Complaints Report
2024/2025
Quarter 4
(May – July 2025)

Ayrshire
College

Complaint Volumes

	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q4 2024/2025		Q4 2023/2024		YTD 2024/2025		YTD 2023/2024	
1.0	**Total number of complaints received & complaints received per 100 population**								
1.1	Number of complaints Received	20		29		148		137	
1.2/1a	College Population and Number of Complaints received per 100 population	7258	0.3	7008	0.4	8806	1.7	8662	1.6
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	15	75.0%	20	69.0%	113	76.4%	87	63.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	4	20.0%	8	27.6%	28	18.9%	41	29.9%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.0%	1	3.4%	7	4.7%	9	6.6%
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	1	6.7%	0	0.0%	13	11.5%	17	19.5%
3.2/3b	Number and % of complaints partially upheld at stage 1	0	0.0%	2	10.0%	2	1.8%	3	3.5%
3.3/3c	Number and % of complaints not upheld at Stage 1	3	20.0%	9	45.0%	17	15.0%	26	29.9%
3.4/3d	Number and % of complaints resolved at Stage 1	11	73.3%	9	45.0%	81	71.7%	41	47.1%
3.0	**Stage2**								
3.5/3e	Number and % of complaints upheld at Stage 2	0	0.0%	1	12.5%	5	17.9%	3	7.3%
3.6/3f	Number and % of complaints partially upheld at stage 2	1	25.0%	4	50.0%	13	46.4%	16	39.0%
3.7/3g	Number and % of complaints not upheld at Stage 2	3	75.0%	2	25.0%	9	32.1%	20	48.8%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	1	12.5%	1	3.6%	2	4.9%
3.0	**Escalated**								
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	1	14.3%	0	0.0%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	0	0.0%	2	28.6%	3	33.3%
3.11/3k	Number and % of complaints not upheld after Escalation	1	100.0%	1	100.0%	4	57.1%	5	55.6%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	1	11.1%
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	81	5.4	82	4.1	533	4.7	390	4.5
4.2	Total working days and average time in working days to close complaints at Stage 2	78	19.5	210	26.2	584	20.9	1043	25.4
4b	Escalation	19	19.0	16	16.0	125	17.9	192	21.3
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	10	66.7%	17	85.0%	86	76.1%	65	74.7%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	33.3%	3	15.0%	27	23.9%	22	25.3%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	100.0%	4	50.0%	23	82.1%	26	63.4%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	4	50.0%	5	17.9%	15	36.6%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	1	100.0%	7	100.0%	7	77.8%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	2	22.2%
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%	3	100.0%	27	100.0%	22	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	4	100.0%	5	100.0%	14	93.3%
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%	1	6.7%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	2	100.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%

❯ 20 complaints received, a decrease of 31% from Q4 2023/2024.

❯ 75% of complaints were handled at stage 1 in Q4 2024/2025, compared to 69% for the same period in 2023/2024.

❯ 75% of complaints were closed within the target timescale, compared to 76% in Q4 2023/2024.

❯ 100% of complaints were closed within the extended timescale in Q4 2024/2025, 100% of complaints were also closed within the extended timescale in the same period in 2023/2024.

Complaints Categories

Complaints Received by Category
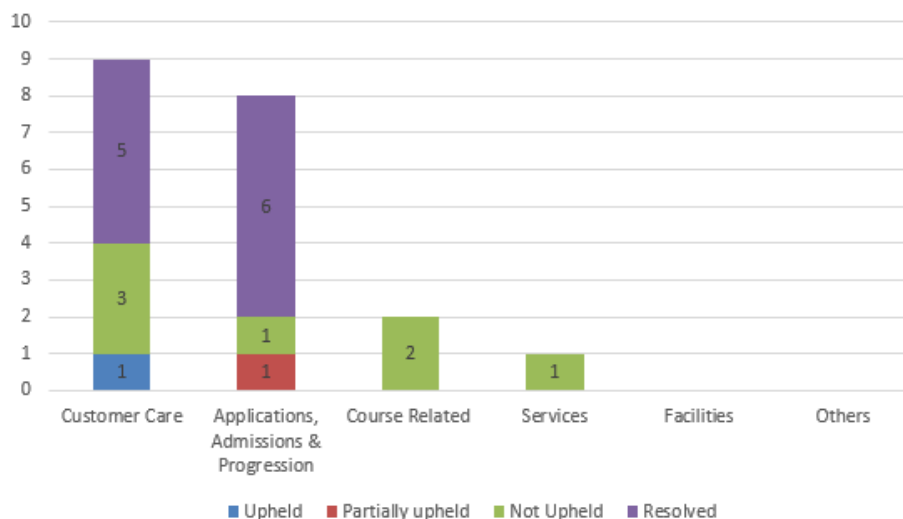

The chart on the left shows complaints received split by category. 9 out of 20 complaints received were in the Customer Care category, with 8 received in the Applications, Admissions & Progression Category. There were 2 complaints received in the Course Related category and 1 complaint was received in the Services category. There were no complaints received in the Facilities and Others categories.

