



Complaints Report 2018/2019

Complaint Volumes

2018/2019

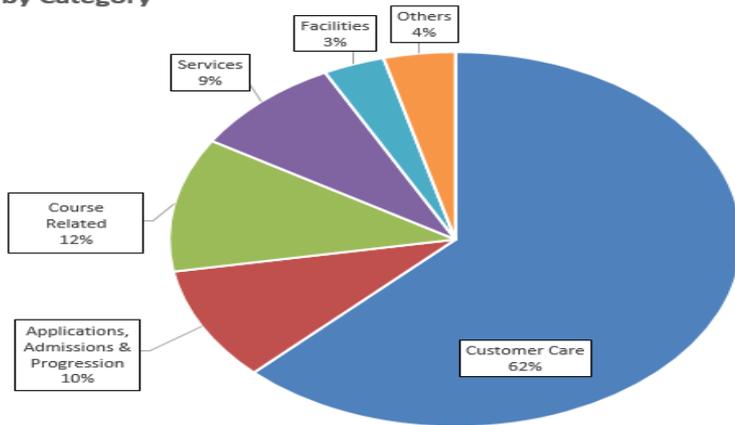
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2017/18	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	55		44		47		27		173		231	
1.2/1a	College Population and Number of Complaints received per 100 population	9255	0.6	9672	0.5	9697	0.5	7691	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	53	96.4%	34	77.3%	35	74.5%	20	74.1%	142	82.1%	180	77.9%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	3.6%	9	20.5%	7	14.9%	5	18.5%	23	13.3%	42	18.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	2.3%	5	10.6%	2	7.4%	8	4.6%	9	3.9%
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	29	54.7%	14	41.2%	24	68.6%	6	30.0%	73	51.4%	127	70.6%
3.3/3c	Number and % of complaints not upheld at Stage 1	24	45.3%	20	58.8%	11	31.4%	14	70.0%	69	48.6%	53	29.4%
3.0	Stage2												
3.4/3d	Number and % of complaints upheld at Stage 2	1	50.0%	5	55.6%	5	71.4%	3	60.0%	14	60.9%	24	57.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	50.0%	4	44.4%	2	28.6%	2	40.0%	9	39.1%	18	42.9%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	1	100.0%	2	40.0%	0	0.0%	3	37.5%	4	44.4%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	3	60.0%	2	100.0%	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	213	4.0	135	4.0	94	2.7	101	5.0	543	3.8	698	3.9
4.2	Total working days and average time in working days to close complaints at Stage 2	68	34.0	249	27.7	231	33.0	90	18.0	638	27.7	892	21.2
4b	Escalation	0	0.0	18	18.0	105	21.0	38	19.0	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	42	79.2%	29	85.3%	32	91.4%	14	70.0%	117	82.4%	145	80.6%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	11	20.8%	5	14.7%	3	8.6%	6	30.0%	25	17.6%	35	19.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	5	55.6%	4	57.1%	3	60.0%	12	52.2%	30	71.4%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	100.0%	4	44.4%	3	42.9%	2	40.0%	11	47.8%	12	28.6%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	1	100.0%	3	60.0%	2	100.0%	6	75.0%	6	66.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	40.0%	0	0.0%	2	25.0%	3	33.3%
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%	5	100.0%	3	100.0%	5	83.3%	24	96.0%	32	91.4%
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%	1	16.7%	1	4.0%	3	8.6%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	3	75.0%	2	66.7%	2	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%	1	25.0%	1	33.3%	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%	0	0.0%	2	100.0%	0	0.0%	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%	0	0.0%	0	0.0%

- 173 complaints received, a decrease of 25% from 2017/2018.
- 82% of complaints were handled at stage 1 in 2018/2019, compared to 78% in 2017/2018.
- 78% of complaints were closed within the target timescale, this remained the same from 2017/2018.
- 98% of complaints were closed within the extended timescale in 2018/2019, this remained the same 2017/2018.

