



**Complaints Report  
2020/2021  
Quarter 1  
(August – October 2020)**

# Complaint Volumes

2020/2021 – Quarter 1

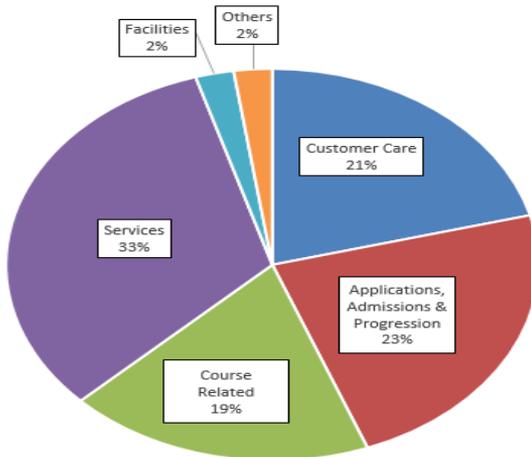
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2020/2021		Q1 2019/2020	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
1.1	Number of complaints Received	43		60	
1.2/1a	College Population and Number of Complaints received per 100 population	8299	0.5	9937	0.6
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	32	74.4%	55	91.7%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	3	7.0%	1	1.7%
2.3/2c	Number of complaints closed after Escalation and % of total closed	8	18.6%	4	6.7%
2.4	Open	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	18	56.2%	37	67.3%
3.3/3c	Number and % of complaints not upheld at Stage 1	14	43.7%	18	32.7%
3.0	<b>Stage 2</b>				
3.4/3d	Number and % of complaints upheld at Stage 2	1	33.3%	1	100.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	66.7%	0	0.0%
3.0	<b>Escalated</b>				
3.7/3g	Number and % of complaints upheld after Escalation	4	50.0%	2	50.0%
3.9/3i	Number and % of complaints not upheld after Escalation	4	50.0%	2	50.0%
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	161	5.0	175	3.2
4.2	Total working days and average time in working days to close complaints at Stage 2	56	18.7	39	39.0
4b	Escalation	273	34.1	56	14.0
5.0	<b>Number and % of complaints closed within set timescales ( 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	23	71.9%	48	87.3%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	28.1%	7	12.7%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	3	100.0%	0	0.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	1	100.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	6	75.0%	4	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	25.0%	0	0.0%
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)	8	88.9%	6	85.7%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	1	11.1%	1	14.3%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0.0%	1	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%
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)	2	100.0%	0	0.0%

- 43 complaints received, a decrease of 28% from Q1 2019/2020.
- 74% of complaints were handled at stage 1 in Q1 2020/2021, compared to 92% for the same period in 2019/2020.
- 74% of complaints were closed within the target timescale, compared to 87% in Q1 2019/2020.
- 93% of complaints were closed within the extended timescale in Q1 2020/2021, compared to 98% closed within the extended timescale in the same period in 2019/2020.

# Complaints Categories

2020/2021 – Quarter 1

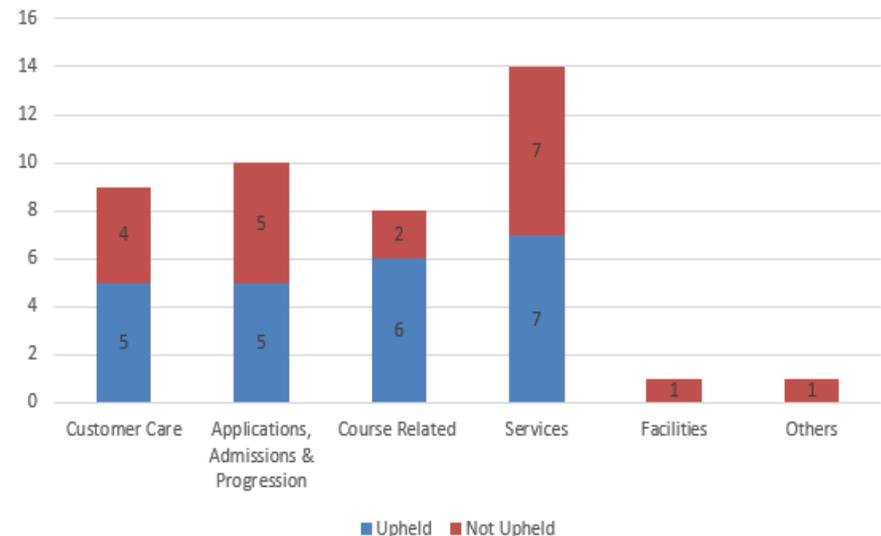
Complaints Received by Category



The chart on the left shows complaints received split by category. 14 out of 43 complaints received were Services Related, with 10 complaints received in the Applications, Admissions & Progression category. The Customer Care category had 9 complaints with the Course Related category receiving 8 complaints. Both the Facilities and Others categories had 1 complaint each.

