

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 4 (May – July 2019)**

Complaint Volumes

2018/2019 – Quarter 4

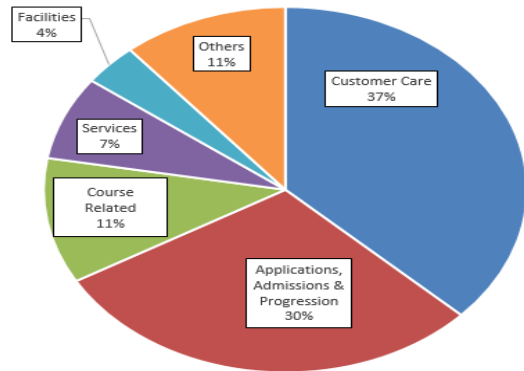
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2018/2019		Q4 2017/2018		YTD 2018/2019		YTD 2017/2018	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	27		32		173		231	
1.2/1a	College Population and Number of Complaints received per 100 population	7691	0.4	7755	0.4	9697	1.8	9755	2.4
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	20	74.1%	19	59.4%	142	82.1%	180	77.9%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	5	18.5%	9	28.1%	23	13.3%	42	18.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	7.4%	4	12.5%	8	4.6%	9	3.9%
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	6	30.0%	11	57.9%	73	51.4%	127	70.6%
3.3/3c	Number and % of complaints not upheld at Stage 1	14	70.0%	8	42.1%	69	48.6%	53	29.4%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	3	60.0%	4	44.4%	14	60.9%	24	57.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	40.0%	5	55.6%	9	39.1%	18	42.9%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	3	75.0%	3	37.5%	4	44.4%
3.9/3i	Number and % of complaints not upheld after Escalation	2	100.0%	1	25.0%	5	62.5%	5	55.6%
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	101	5.0	89	4.7	543	3.8	698	3.9
4.2	Total working days and average time in working days to close complaints at Stage 2	90	18.0	210	23.3	638	27.7	892	21.2
4b	Escalation	38	19.0	96	24.0	161	20.1	213	23.7
5.0	Number and % of complaints closed within set timecales (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	14	70.0%	14	73.7%	117	82.4%	145	80.6%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	30.0%	5	26.3%	25	17.6%	35	19.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	3	60.0%	5	55.6%	12	52.2%	30	71.4%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	40.0%	4	44.4%	11	47.8%	12	28.6%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	3	75.0%	6	75.0%	6	66.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	25.0%	2	25.0%	3	33.3%
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)	5	83.3%	5	100.0%	24	96.0%	32	91.4%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	16.7%	0	0.0%	1	4.0%	3	8.6%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	4	100.0%	9	81.8%	10	83.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	2	18.2%	2	16.7%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	1	100.0%	2	100.0%	3	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%

- 27 complaints received, a decrease of 16% from Q4 2017/2018.
- 74% of complaints were handled at stage 1 in Q4 2018/2019, compared to 59% for the same period in 2017/2018.
- 70% of complaints were closed within the target timescale, compared to 69% in Q4 2017/2018.
- 96% of complaints were closed within the extended timescale in Q4 2018/2019, compared to 100% closed within the extended timescale in the same period in 2017/2018.

Complaints Categories

2018/2019 – Quarter 4

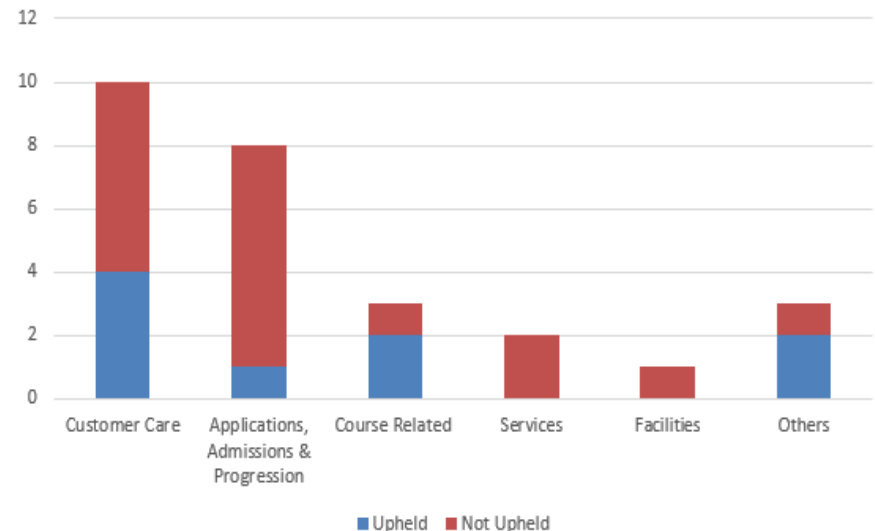
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 67% of complaints in the Course Related and Others categories were upheld, with 40% upheld that about Customer Care. 13% of complaints in the Application, Admissions & Progression category were upheld, with 0% upheld in both the Services and Facilities categories.

The chart on the left shows complaints received split by category. 10 out of 27 complaints received were about Customer Care, with 8 out of 27 received in the Applications, Admissions & Progression category. 3 complaints were received in the Course related and Others categories. 2 complaints were Service related and 1 was about Facilities.