Complaints Categories

2018/2019

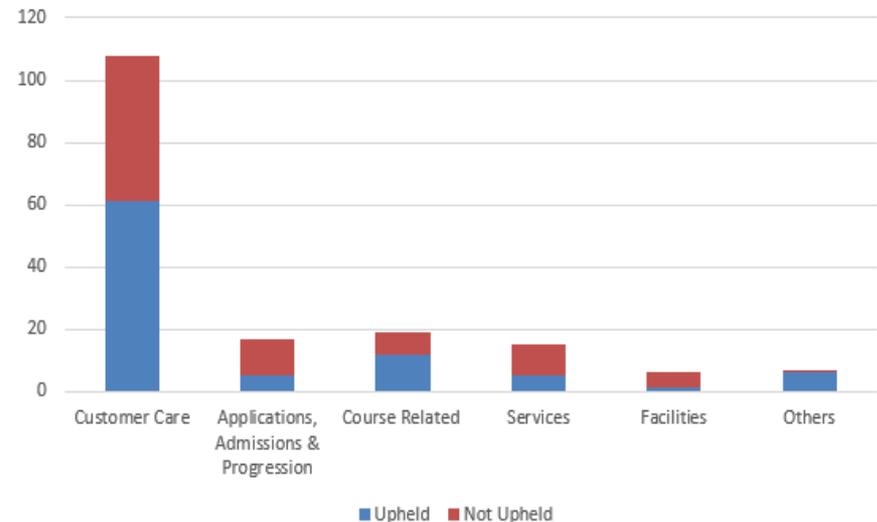
Complaints Received by Category



The chart on the right shows complaints received, split by category and outcome. 86% of complaints in the Others category were upheld, with 60% upheld that were Course Related. 56% of complaints in the Customer Care category were upheld, with 33% of complaints about Services being upheld. 29% of Applications, Admissions & Progression complaints were upheld and 17% of complaints in the Facilities category were upheld.

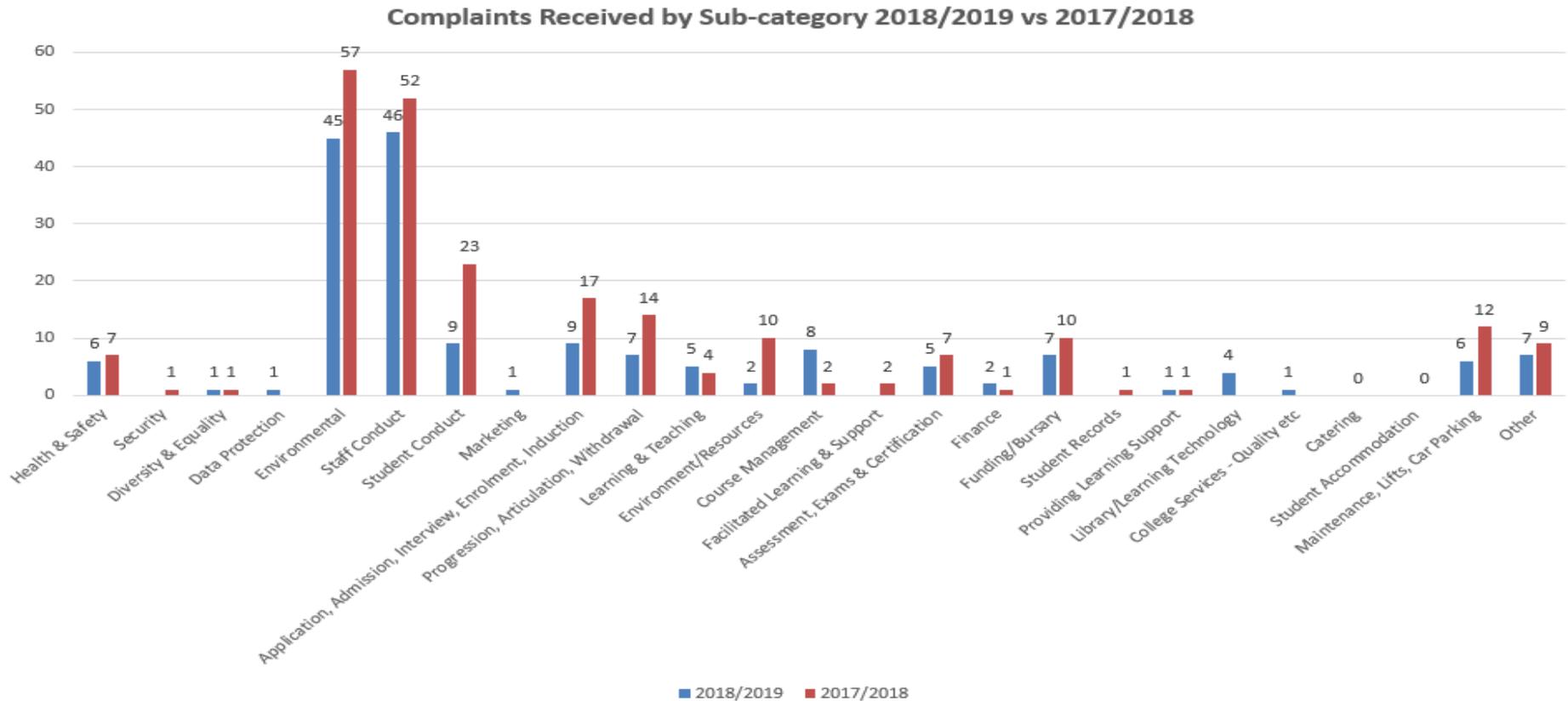
The chart on the left shows complaints received split by category. 108 out of 173 complaints received were about Customer Care, with 20 out of 173 being Course Related. The Applications, Admissions & Progression category received 17 complaints and a further 15 were about Services. The Others category had 7 complaints and 6 were about Facilities.

