



**Complaints Report
2019/2020
Quarter 2
(November 2019 –
January 2020)**

**Ayrshire
College** 

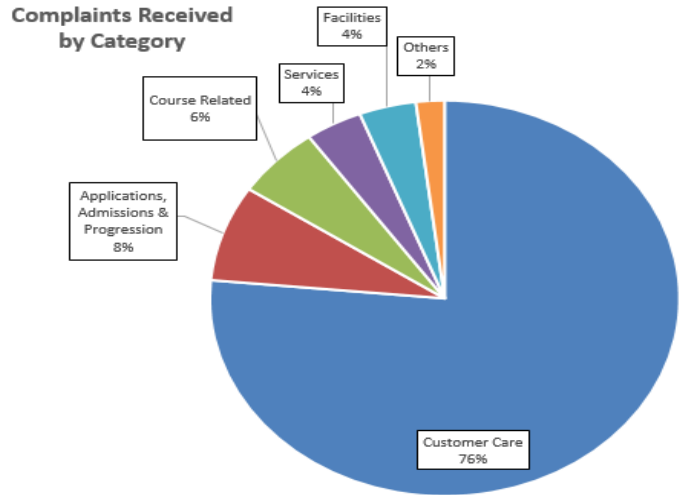
Complaint Volumes

2019/2020 – Quarter 2

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q2 2019/2020		Q2 2018/2019		YTD 2019/2020		YTD 2018/2019	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	51		44		111		99	
1.2/1a	College Population and Number of Complaints received per 100 population	9762	0.5	9672	0.5	9937	1.1	9672	1.0
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	38	74.5%	34	77.3%	93	83.8%	87	87.9%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	11	21.6%	9	20.5%	12	10.8%	11	11.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	3.9%	1	2.3%	6	5.4%	1	1.0%
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	21	55.3%	14	41.2%	58	62.4%	43	49.4%
3.3/3c	Number and % of complaints not upheld at Stage 1	17	44.7%	20	58.8%	35	37.6%	44	50.6%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	6	54.5%	5	55.6%	7	58.3%	6	54.5%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	45.5%	4	44.4%	5	41.7%	5	45.5%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	1	50.0%	1	100.0%	3	50.0%	1	100.0%
3.9/3i	Number and % of complaints not upheld after Escalation	1	50.0%	0	0.0%	3	50.0%	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	118	3.1	135	4.0	293	3.2	348	4.0
4.2	Total working days and average time in working days to close complaints at Stage 2	296	26.9	249	27.7	335	27.9	317	28.8
4b	Escalation	66	33.0	18	18.0	122	20.3	18	18.0
5.0	Number and % of complaints closed within set timecales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	34	89.5%	29	85.3%	82	88.2%	71	81.6%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	10.5%	5	14.7%	11	11.8%	16	18.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	6	54.5%	5	55.6%	6	50.0%	5	45.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	45.5%	4	44.4%	6	50.0%	6	54.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	50.0%	1	100.0%	5	83.3%	1	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	50.0%	0	0.0%	1	16.7%	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)	3	75.0%	5	100.0%	9	81.8%	16	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	25.0%	0	0.0%	2	18.2%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	80.0%	3	75.0%	5	83.3%	5	83.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	20.0%	1	25.0%	1	16.7%	1	16.7%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	1	100.0%	0	0.0%	1	100.0%	0	0.0%

- 51 complaints received, an increase of 16% from Q2 2018/2019.
- 75% of complaints were handled at stage 1 in Q2 2019/2020, compared to 77% for the same period in 2018/2019.
- 80% of complaints were closed within the target timescale, the same in Q2 2018/2019.
- 94% of complaints were closed within the extended timescale in Q2 2019/2020, compared to 98% closed within the extended timescale in the same period in 2018/2019.

