

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  
2020/2021  
Quarter 2  
(November 2020 – January 2021)**

# Complaint Volumes

2020/2021 – Quarter 2

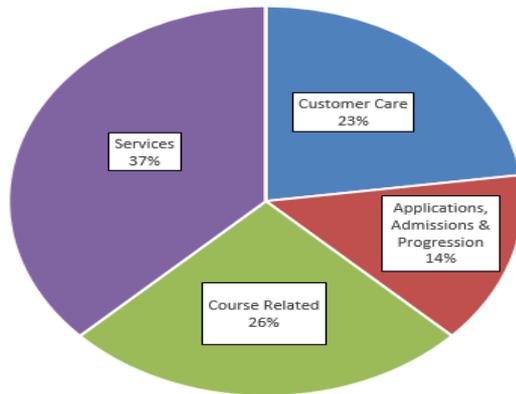
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q2 2020/2021		Q2 2019/2020		YTD 2020/2021		YTD 2019/2020	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>								
1.1	Number of complaints Received	35		51		78		111	
1.2/1a	College Population and Number of Complaints received per 100 population	8070	0.4	9762	0.5	8299	0.9	9937	1.1
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	25	71.4%	38	74.5%	57	73.1%	93	83.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	17.1%	11	21.6%	9	11.5%	12	10.8%
2.3/2c	Number of complaints closed after Escalation and % of total closed	4	11.4%	2	3.9%	12	15.4%	6	5.4%
2.4	Open	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	13	52.0%	21	55.3%	31	54.4%	58	62.4%
3.3/3c	Number and % of complaints not upheld at Stage 1	12	48.0%	17	44.7%	26	45.6%	35	37.6%
3.0	<b>Stage 2</b>								
3.4/3d	Number and % of complaints upheld at Stage 2	4	66.7%	6	54.5%	5	55.6%	7	58.3%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	33.3%	5	45.5%	4	44.4%	5	41.7%
3.0	<b>Escalated</b>								
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	1	50.0%	4	33.3%	3	50.0%
3.9/3i	Number and % of complaints not upheld after Escalation	4	100.0%	1	50.0%	8	66.7%	3	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	120	4.8	118	3.1	281	4.9	293	3.2
4.2	Total working days and average time in working days to close complaints at Stage 2	148	24.7	296	26.9	204	22.7	335	27.9
4b	Escalation	80	20.0	66	33.0	353	29.4	122	20.3
5.0	<b>Number and % of complaints closed within set timecales ( 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	19	76.0%	34	89.5%	42	73.7%	82	88.2%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	24.0%	4	10.5%	15	26.3%	11	11.8%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	66.7%	6	54.5%	7	77.8%	6	50.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	33.3%	5	45.5%	2	22.2%	6	50.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	4	100.0%	1	50.0%	10	83.3%	5	83.3%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	50.0%	2	16.7%	1	16.7%
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)	5	83.3%	3	75.0%	13	86.7%	9	81.8%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	1	16.7%	1	25.0%	2	13.3%	2	18.2%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	2	100.0%	4	80.0%	2	100.0%	5	83.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	1	20.0%	0	0.0%	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)	0	0.0%	1	100.0%	2	100.0%	1	100.0%

- 35 complaints received, a decrease of 31% from Q2 2019/2020.
- 71% of complaints were handled at stage 1 in Q2 2020/2021, compared to 75% for the same period in 2019/2020.
- 77% of complaints were closed within the target timescale, compared to 80% in Q2 2019/2020.
- 97% of complaints were closed within the extended timescale in Q2 2020/2021, compared to 94% closed within the extended timescale in the same period in 2019/2020.