Complaints received by Category and Outcome



Complaints Sub Categories

2018/2019



- Decrease in complaints received in the environmental sub-category from 57 in 2017/2018 to 45 in 2018/2019 this was due to an decrease in complaints about parking from local residents neighbouring the Kilmarnock campus.
- Increase in complaints in the course management sub-category from 2 in 2017/2018 to 8 in 2018/2019. This was due to complaints from students from the same class who were unhappy with a change in lecturer.
- Decrease of 61% in complaints in the student conduct sub-category received in 2018/2019 compared to 2017/2018. There is no specific reason for this decrease.
- Complaints in the health & safety and the learning & teaching sub-categories remain steady.

Lessons Learned

2018/2019

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.
Support worker unhappy with the way she was spoken to and that when they asked where the cash machine was the staff member only pointed her in the general direction.	Not upheld	Staff induction for catering staff now includes information on the location of available services.
Student representative unhappy with the way the student was treated by another student and that no action was taken when this issue was raised. A meeting was arranged for the student with the class, with support from Student Services, but this did not take place.	Partially upheld	Process reviewed when a Student Services Adviser is absent so that support in meetings/discussions is provided by another member of the team.

Lessons Learned

2018/2019

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.
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	Outcome	Actions
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>

Lessons Learned

2018/2019

Category – Course Related		
Issue	Outcome	Actions
Student unhappy with the way an assessment is carried out and having to do this outwith College hours is unfair.	Not upheld	<p>Candidates applying for the HND will be made explicitly aware that that evening work is expected as part of the course. This will be communicated at induction sessions as not all candidates are interviewed.</p> <p>The assessment requirements, specifically evening work expectations, will be explained to students at the start of the unit.</p>
Students unhappy assessment procedure have been changed meaning some assessments already completed on paper needed to be redone online.	Upheld	<p>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.</p>

Lessons Learned

2018/2019

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.
Student unhappy bursary payment placed on hold due to an unauthorised absence but they were on placement that day.	Partially upheld	Staff were unable to get a hold of the salon owner. Process updated so that calls will now be made by another member of staff on a Friday and the register updated the following Monday.
Student unhappy they are not allowed to consume hot food in the Learning Resource Centre but allowed to eat cold food, which can also smell.	Not upheld	Policy updated to reflect that no food or drink should be consumed in the Learning Resource Centres and therefore no ambiguity.

Lessons Learned

2018/2019

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.
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.

Category – Others

Issue	Outcome	Actions
Student unhappy they were not advised College would be closed for Graduation until 2 days before and missed out on a shift at work.	Upheld	Process updated so that in future, an email will be sent to all students to advise of the campus closures for graduation.

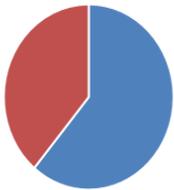
Customer Satisfaction

2018/2019

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 173 complaints received this year, surveys were sent to 106 of these. We had a 17% response rate.

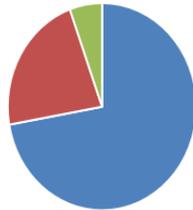
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



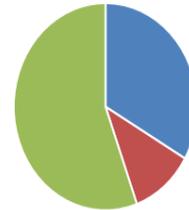
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



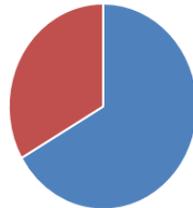
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



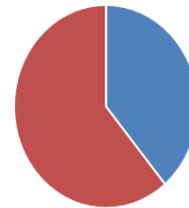
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



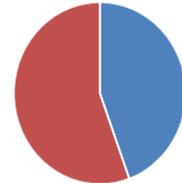
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



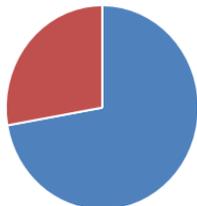
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



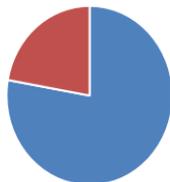
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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