

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
2021/2022
Quarter 1
(August – October 2021)**

Complaint Volumes

2021/2022 – Quarter 1

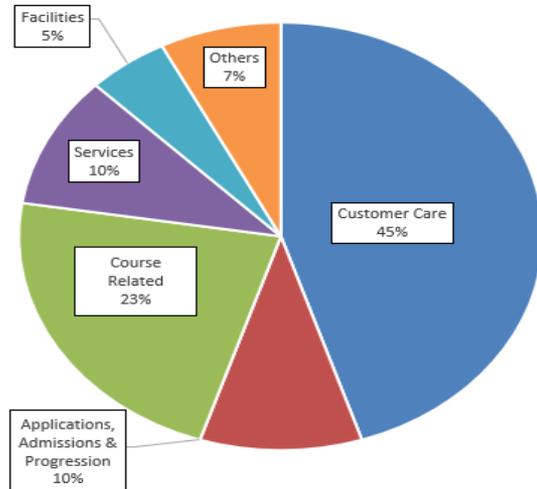
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2021/2022		Q1 2020/2021	
1.0	Total number of complaints received & complaints received per 100 population				
1.1	Number of complaints Received	40		43	
1.2/1a	College Population and Number of Complaints received per 100 population	9568	0.4	8299	0.5
2.0	Number 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	31	77.5%	32	74.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	17.5%	3	7.0%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	2.5%	8	18.6%
2.4	Open	1	2.5%	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	6	19.4%	18	56.2%
3.3/3b	Number and % of complaints not upheld at Stage 1	12	38.7%	14	43.7%
3.5/3c	Number and % of complaints resolved at Stage 1	13	41.9%	0	0.0%
3.0	Stage2				
3.4/3d	Number and % of complaints upheld at Stage 2	6	85.7%	1	33.3%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	14.3%	2	66.7%
3.0	Escalated				
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	4	50.0%
3.9/3i	Number and % of complaints not upheld after Escalation	1	100.0%	4	50.0%
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	3.8	161	5.0
4.2	Total working days and average time in working days to close complaints at Stage 2	175	25.0	56	18.7
4b	Escalation	20	20.0	273	34.1
5.0	Number and % of complaints closed within set timescales (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	26	83.9%	23	71.9%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	16.1%	9	28.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	3	42.9%	3	100.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	71.4%	0	0.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	6	75.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	2	25.0%
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)	5	100.0%	8	88.9%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	11.1%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	4	80.0%	0	0.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	20.0%	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)	0	0.0%	2	100.0%

- 40 complaints received, a decrease of 7% from Q1 2020/2021.
- 78% of complaints were handled at stage 1 in Q1 2021/2022, compared to 74% for the same period in 2020/2021.
- 75% of complaints were closed within the target timescale, compared to 74% in Q1 2020/2021.
- 98% of complaints were closed within the extended timescale in Q1 2021/2022, compared to 93% closed within the extended timescale in the same period in 2020/2021.