# Complaints Categories

2020/2021 – Quarter 2

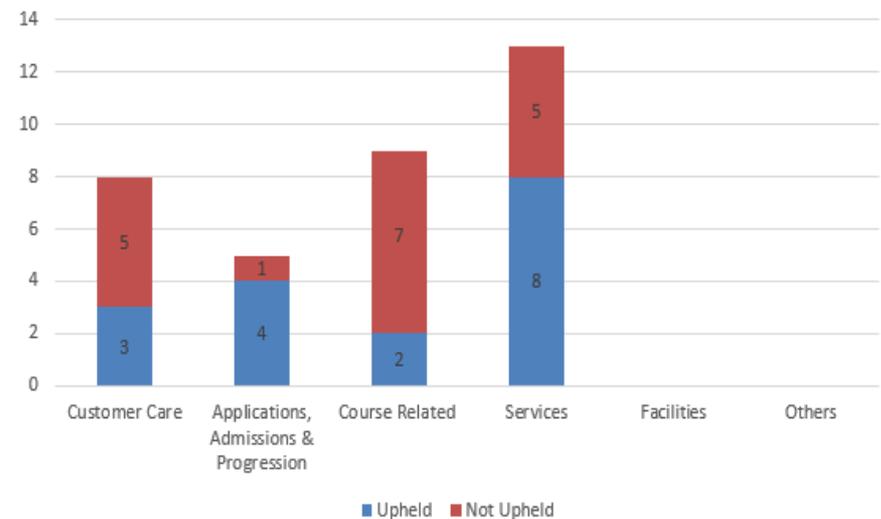
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 80% of complaints in the Applications, Admissions & Progression category were upheld, with 62% of complaints in the Services category being upheld. 38% of Customer Care complaints were upheld, with 22% upheld that were Course Related.

The chart on the left shows complaints received split by category. 13 out of 35 complaints received were Services complaints, with 9 complaints being Course Related. The Customer Care category had 8 complaints and 5 complaints were received in the Applications, Admissions & Progression category. Both the Facilities and Others categories had no complaints.

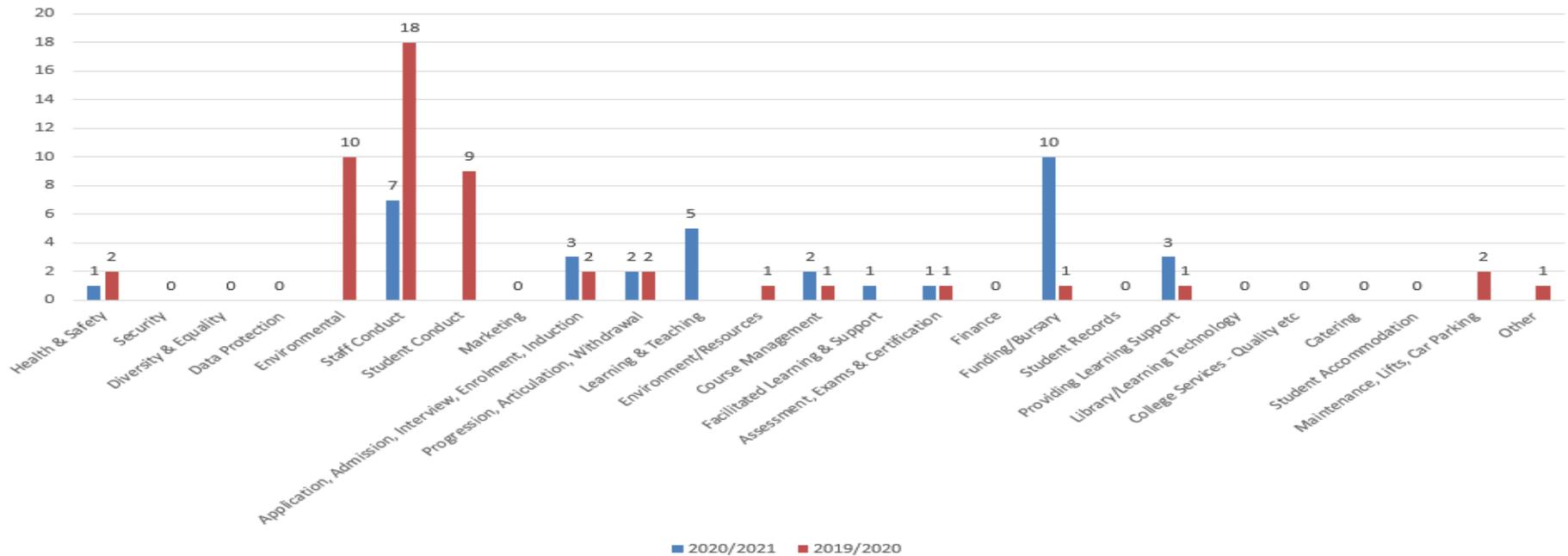
Complaints received by Category and Outcome



