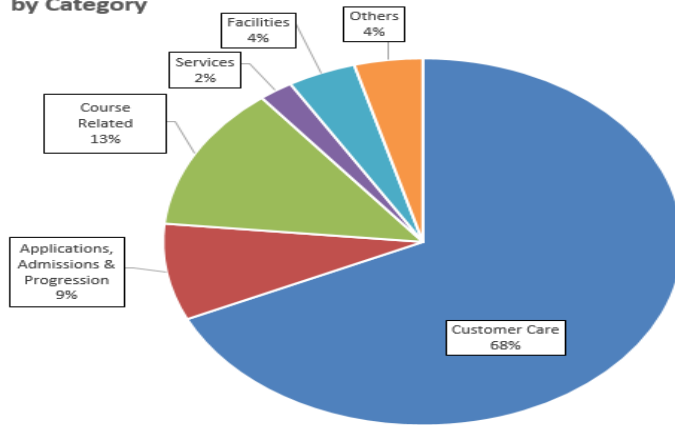
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2018/2019		Q3 2017/2018		YTD 2018/2019		YTD 2017/2018	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>								
1.1	Number of complaints Received	47		66		146		199	
1.2/1a	College Population and Number of Complaints received per 100 population	9697	0.5	9755	0.7	9697	1.5	9755	2.0
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	35	74.5%	48	72.7%	122	83.6%	161	80.9%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	14.9%	13	19.7%	18	12.3%	33	16.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed	5	10.6%	5	7.6%	6	4.1%	5	2.5%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>								
3.0	<b>Stage 1</b>								
3.1/3a	Number and % of complaints upheld at Stage 1	24	68.6%	31	64.6%	67	54.9%	116	72.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	11	31.4%	17	35.4%	55	45.1%	45	28.0%
3.0	<b>Stage2</b>								
3.4/3d	Number and % of complaints upheld at Stage 2	5	71.4%	8	61.5%	11	61.1%	20	60.6%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	28.6%	5	38.5%	7	38.9%	13	39.4%
3.0	<b>Escalated</b>								
3.7/3g	Number and % of complaints upheld after Escalation	2	40.0%	1	20.0%	3	50.0%	1	20.0%
3.9/3i	Number and % of complaints not upheld after Escalation	3	60.0%	4	80.0%	3	50.0%	4	80.0%
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	94	2.7	210	4.4	442	3.6	609	3.8
4.2	Total working days and average time in working days to close complaints at Stage 2	231	33.0	244	18.8	548	30.4	682	20.7
4b	Escalation	105	21.0	117	23.4	123	20.5	117	23.4
5.0	<b>Number and % of complaints closed within set timecales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	32	91.4%	38	79.2%	103	84.4%	131	81.4%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	8.6%	10	20.8%	19	15.6%	30	18.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	12	92.3%	9	50.0%	25	75.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	1	7.7%	9	50.0%	8	24.2%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	60.0%	3	60.0%	4	66.7%	3	60.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	40.0%	2	40.0%	2	33.3%	2	40.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been</b>								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	3	100.0%	9	90.0%	19	100.0%	27	90.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	1	10.0%	0	0.0%	3	10.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	2	66.7%	0	0.0%	7	77.8%	6	75.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	1	33.3%	1	100.0%	2	22.2%	2	25.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days ( extension)	2	100.0%	2	100.0%	2	100.0%	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%

- 47 complaints received, a decrease of 29% from Q3 2017/2018.
- 74% of complaints were handled at stage 1 in Q3 2018/2019, compared to 73% for the same period in 2017/2018.
- 83% of complaints were closed within the target timescale, compared to 80% in Q3 2017/2018.
- 98% of complaints were closed within the extended timescale in Q3 2018/2019, compared to 97% closed within the extended timescale in the same period in 2017/2018.

