



# Complaints Report 2020/2021

# Complaint Volumes

2020/2021

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2019/2020	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>												
1.1	Number of complaints Received	43		35		41		18		137		186	
1.2/1a	College Population and Number of Complaints received per 100 population	8299	0.5	8070	0.4	8381	0.5	8915	0.2	8915	1.5	9937	1.9
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%	25	71.4%	26	63.4%	13	72.2%	96	70.1%	151	81.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	3	7.0%	6	17.1%	6	14.6%	3	16.7%	18	13.1%	22	11.8%
2.3/2c	Number of complaints closed after Escalation and % of total closed	8	18.6%	4	11.4%	9	22.0%	2	11.1%	23	16.8%	13	7.0%
2.4	Open	0	0.0%	0	0.0%	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	18	56.2%	13	52.0%	7	26.9%	5	38.5%	43	44.8%	82	54.3%
3.3/3c	Number and % of complaints not upheld at Stage 1	14	43.7%	12	48.0%	19	73.1%	8	61.5%	53	55.2%	69	45.7%
3.0	<b>Stage2</b>												
3.4/3d	Number and % of complaints upheld at Stage 2	1	33.3%	4	66.7%	4	66.7%	2	66.7%	11	61.1%	16	72.7%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	66.7%	2	33.3%	2	33.3%	1	33.3%	7	38.9%	6	27.3%
3.0	<b>Escalated</b>												
3.7/3g	Number and % of complaints upheld after Escalation	4	50.0%	0	0.0%	9	100.0%	1	50.0%	14	60.9%	6	46.2%
3.9/3i	Number and % of complaints not upheld after Escalation	4	50.0%	4	100.0%	0	0.0%	1	50.0%	9	39.1%	7	53.8%
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	120	4.8	139	5.3	73	5.6	493	5.1	547	3.6
4.2	Total working days and average time in working days to close complaints at Stage 2	56	18.7	148	24.7	134	22.3	69	23.0	407	22.6	606	27.5
4b	Escalation	273	34.1	80	20.0	60	6.7	34	17.0	447	19.4	238	18.3
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%	19	76.0%	20	76.9%	8	61.5%	70	72.9%	128	84.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	28.1%	6	24.0%	6	23.1%	5	38.5%	26	27.1%	23	15.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	3	100.0%	4	66.7%	5	83.3%	2	66.7%	14	77.8%	10	45.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	2	33.3%	1	16.7%	1	33.3%	4	22.2%	12	54.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	6	75.0%	4	100.0%	9	100.0%	2	100.0%	21	91.3%	12	92.3%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	25.0%	0	0.0%	0	0.0%	0	0.0%	2	8.7%	1	7.7%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	8	88.9%	5	83.3%	5	83.3%	5	100.0%	23	88.5%	18	78.3%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	1	11.1%	1	16.7%	1	16.7%	0	0.0%	3	11.5%	5	21.7%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0.0%	2	100.0%	1	100.0%	1	100.0%	4	100.0%	11	91.7%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	8.3%
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%	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%	0	0.0%	0	0.0%	2	100.0%	1	100.0%

➤ 137 complaints received, a decrease of 26% from 2019/2020.

➤ 70% of complaints were handled at stage 1 in 2020/2021, compared to 81% for 2019/2020.

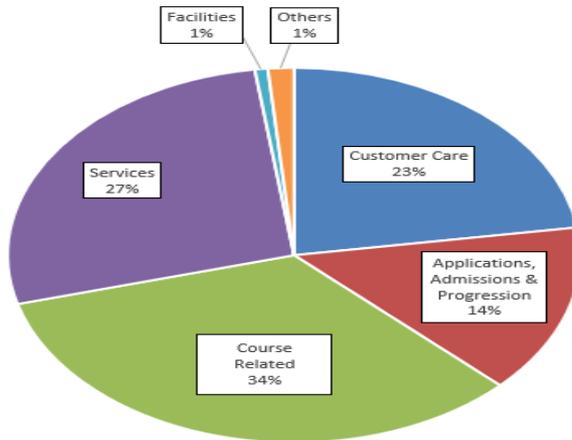
➤ 77% of complaints were closed within the target timescale, compared to 81% in 2019/2020.

➤ 96% of complaints were closed within the extended timescale in 2020/2021, 96% of complaints were also closed within the extended timescale in 2019/2020.

