Complaints Report
2023/2024
Quarter 2
(November 2023 – January 2024)

Ayrshire
College

Complaint Volumes

	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q2 2023/2024		Q2 2022/2023		YTD 2023/2024		YTD 2022/2023	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	40		32		70		63	
1.2/1a	College Population and Number of Complaints received per 100 population	8662	0.5	9527	0.3	8662	0.8	9527	0.7
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	27	67.5%	16	50.0%	47	67.1%	33	52.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	10	25.0%	13	40.6%	17	24.3%	20	31.7%
2.3/2c	Number of complaints closed after Escalation and % of total closed	3	7.5%	3	9.4%	6	8.6%	10	15.9%
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	4	14.8%	2	12.5%	15	31.9%	4	12.1%
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	3.7%	n/a	n/a	1	2.1%	n/a	n/a
3.3/3c	Number and % of complaints not upheld at Stage 1	7	25.9%	4	25.0%	12	25.5%	5	15.2%
3.4/3d	Number and % of complaints resolved at Stage 1	15	55.6%	10	62.5%	19	40.5%	24	72.7%
3.0	Stage2								
3.5/3e	Number and % of complaints upheld at Stage 2	1	10.0%	6	46.2%	1	5.9%	8	40.0%
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	30.0%	n/a	n/a	4	23.5%	n/a	n/a
3.7/3g	Number and % of complaints not upheld at Stage 2	5	50.0%	7	53.8%	11	64.7%	12	60.0%
3.8/3h	Number and % of complaints resolved at Stage 2	1	10.0%	0	0.0%	1	5.9%	0	0.0%
3.0	Escalated								
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	3	100.0%	0	0.0%	5	50.0%
3.10/3j	Number and % of complaints partially upheld after Escalation	2	66.7%	n/a	n/a	2	33.3%	n/a	n/a
3.11/3k	Number and % of complaints not upheld after Escalation	1	33.3%	0	0.0%	3	50.0%	5	50.0%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	1	16.7%	0	0.0%
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	144	5.3	74	4.6	210	4.5	144	4.4
4.2	Total working days and average time in working days to close complaints at Stage 2	211	21.1	361	27.8	371	21.8	524	26.2
4b	Escalation	92	30.7	32	10.7	151	25.2	139	13.9
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	18	66.7%	13	81.2%	35	74.5%	28	84.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	33.3%	3	18.7%	12	25.5%	5	15.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	9	90.0%	5	38.5%	13	76.5%	9	45.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	10.0%	8	61.5%	4	23.5%	11	55.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	33.3%	3	100.0%	4	66.7%	9	90.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	66.7%	0	0.0%	2	33.3%	1	10.0%
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)	9	100.0%	3	100.0%	12	100.0%	5	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)	1	100.0%	6	75.0%	4	100.0%	9	81.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	2	25.0%	0	0.0%	2	18.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	2	100.0%	0	0.0%	2	100.0%	1	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%

❯ 40 complaints received, an increase of 25% from Q2 2022/2023.

❯ 68% of complaints were handled at stage 1 in Q2 2023/2024, compared to 50% for the same period in 2022/2023.

❯ 70% of complaints were closed within the target timescale, compared to 66% in Q2 2022/2023.