The chart on the right shows complaints received, split by category and outcome. 75% of Course Related complaints were upheld with 56% of complaints in the Customer Care category being upheld. 50% in both the Applications, Admissions & Progression and Services categories were upheld and 0% of complaints in the Facilities and Others categories were upheld.

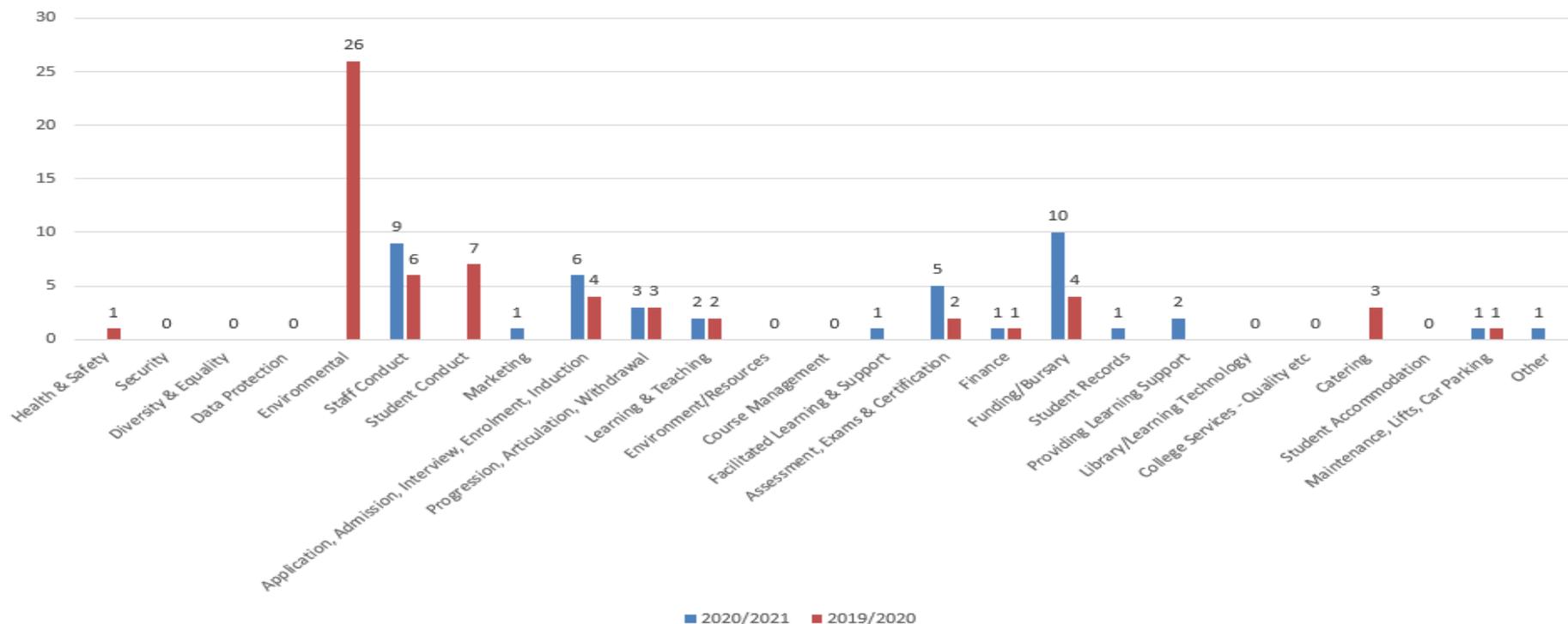
Complaints received by Category and Outcome