# Complaints Categories

2020/2021

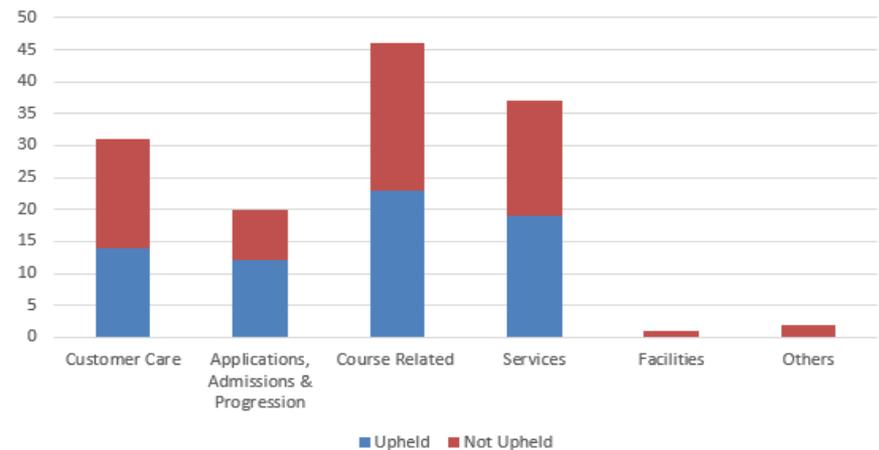
Complaints Received by Category



The chart on the left shows complaints received split by category. 46 out of 137 complaints received were Course Related, with 37 out of 137 being received in the Services category. 31 complaints were received in the Customer Care category and a further 20 were about Applications, Admissions & Progression. The Facilities category had 1 complaint and 2 were received in the Others category.

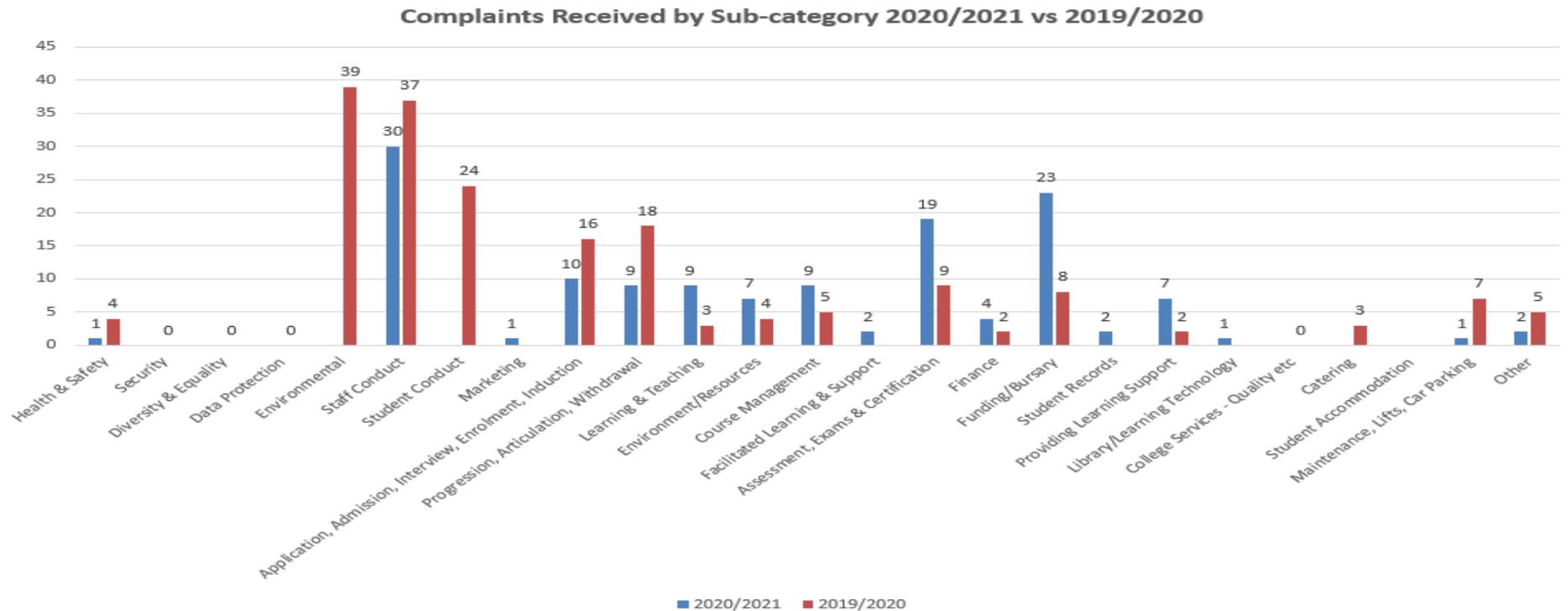
The chart on the right shows complaints received, split by category and outcome. 60% of complaints in the Applications, Admissions & Progression category were upheld, with 51% upheld that were about Services. 50% of complaints that were Course Related were upheld, with 45% of complaints in the Customer Care category upheld. 0% of complaints and the Facilities and Others categories were upheld.