❯ 100% of complaints were closed within the extended timescale in Q2 2023/2024, compared to 94% closed within the extended timescale in the same period in 2022/2023.
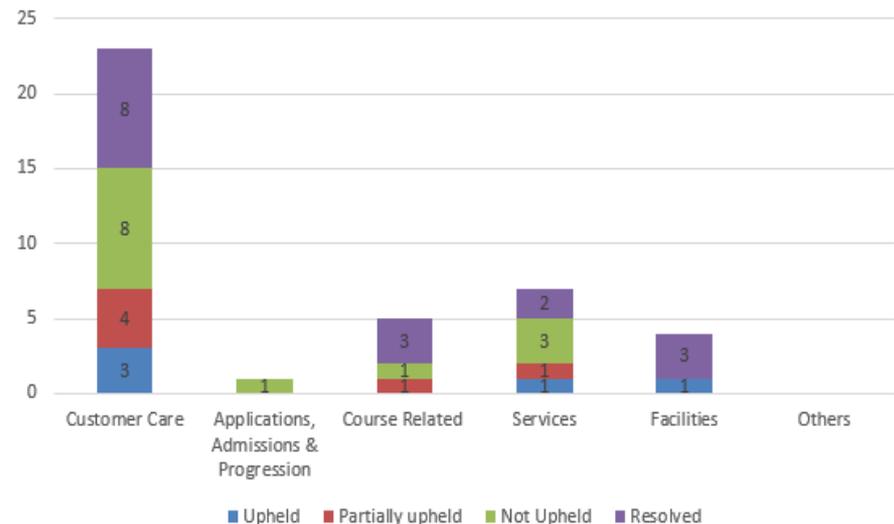
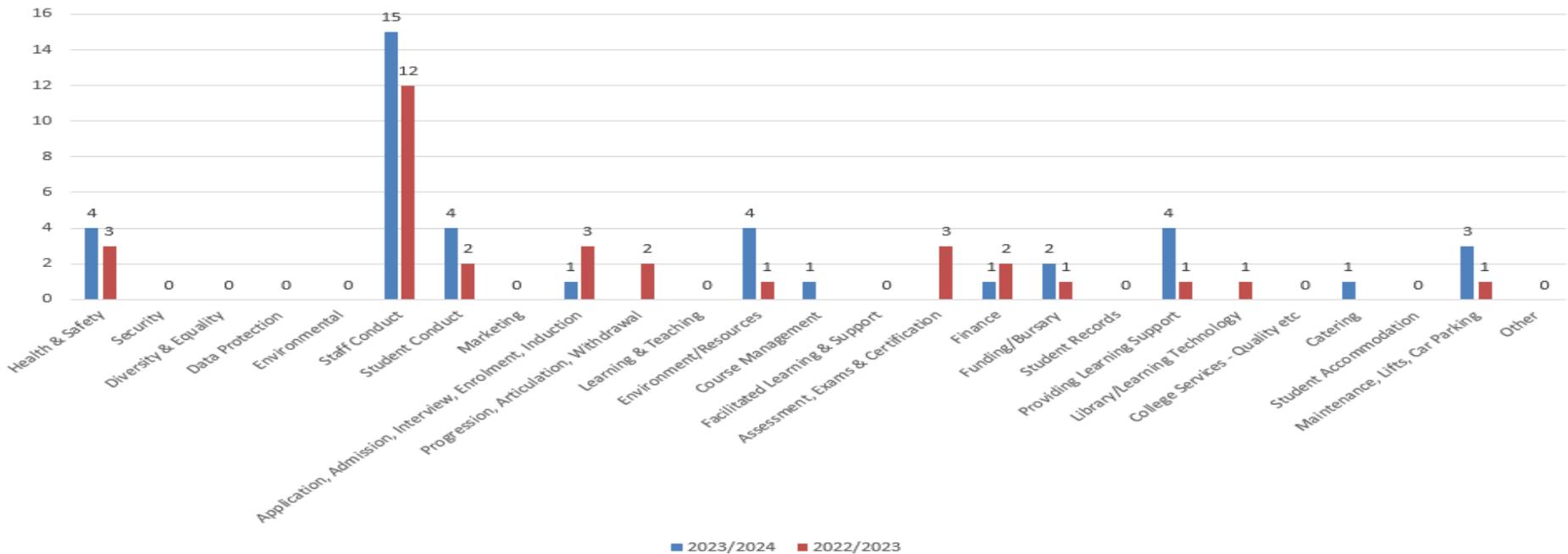# Complaints Categories

Complaints Received by Category

The chart on the left shows complaints received split by category. 23 out of 40 complaints received were Customer Care complaints, with 7 complaints being received in the Services category. 5 complaints were Course Related and 4 were received in the Facilities category. 1 complaint was received in the Applications, Admissions & Progression category and no complaints were received in the Others category.

The chart on the right shows complaints received, split by category and outcome. 30% of complaints in the Customer Care category were upheld or partially upheld, with 35% resolved. 29% of complaints in the Services category were upheld or partially upheld, with 29% resolved. 25% of complaints that were about Facilities were upheld or partially upheld, with 75% resolved. 20% of complaints that were Course Related were upheld or partially upheld, with 60% resolved and 0% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 0% resolved.

Complaints received by Category and Outcome

Complaints Sub Categories

Complaints Received by Sub-category Q2, 2023/2024 vs Q2, 2022/2023

> Increase in complaints in the environment/resources sub-category from 1 in Q2, 2022/2023 to 4 in Q2, 2023/2024. This is mainly due to an increase in complaints about College IT equipment.

> Decrease in complaints received in the assessment & exams, certification sub-category from 3 in Q2, 2022/2023 to 0 in the same period of 2023/2024. This is mainly due to a reduction in complaints about students having to return to College to resit an exam they had already sat and passed.

> Increase in complaints received in the providing learning support sub-category from 1 in Q2, 2022/2023 to 4 in Q2, 2023/2024. This is due to an increase in complaints about lack of support or support not being in place.

> Increase in complaints received in the staff complaints sub-category from 12 in Q2, 2022/2023 to 15 in the same period of 2023/2024. There is no specific reason for the increase.