The chart on the right shows complaints received, split by category and outcome. 13% of complaints in the Applications, Admissions & Progression category were upheld or partially upheld, with 75% resolved. 11% of complaints in the Customer Care category were upheld or partially upheld, with a further 56% resolved. 0% of complaints in the Course Related and Services categories were upheld, partially upheld or resolved.

Complaints Sub Categories

Complaints Received by Sub-category Q4, 2024/20245 vs Q4, 2023/2024
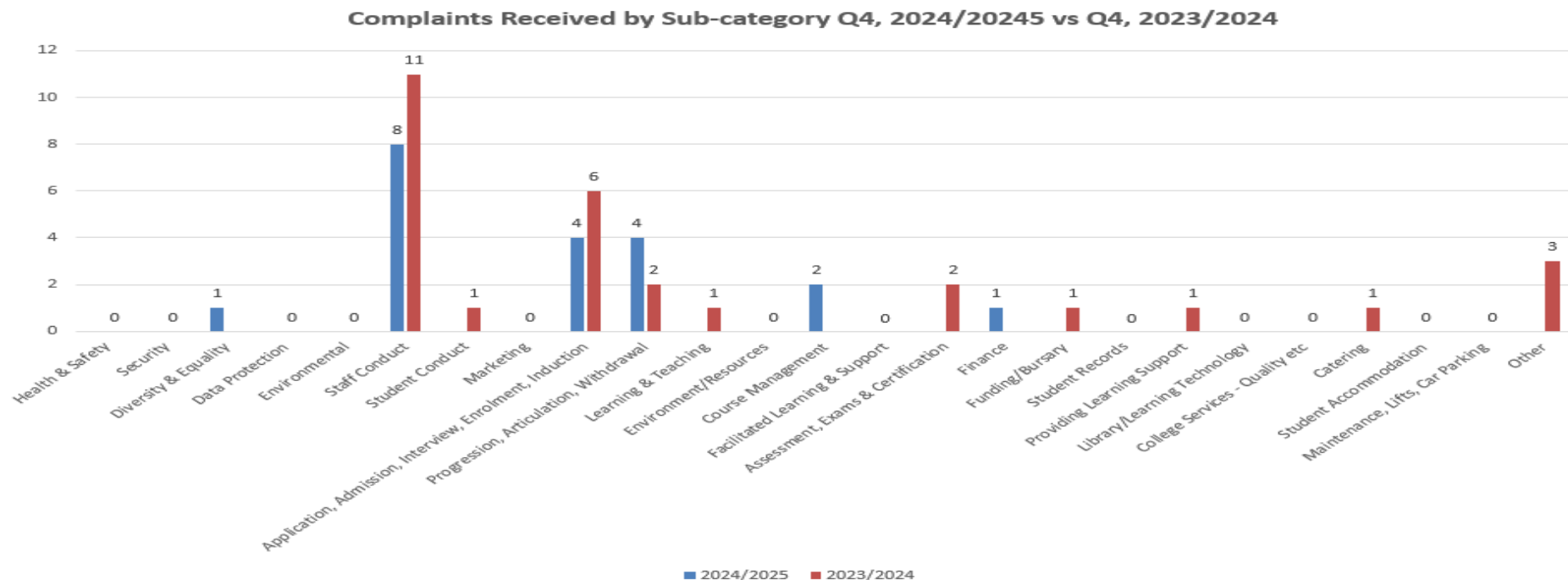
❯ Decrease in complaints received in the staff conduct sub-category from 11 in Q4 2023/2024 to 8 in the same period of 2024/2025. There is not one specific reason for the decrease in complaints in this sub-category.

❯ Decrease in complaints received in the other sub-category from 3 in Q4, 2023/2024 to 0 in Q4, 2024/2025. This is due to a fall in complaints about strike action.

❯ Increase in complaints received in the progression, articulation & withdrawal sub-category from 2 in Q4, 2023/2024 to 4 in the same period of 2024/2025. This is due to an increase in complaints about students not being able to progress to the next level of course.

❯ Increase in complaints received in the course management sub-category from 0 in Q4, 2023/2024 to 2 in Q4, 2024/2025. There is not one specific reason for the increase in complaints in this sub-category.

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Lessons Learned

Category – Customer Care

Issue	Outcome	Actions
Student unhappy as feels lecturer has not supported them, as not replied to Teams messages.	Resolved	Curriculum team to consider adapting the assessment schedule in their pre-course delivery event for next academic year, to facilitate more ongoing assessment and the reduction of assessment burden at the end of the course. Curriculum team to review their 'Getting to Know You' activities and records, perhaps through the Personal Development log book, to facilitate a good understanding of students' needs on online courses.

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Parent unhappy child only told two days before the end of the course that they were not getting to progress to the next level and not given support.	Partially upheld	Reinforced to Curriculum Quality Managers that they should engage with Student Experience staff where students are at risk or not engaging.

Customer Satisfaction

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 18 complainants but no responses were received.