Complaints Categories

2021/2022 – Quarter 1

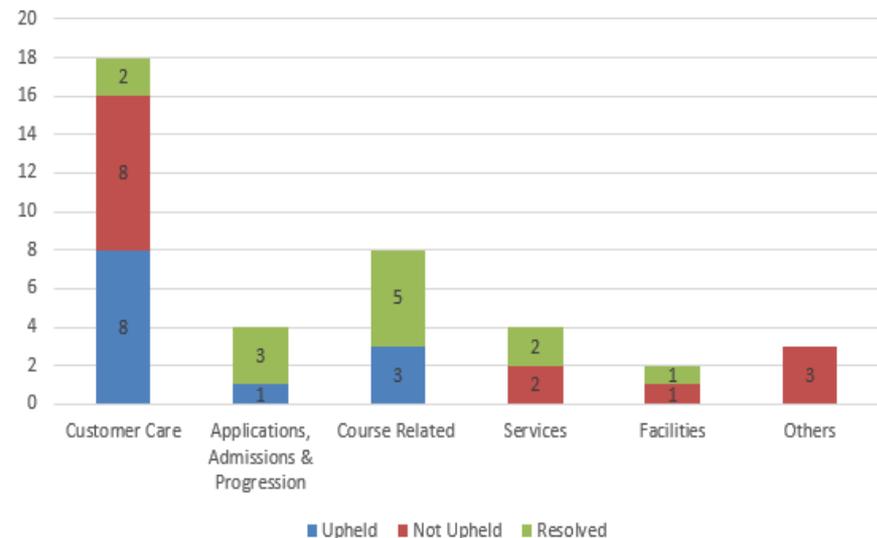
Complaints Received by Category



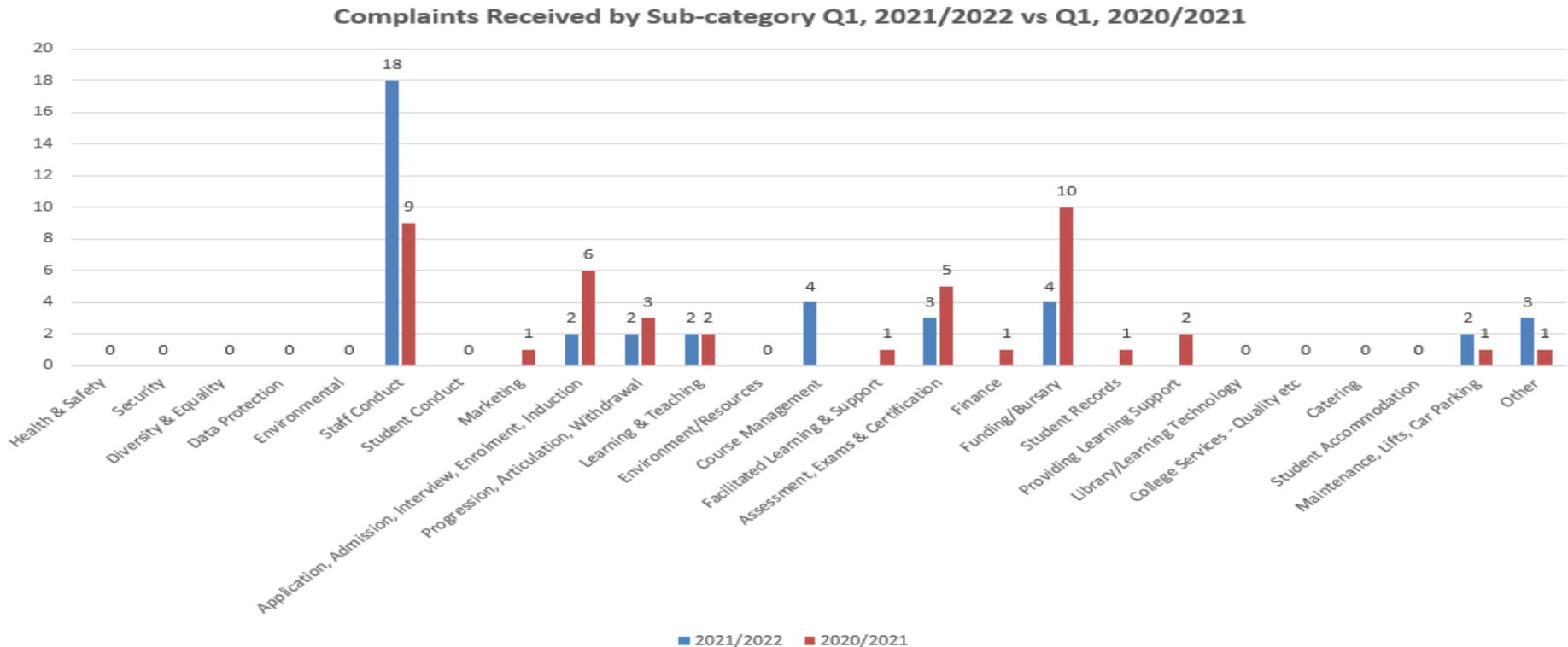
The chart on the right shows complaints received, split by category and outcome. 44% of complaints in the Customer Care category were upheld, with a further 11% resolved. 38% of complaints that were Course Related were upheld, with 62% resolved. 25% of complaints in the Applications, Admissions & Progression category were upheld and 75% were resolved. 0% of complaints in the Services and Facilities categories were upheld and 50% were resolved. 0% of complaints in the Others categories were upheld or resolved.

The chart on the left shows complaints received split by category. 18 out of 40 complaints received were in the Customer Care category, with 9 complaints received that were Course Related. The Applications, Admissions & Progression and Services categories each received 4 complaints. The Others category had 3 complaints and 2 were received the Facilities category.

Complaints received by Category and Outcome



Complaints Sub-Categories



- Increase in complaints received in the staff conduct sub-category from 9 in Q1, 2020/21 to 18 in Q1, 2021/2022. This is due to an increase in complaints about the treatment of students by staff members.
- Decrease in complaints received in the funding/bursary sub-category from 10 in Q1, 2020/2021 to 4 in the same period of 2021/2022. This is mainly due to a reduction in complaints about funding not being in place or about the information being requested.
- Increase in complaints received in the course management sub-category from 0 in Q1, 2020/2021 to 4 in Q1, 2021/2022. This is due to an increase in complaints about how courses are being delivered.
- Complaints in the learning & teaching sub-category remain the same from Q1 2020/2021 to Q1 2021/2022.