# Complaints Categories

2018/2019 – Quarter 3

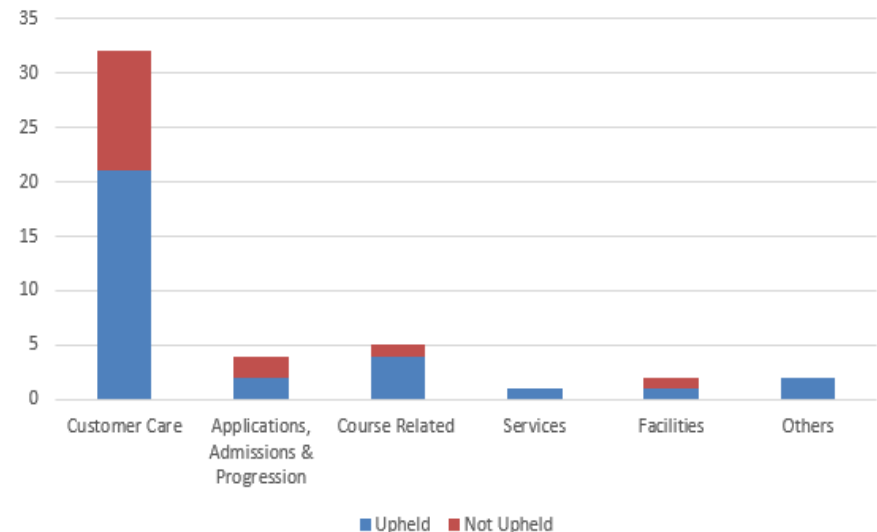
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Services and Others categories were upheld, with 67% upheld that were Course Related. 66% of complaints in the Customer Care category were upheld, with 50% upheld in both the Application, Admissions & Progression and Facilities categories.

The chart on the left shows complaints received split by category. 32 out of 47 complaints received were about Customer Care, with 6 out of 47 being Course Related. 4 complaints were received in the Applications, Admissions & Progression category. The Facilities and Others categories had 2 complaints each and 1 was Service related.

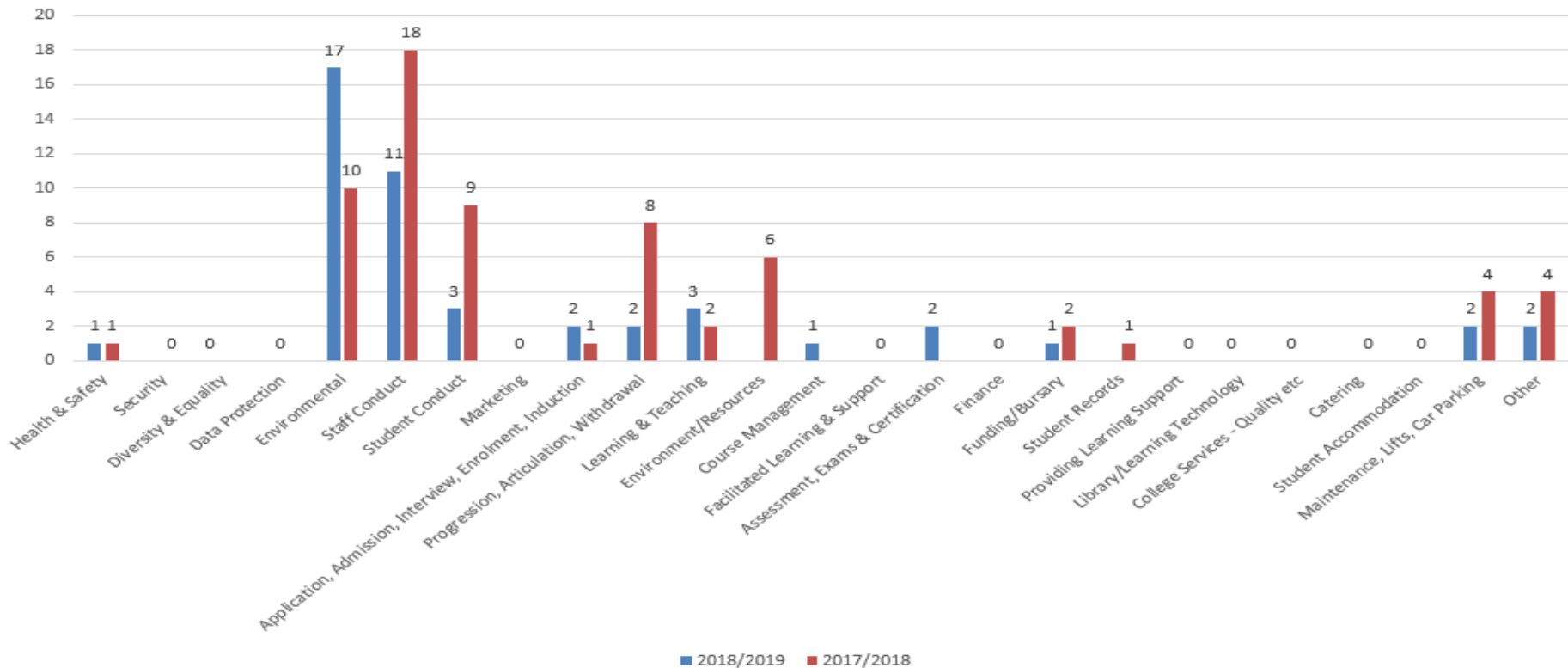
Complaints received by Category and Outcome