Complaints received by Category and Outcome



# Complaints Sub Categories

2020/2021



- Significant decrease in complaints received in the environmental sub-category from 39 in 2019/2020 to 0 in 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.
- Decrease in complaints received in the student conduct sub-category from 24 in 2019/2020 to 0 in 2020/2021. This is due to a reduction in complaints from local residents about students smoking in residential areas and about students behaviours towards local residents and other students in class.
- Increase in complaints received in the funding/bursary sub-category from 8 in 2019/2020 to 23 in 2020/2021. This is mainly due to an increase in complaints about the information being requested to pay bursaries or that bursary payments have been placed on hold due to attendance or lack of engagement.
- Increase in complaints received in the assessment, exams & certification sub-category from 9 in 2019/2020 to 19 in 2020/2021. This is mainly due to complaints received about an assessment taking place for an evening class when national exams had been cancelled.

# Lessons Learned

2020/2021

## Category – Customer Care

Issue	Outcome	Actions
Anonymous complainant unhappy that early years classes at Dean Castle Park continuing during pandemic due to safety concerns.	Not upheld	<p>Department risk assessments regularly reviewed with the early years team and updated where required onto the live safety hub.</p> <p>Staff update students regularly with any changes to college or department risk assessments and provide clear reassurances to all involved.</p> <p>Curriculum Managers included a review of risk assessment in regular team meetings and where appropriate with individual staff.</p>
Students in the class were unhappy with the lecturer's teaching methods and they were issued with incorrect notes. Students felt the lecturer did not answer queries, was not available during class time and with the length of time taken to respond to queries.	Upheld	<p>Class were given a different lecturer to teach on these subjects.</p> <p>Improvement plan put in place for the lecturer.</p>
Some students in the class were unhappy with the way feedback had been given and with comments provided by the lecturer about bursary payments. Some students uncomfortable progress reports were shared with the class.	Partially upheld	<p>Communication to lecturers in curriculum area to be clear with messages to students about attendance and student engagement and how this affects bursary payments.</p> <p>Communication to curriculum areas that progress reports should not be shared within the class group.</p>
Student unhappy as they were told they would not need to pay full fees if they withdrew from the course but then received an invoice for payment of fees.	Partially upheld	<p>Future queries about finance/fees to be referred to Finance rather than using Curriculum Admin to answer these queries.</p>
Student unhappy with the conduct of a member of staff, unsupportive, not taking into account current circumstances and lack of access to materials due to the pandemic. Not working with other lecturers.	Partially upheld	<p>Lecturer will ask students for feedback to confirm that their instructions are clear and have been understood.</p> <p>Teaching team will openly discuss student concerns at team meetings and with their Curriculum Manager to resolve issues sooner.</p> <p>The Curriculum Manager will carry out a short focus group or survey in the middle of each semester, with the intention of resolving issues earlier</p>

# Lessons Learned

2020/2021

## Category – Customer Care cont...

Issue	Outcome	Actions
Parent unhappy student called and was on hold for 3 hours and nobody answered.	Upheld	<p>Voicemail activated for those extensions that have a dedicated user extension.</p> <p>If voicemail cannot be activated the call will be forwarded to another number.</p> <p>Feedback to staff to introduce a call before transferring so they can be sure it is answered before transferring.</p>

## 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.
Student unhappy they were told to attend for an interview but then received no further information. Student was asked for a photograph for their student card and paid their fees but were not given any details about the course or the start date.	Upheld	New process implemented for how late enrolments are handled between Finance and Curriculum Administrators to ensure students receive joining information.
Student advised they could continue with their studies whilst pregnant but then advised by SAAS we had withdrawn them but continued to receive emails from their lecturers.	Partially upheld	Lecturers will ensure they remove students' email addresses from distribution lists after a student has been withdrawn

# Lessons Learned

2020/2021

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.
Students in the class were concerned they will not have the knowledge and skills to be able to obtain jobs in their chosen career at the end of the course.	Upheld	Teaching rota revised to clearly schedule on campus and online classes and any necessary changes clearly communicated to students.  Assessment schedule revised and adhered to, with flexibility given for students with exceptional circumstances.  Focus group of students and lecturers held to agree expectations moving forward.  The Graded Unit slot used to further develop skills from core units.  Lecturer doing Corporate and Theory classes online and communications with the students.  Lecturer undertook Teams training and met with blended learning facilitator for additional support.