Lessons Learned

2021/2022 – Quarter 1

Category – Customer Care		
Issue	Outcome	Actions
Student unhappy with the way they were spoken to by a member of staff and felt they were really unhelpful.	Upheld	<p>Staff PCs in the relevant department have now been replaced and updated so staff are able to provide more help.</p> <p>Staff member provided with additional training so they can support students.</p> <p>Staff member given a specific type of laptop so they had experience of using this and can therefore better support students.</p>
Parent unhappy lecturer took student's hand. Also unhappy lecturer taught the class without wearing a mask.	Upheld	<p>Staff reminded of Covid protocols in the classroom.</p> <p>Lecturer reviewed and implemented the Covid protocols.</p> <p>Lecturer will be more mindful of personal space with students in the future and avoid physical contact with students or ask permission.</p>
Student unhappy with how the course has been run and that lecturer being interrupted during lessons.	Resolved	<p>Staff member offered the opportunity to work on campus to deliver online learning, so as not to impact on their home environment.</p> <p>Staff members attended training and will share this with the other staff involved on the programme.</p> <p>Curriculum Manager and VQ assessor are working together to ensure a standardised approach to sessions.</p>
Student unhappy lecturer misgendered them.	Partially upheld	<p>Staff will undertake further equality and diversity training with new online modules.</p>

Lessons Learned

2021/2022 – Quarter 1

Category – Customer Care cont...

Issue	Outcome	Actions
<p>Student unhappy with a lack of communication from one of the lecturers, waited in class for over an hour to then be told to go home. This had an affect on attendance and bursary payments.</p>	<p>Partially upheld</p>	<p>Raised awareness with staff that students in practical classes may not have access to phones to see messages sent on the day, through Teams or any other online forums.</p> <p>College funding page shared with staff so that students have information on attendance and bursary payments through their essential skills lecturer.</p> <p>Level 4 classes to receive in campus learning as much as possible, in line with current public health and college advice on covid restrictions.</p>

Lessons Learned

2021/2022 – Quarter 1

Category – Course Related

Issue	Outcome	Actions
Students contacted their MSP unhappy they have not received their HND certificates.	Upheld	Students in whole class removed from incorrect group award and attached to correct group award and confirmation sent to SQA.
Student unhappy with the learning and teaching from the lecturer.	Resolved	Students now on campus on both Mondays and Thursdays so students having difficulty with a topic will be able to ask for additional assistance after the class, which should cause less repetition during the lesson itself. All mathematics classes now delivered face to face.
Student unhappy they were not given results of assessments and not taken into account in result.	Partially upheld	Clear communication will take place with all students about the difference in passing units and the award, lecturers will ensure consistent approach on how this is communicated to all students.

Category – Facilities

Issue	Outcome	Actions
Visitor to the Kilmarnock campus unhappy there are no signs in the carpark to advise the front door is shut and to use the back door.	Resolved	Removed the priority access sign, as the accessible door at the front is not operational. Additional signs added to both ends of the carpark to advise entry to the building via the back door. Staff/students will advise visitors, when taking a booking by phone, to use the back door. Online booking system updated to remove reference to the back door only being used during the summer to gain entry to the building.

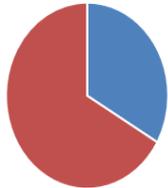
Customer Satisfaction

2021/2022 – 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 40 complaints received this quarter, surveys were sent to 31 of these. We had a 10% 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



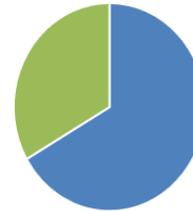
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



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

I found the complaints form easy to use



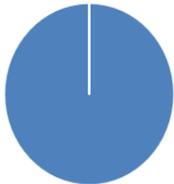
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



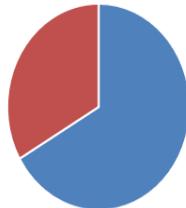
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



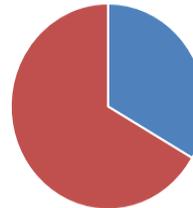
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



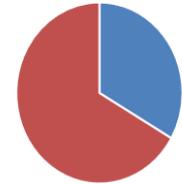
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



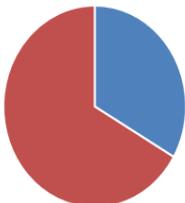
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



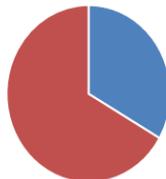
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



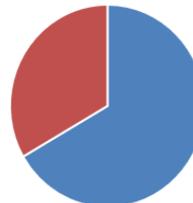
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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