# Complaints Sub Categories

2020/2021 – Quarter 2

Complaints Received by Sub-category Q2, 2020/2021 vs Q2, 2019/2020



- Decrease in complaints received in the environmental sub-category from 10 in Q2, 2019/2020 to 0 in Q2, 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 1 in Q2, 2019/2020 to 10 in the same period of 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.
- Decrease in complaints received in the student conduct sub-category from 9 in Q2, 2019/2020 to 0 in Q2, 2020/2021. This is due to a reduction in complaints from local residents about students smoking in residential areas and about students behaviours towards other students in class and local residents.
- Increase in complaints received in the learning & teaching sub-category from 0 in Q2, 2019/2020 to 5 in the same period of 2020/2021. This is due to an increase in complaints about lack of learning and that learning and teaching is online.
- Decrease in complaints in the staff conduct sub-category from 18 in Q2, 2019/2020 to 7 in Q2, 2020/2021. There is no specific reason for this decrease.

# Lessons Learned

2020/2021 – Quarter 2

## 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>

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
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	<p>New process implemented for how late enrolments are handled between Finance and Curriculum Administrators to ensure students receive joining information.</p>

# Lessons Learned

2020/2021 – Quarter 2

## Category – Course Related

Issue	Outcome	Actions
<p>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.</p>	<p>Upheld</p>	<p>Teaching rota revised to clearly schedule on campus and online classes and any necessary changes clearly communicated to students.</p> <p>Assessment schedule revised and adhered to, with flexibility given for students with exceptional circumstances.</p> <p>Focus group of students and lecturers held to agree expectations moving forward.</p> <p>The Graded Unit slot used to further develop skills from core units.</p> <p>Lecturer doing Corporate and Theory classes online and communications with the students.</p> <p>Lecturer undertook Teams training and met with blended learning facilitator for additional support.</p>

## Category – Services

Issue	Outcome	Actions
<p>Relative of student unhappy with the lack of support from Student Experience.</p>	<p>Partially upheld</p>	<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>

# Customer Satisfaction

2020/2021 – 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. Surveys were sent to 35 complainants and we had a 31% 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



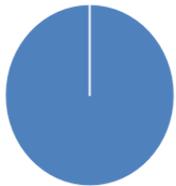
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I was able to access information and assistance in making my complaint where this was required



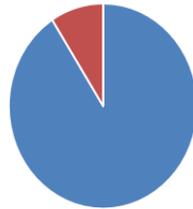
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I received a prompt acknowledgement of my complaint



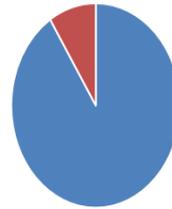
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I felt my complaint was taken seriously



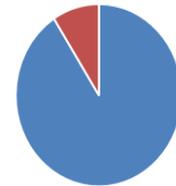
Strongly Agree/Agree Strongly Disagree/Disagree N/A

I felt my complaint was thoroughly investigated



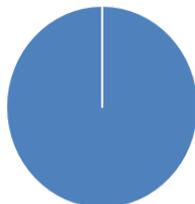
Strongly Agree/Agree Strongly Disagree/Disagree N/A

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



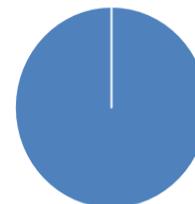
Strongly Agree/Agree Strongly Disagree/Disagree N/A

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