# Lessons Learned

2020/2021

Category – Course Related cont...		
Issue	Outcome	Actions
Students unhappy they might not be able to complete their course, looking for another years funding, as have not been able to study and take part in practical lessons.	Partially upheld	<p>Work placement has been offered in YOU salon to the students on a rota basis.</p> <p>Review other ways that we can help to support practical work i.e. tutorials/videos for students to review at home prior to on campus practical days.</p> <p>Course will run again in academic year 2021/2022, a shorter mode of deliver, using covid funding to support the students.</p> <p>Review the resources available to help support and prepare for online assessments once feedback received from SQA.</p>
Student was unable to access material that had been uploaded to class Teams page.	Partially upheld	<p>Links to City &amp; Guilds website removed and documents downloaded from the website and added to the Teams page.</p>
Students unhappy now being told need to sit exam, lack of communication and not aware of when this is or how it will work. Students concerned about safety if they have to sit exam on campus, due to Covid-19. Students taught the wrong course for 8 weeks and not received any feedback.	Upheld	<p>Exam/assessments needs to take place to assess students. Dates agreed and have been communicated to students and options available to complete online or on campus.</p> <p>Additional classes agreed with students and recorded so those who cannot attend can catch up.</p> <p>Standardisation meeting will take place early next session.</p> <p>Lecturer has given feedback and will make sure this is given more timeously in future.</p>

# Lessons Learned

2020/2021

## Category – Course Related cont...

Issue	Outcome	Actions
Student unhappy with how the course had been run.	Upheld	<p>Staff have developed clear teaching schedules with benchmarked dates for progression checks.</p> <p>Teams page will be used for communication but there is a planned on campus presence for staff and students to liaise in person.</p> <p>Staff delivering the same units will meet more regularly to support their delivery and standardise schedules and progress of delivery.</p> <p>Implemented planned feedback sessions throughout the year with Curriculum Managers and lecturers seeking feedback from students on a regular basis.</p>

# Lessons Learned

2020/2021

## Category – Course Related cont...

Issue	Outcome	Actions
<p>Student unhappy with the level of teaching from their lecturers. They felt there was lazy teaching, poor methods of teaching, lecturers had poor communication and poor attitudes, lack of support and engagement. Felt they were mostly self teaching and there was a lack of resources. Felt overlooked for being able to progress to the next level.</p>	<p>Partially upheld</p>	<p>All staff will be reminded of the 40 notional hours teaching per unit.</p> <p>All staff will be reminded that they are expected to make contact with their class face to face or virtually each week.</p> <p>All staff reminded to highlight their availability within their MyLearning and Teams pages to help manage expectations.</p> <p>All staff reminded that they need to be available to students during their class time.</p> <p>All staff will be reminded of clear and early communication particularly if a class is postponed.</p> <p>Staff will be reminded that blended learning should not be just providing tasks.</p> <p>Course teams will meet to discuss delivery to ensure they are meeting student expectations.</p> <p>Individual/group tasks to be encouraged but the class should be delivered for the scheduled time with an introduction and an end where students can feedback and learning can be assessed.</p> <p>Guidance lecturers will be reminded that contact with any unsuccessful applicant should make them fully aware of the reasons that they have been unsuccessful in applying for their course. This should also be part of their ongoing guidance meetings throughout the year.</p>

# Lessons Learned

2020/2021

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.
Relative of student unhappy with the lack of support from Student Experience.	Partially upheld	<p>Student Experience Team Leaders will ensure that if students are carers/care experienced, this is noted in their PLSP Summary unless the student explicitly asks for this not to be included.</p> <p>Inclusive Learning staff will include Student Services Advisors in emails to students about support, where appropriate, so Student Services staff can pick up on issues quickly.</p> <p>New Inclusive Learning staff members will complete Mental Health training and other relevant Safeguarding training within the first 6 months in post.</p>
Student unhappy they received an email about legal action due to non payment of fees. Previous communications unclear that we had not received payment and fees were outstanding.	Partially upheld	<p>Monthly statements updated to show total outstanding at the bottom of the statement.</p> <p>When instalment plan agreed student will now be sent an email with details of the payment amounts and when they are due to be paid.</p>

# Lessons Learned

2020/2021

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>

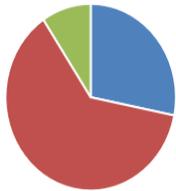
# Customer Satisfaction

2020/2021

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 137 complaints received this year, surveys were sent to 123 of these. We had a 26% response rate.

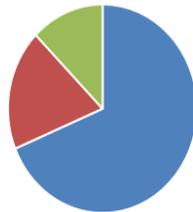
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



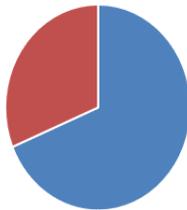
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



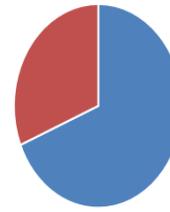
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



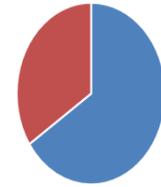
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



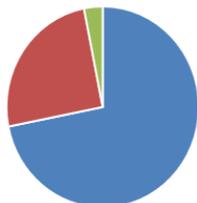
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



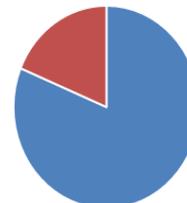
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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