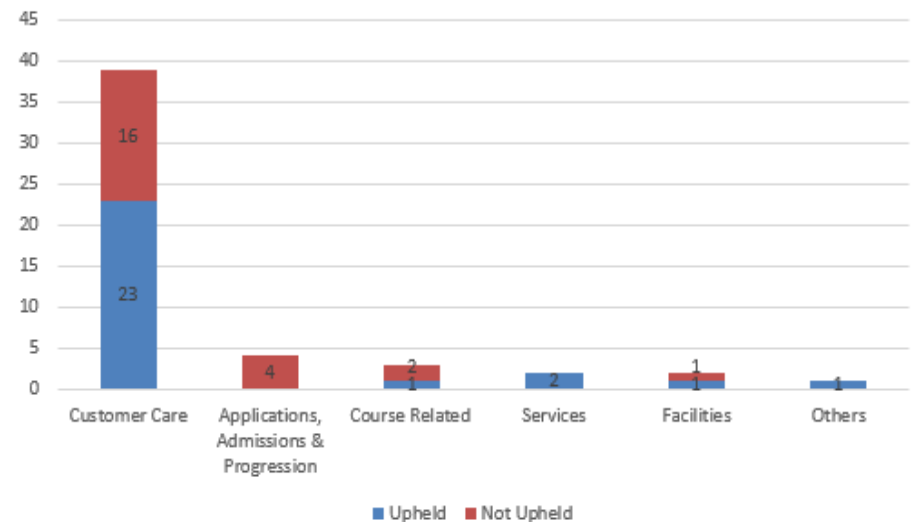
Complaints Categories



The chart on the left shows complaints received split by category. 39 out of 51 complaints received were about Customer Care, with 4 out of 51 received in the Applications, Admissions & Progression category. The Course Related category had 3 complaints and the Services and Facilities categories each received 2 complaints. 1 complaint was received in the Others 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 59% upheld that were Customer Care related. 50% of Facilities complaints and 33% that were Course Related were upheld. 0% of complaints in the Applications, Admissions & Progression category were upheld.

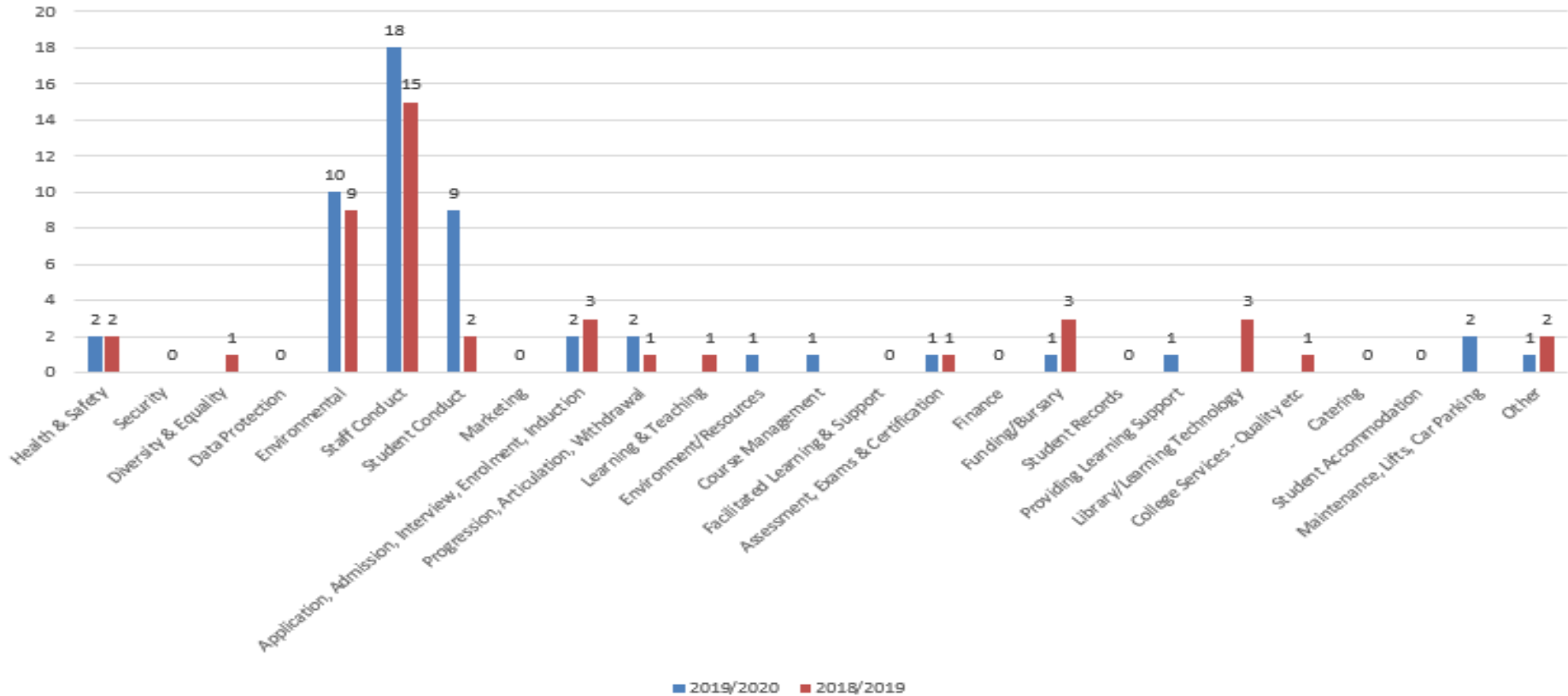
Complaints received by Category and Outcome