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Lessons Learned

Category – Customer Care		
Issue	**Outcome**	**Actions**
Student unhappy lecturer cancelled the class because they were drinking coffee and refused to remove the coffee or themselves from the class.	Partially upheld	Curriculum Manager and lecturing team met to agree classroom rules at the start of term and will be clear in communicating them to avoid inconsistency. Head of and Curriculum Manager worked with the lecturer to explore measures to deal with student issues instead of cancelling classes.
Student unhappy college minibus is parked in a disabled car parking bay.	Upheld	Estates Manager spoke with staff who park the minibus and reminded them not to park this in the disabled parking bays and where this should be parked.
Resident at Mount Pleasant Way unhappy students are smoking cannabis in their bin shed.	Resolved	Police Campus Liaison Officer attended the area several times and spoke to several students. Also arranged for uniformed officers to visit the area.
Student unhappy report was run through plagiarism software, as not an SQA requirement. Unhappy they were told their report had been plagiarised in front of other students in the class. Unhappy told to redo the report.	Resolved	Arrange to promote more information to staff on Turnitin. Promote more information to students on Turnitin during the induction information for session for 2024/2025.
Local authority employee unhappy with the way they have been treated by a member of staff and that managers knew about this and did nothing about it.	Not upheld	College and Local Authority staff who manage the programme will meet to do a full review of the programme. This will give an opportunity to fully define roles and responsibilities going forward and to discuss perceived issues from both organisations in a professional and neutral way, with a view to providing the best possible experience for future students.

Lessons Learned

Category – Course Related

Issue	Outcome	Actions
Student unhappy having continual difficulty connecting to Wi-fi network. Unable to save on Chromebook at home.	Resolved	ICT checked all laptops within the third floor of the Dam Park building to make sure they were working. Two needed some technical support to resolve but that was completed while in the classrooms. All available laptops working as expected. ICT Infrastructure technician responsible for the network completed a wireless survey in all classrooms.
Student unhappy the computers in the Hospitality department don't let you sign in, connect to the internet or do any work and it affects the work they are able to do in class.	Not upheld	ICT technicians checked all of the computers on the third floor to ensure they were working.
Councillor unhappy that the projector in the open space not working correctly.	Resolved	Contacted external engineer and projector was fixed in the Open Space.

Category – Services

Issue	Outcome	Actions
Student unhappy with the lack of support received and wants payment for fees refunded. Also unhappy they were placed on a course they felt was too high a level.	Partially upheld	Process updated so Team Leaders will now be copied into all responses/reports from Educational Psychologists so reports will be actioned when there is staff absence. Interviewees will now be routinely asked to complete a written activity at the point of selection, to support the decision making process.

Lessons Learned

Category – Facilities		
Issue	**Outcome**	**Actions**
Student unhappy with the cleanliness of the desks in the Riverside building at Ayr.	Upheld	Cleaner who is responsible for that run has been absent and this hadn't been picked up by anyone else. Area was brought up to standard and will now be cleaned by another cleaner.
Parent of a student unhappy that someone driving in the carpark nearly knocked their son over. Also unhappy cars are parked at the front on the building on double yellow lines at the end of the day to collect people.	Resolved	Health, Safety and Wellbeing team developed a poster to be displayed throughout the campuses on car park safety. Students will hopefully share this with those that pick them up.
Student unhappy prices of food and drink not displayed in Refectory and Coffee Shop.	Resolved	New price lists now displayed for confectionery, hot and cold drinks, cakes and chilled cabinet products. Breakfast and lunch pricing now displayed. Price list now displayed in the coffee shop.
Student unhappy they went to the gym and this was closed and had prepared themselves for this, as had anxiety about going.	Resolved	Remove posters around the Kilmarnock campus promoting the gym being open on Tuesday and Wednesday evenings.

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 36 complainants and we had a 8% 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
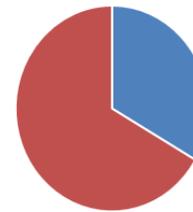

I received a prompt acknowledgement of my complaint
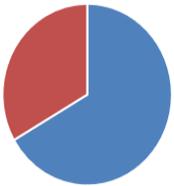
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A
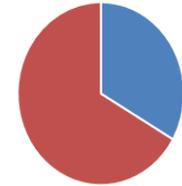

I felt my complaint was taken seriously
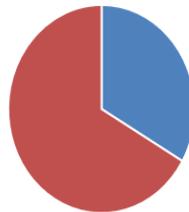
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A
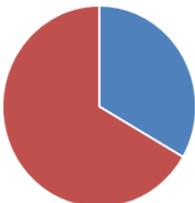

I felt my complaint was thoroughly investigated

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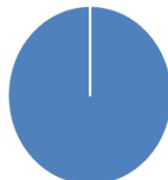

I received a fair and objective response to my complaint

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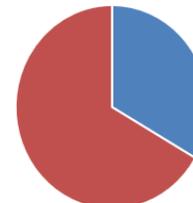

I received a clear response to my complaint

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

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