# Complaints Sub Categories

2020/2021 – Quarter 1

Complaints Received by Sub-category Q1, 2020/2021 vs Q1, 2019/2020



- Significant decrease in complaints received in the environmental sub-category from 26 in Q1, 2019/2020 to 0 in Q1, 2020/2021. This is due to a reduction in complaints about parking from local residents neighbouring the Kilmarnock and Ayr campuses. The campuses were either closed or there were reduced students and staff on campus, due to Covid-19 restrictions.
- Increase in complaints received in the funding/bursary sub-category from 4 in Q1, 2019/2020 to 10 in the same period of 2020/2021. This is mainly due to an increase in complaints about funding not being in place or about the information being requested.
- Decrease in complaints received in the student conduct sub-category from 7 in Q1, 2019/2020 to 0 in Q1, 2020/2021. This is due to a reduction in complaints from local residents about students dropping litter/smoking in residential areas and about students behaviours towards other students in class.
- Complaints in the progression, articulation, withdrawal; learning & teaching; finance and maintenance, lifts, car parking sub-categories remain the same from Q1 2019/2020 to Q1 2020/2021.

# Lessons Learned

2020/2021 – Quarter 1

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Student unhappy we did not deliver the examples/descriptors for HNC/HND as noted on the website.	Partially upheld	Wording on the website updated to ensure it is clear that activities mentioned are examples of what students may have the opportunity to take part in rather than that they will have the opportunity.

## Category – Course Related

Issue	Outcome	Actions
Student had not been certificated for the award of PDA Education Support Assistant.	Upheld	Students in whole class removed from incorrect group award and attached to correct group award and confirmation sent to SQA.
Student unhappy their trades test has been cancelled which is affecting their pay rise. Student submitted their portfolio in March but it had not been assessed.	Partially upheld	All new students now provided with one to one sessions with their assessor to describe the requirements of the SVQ.  College wide guides and resources created or sourced, particularly around the use of e-portfolio, and distributed to all students.
Student unhappy as feels online learning not working as the lecturer is struggling with the technology. Also wants to be on campus on more days.	Partially upheld	Curriculum area provided with support in the form of a blended learning facilitator who worked with lecturers to enhance the quality of online learning.

# Lessons Learned

2020/2021 – Quarter 1

## Category – Services

Issue	Outcome	Actions
Student trying to make a payment for their course and had left messages but could not get a response.	Upheld	Settings changed on the College mobile phone so always goes to voicemail when staff member unable to answer or on another call.
Parent of a student unhappy their bursary had been stopped due to unauthorised absence but this was due to a problem with Microsoft Teams at start of the course.	Upheld	Communication improved between lecturers and Curriculum Admin to amend registers where communication has come into the department so that registers can be amended to reflect engagement rather than purely physical attendance.

## Category – Others

Issue	Outcome	Actions
Candidate unhappy with the recruitment process and the behaviour of staff in the interview.	Not upheld	<p>Applicant was invited to participate in the next round of interviews for the available vacancies.</p> <p>Review of the revised interview process on Microsoft Teams to identify any further developments and improvements to improve the candidate experience. HR continue to review this as we maintain a digital interview format.</p> <p>Adverts placed for lecturing vacancies were reviewed to ensure clarity on the skills and experience required is detailed, where applicable.</p>

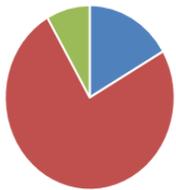
# Customer Satisfaction

2020/2021 – 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 43 complaints received this quarter, surveys were sent to 40 of these. We had a 30% response rate.

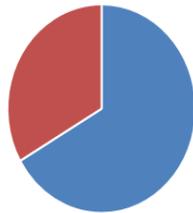
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



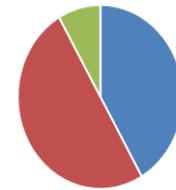
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



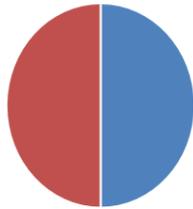
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



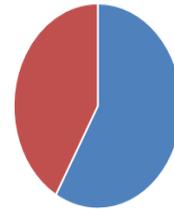
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



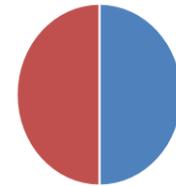
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



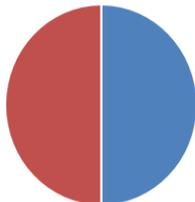
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



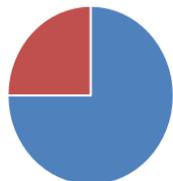
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



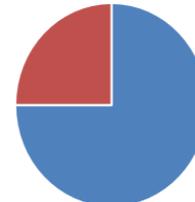
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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