Complaints Sub Categories

2019/2020 – Quarter 2

Complaints Received by Sub-category Q2, 2019/2020 vs Q2, 2018/2019



- Increase in complaints received in the student conduct sub-category from 2 in Q2, 2018/2019 to 9 in Q2, 2019/2020 this is due to an increase in complaints about students inappropriate behaviour and smoking in residential areas.
- Increase in complaints received in the staff conduct sub-category from 15 in Q2, 2018/2019 to 18 in the same period for 2019/2020. There is no specific reason for this increase.
- Decrease in the complaints in the library/learning technology sub-category from 3 in Q2, 2018/2019 to 0 in Q2, 2019/2020. This is due to a reduction in complaints received about the eating of food and noise in the Learning Resource Centre and lack of study space.
- Complaints in the health & safety and the assessment, exams & certification sub-categories have remained the same from Q2 2018/2019 to Q2, 2019/2020.

Lessons Learned

2019/2020 – Quarter 2

Category – Customer Care

Issue	Outcome	Actions
Student unhappy that students were not always receiving breaks.	Partially upheld	Discussions about the running of the salon on a Thursday and actions agreed, with breaks part of this.
Student unhappy with lecturer as feels they are unprepared and unhelpful and lack of knowledge of the units being taught.	Partially upheld	Review of timetabling and the use of lecturers appropriate skill sets. Reviewed the support provided for lecturers delivering units for the first time.

Category – Course Related

Issue	Outcome	Actions
Student unhappy with the current toilet facilities on a Thursday night.	Partially upheld	Meeting arranged with Estates team at the venue. Head of and Director visited the campus and spoke to all students. Refurbished toilets completed and students now have access to these.

Category – Facilities

Issue	Outcome	Actions
Environmental Health received a complaint about an outdoor blocked drain at the Ayr campus.	Upheld	The drain is not blocked but as this is on a slope is not draining the water away. A soak away drain was fitted to complement existing drain and drain the water away.

Customer Satisfaction

2019/2020 – Quarter 2

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 51 complaints received this quarter, surveys were sent to 29 of these. We had a 28% 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



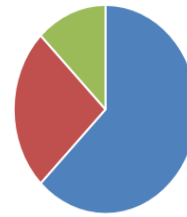
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



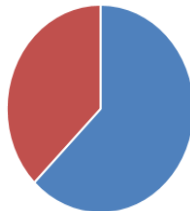
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



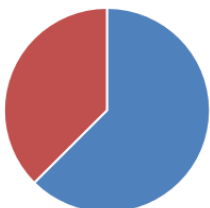
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



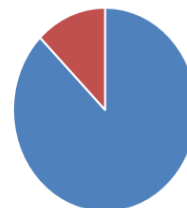
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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