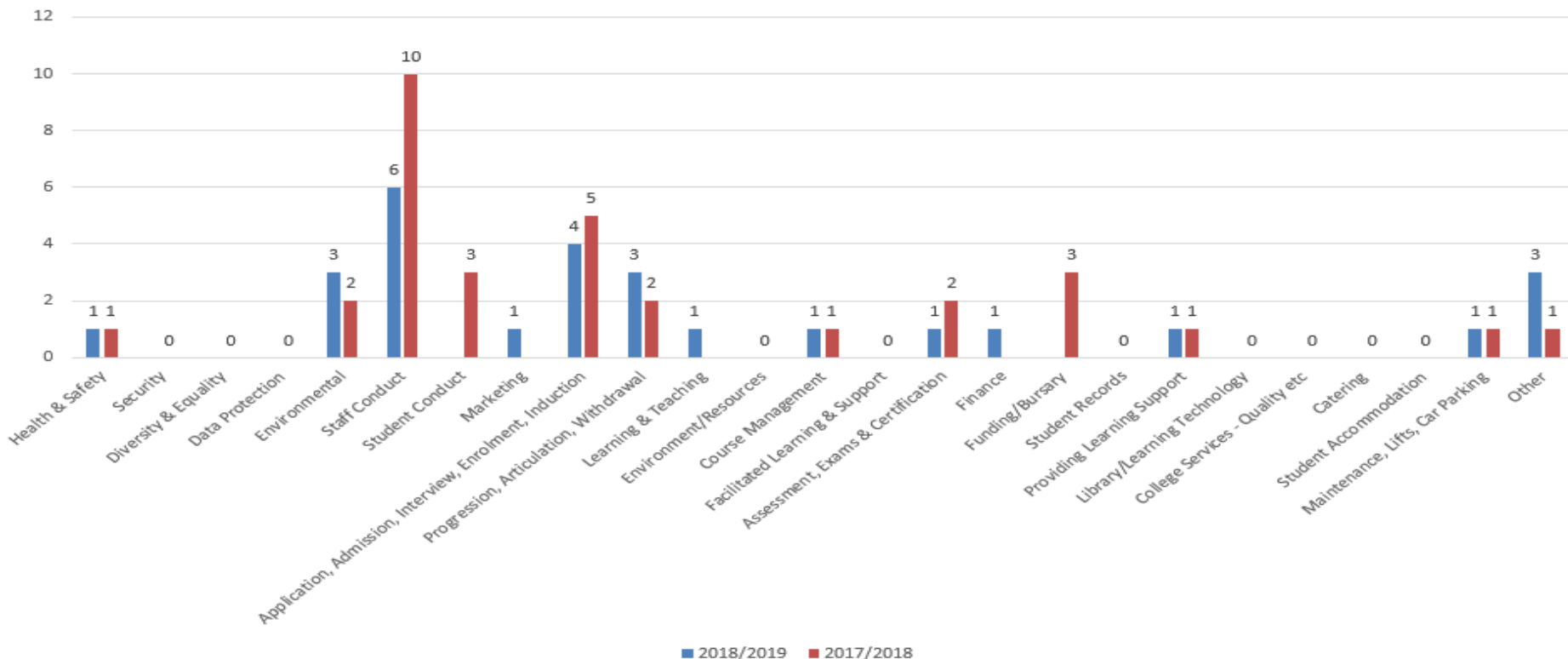
Complaints received by Category and Outcome



Complaints Sub Categories

2018/2019 – Quarter 4

Complaints Received by Sub-category Q4, 2018/2019 vs Q4, 2017/2018



- Increase in complaints received in the other sub-category from 1 in Q4, 2017/2018 to 3 in Q4, 2018/2019. Volumes in this area were higher due to an increase in complaints about strike action.
- Decrease in complaints received in the staff conduct sub-category from 10 in Q4, 2017/2018 to 6 in the same period for 2018/2019. There is no specific reason for this decrease.
- Decrease in complaints in the student conduct sub-category from 3 received in Q4, 2017/2018 compared to 0 received in the same period for 2018/2019. This is mainly due to a reduction in complaints from neighbours of the Kilmarnock campus about students smoking in their bin sheds.
- Complaints in the health & safety, course management, providing learning support and maintenance, lifts, car parking categories remain the same from Q4 2017/2018 to Q4 2018/2019.

Lessons Learned

2018/2019 – Quarter 4

Category – Customer Care

Issue	Outcome	Actions
Parent of a student unhappy student was injured in the gym.	Not upheld	Danger zone in the gym made more visible to prevent students going into this area when weights are being used. Matting has been extended.
Student had an issue with another student in the class and didn't feel this was dealt with properly by the Curriculum Manager.	Partially upheld	Feedback to staff about the need for concise notes to be recorded whether formal or informal process used.

Category – Applications, Admissions, Progression

Issue		
Student unhappy the College website for the course they studied was misleading about progression to University.	Partially upheld	<p>Wording on the website and career book updated to be clearer in that a place at University is not automatic.</p> <p>Wording on all other courses on the College website and career book reviewed to ensure clear information, that is not misleading, is provided.</p>