# Complaints Sub Categories

2018/2019 – Quarter 3

Complaints Received by Sub-category Q3, 2018/2019 vs Q3, 2017/2018



- Increase in complaints received in the environmental sub-category from 10 in Q3, 2017/2018 to 17 in Q3, 2018/2019. Volumes in this area were higher mainly due to complaints about parking from local residents neighbouring the Kilmarnock campus.
- Decrease in complaints received in the staff conduct sub-category from 18 in Q3, 2017/2018 to 11 in the same period for 2018/2019. There is no specific reason for this decrease.
- Decrease in complaints in the environment/resources sub-category from 6 received in Q3, 2017/2018 compared to 0 received in the same period for 2018/2019. This is partly due to a reduction in complaints about courses at the next level not running on specific campuses.

# Lessons Learned

2018/2019 – Quarter 3

## Category – Customer Care

Issue	Outcome	Actions
Student was assigned to the wrong framework on the system for the SVQ element of their course.	Partially upheld	Review of the process for assigning students to a framework.
Parent of a student unhappy that the student cannot get a disabled parking space despite having a blue badge, as cars without disabled badges are parked in these spaces.	Upheld	Estates staff are now patrolling the car parks in the morning.

## Category – Course Related

Issue	Outcome	Actions
Students unhappy assessment procedure have been changed meaning some assessments already completed on paper needed to be redone online.	Upheld	Contact made with the SQA and agreement reached that assessments already completed on paper could be accepted but future assessments need to be done online.

## Category – Facilities

Issue	Outcome	Actions
Lifts in the Ayr campus kept dropping when the student was in them, hurting their already injured back.	Upheld	Lift engineers called the next day and again two days later and reported the lifts were in working order, however they will continue to monitor the performance of the lifts.

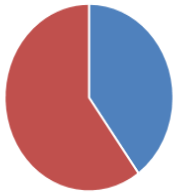
# Customer Satisfaction

2018/2019 – Quarter 3

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 47 complaints received this quarter, surveys were sent to 21 of these. We had an 24% response rate.

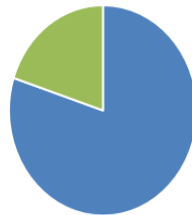
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



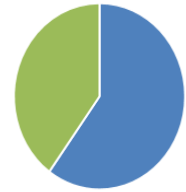
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



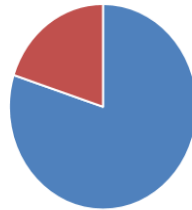
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



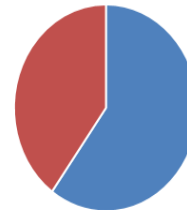
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



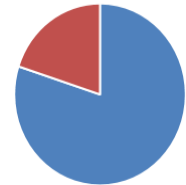
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



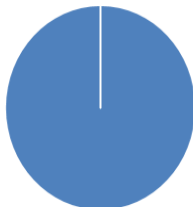
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



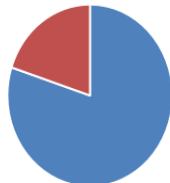
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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