

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
2023/2024
Quarter 4
(May – July 2024)**

Complaint Volumes

2023/2024 – Quarter 4

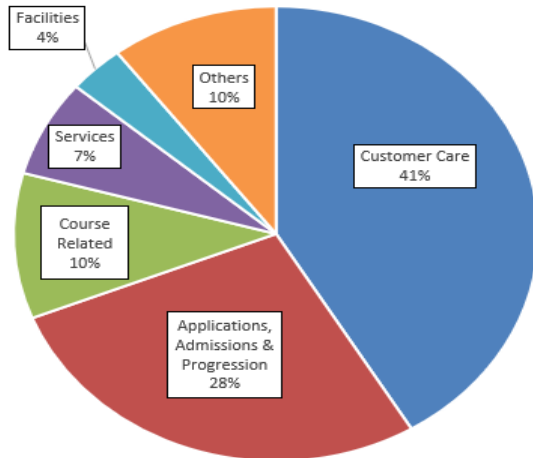
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2023/2024		Q4 2022/2023		YTD 2023/2024		YTD 2022/2023	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	29		28		137		129	
1.2/1a	College Population and Number of Complaints received per 100 population	7008	0.4	9840	0.3	8662	1.6	9840	1.3
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	20	69.0%	12	42.9%	87	63.5%	59	45.7%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	27.6%	6	21.4%	41	29.9%	48	37.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	3.4%	10	35.7%	9	6.6%	22	17.1%
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	0	0.0%	1	8.3%	17	19.5%	5	8.5%
3.2/3b	Number and % of complaints partially upheld at stage 1	2	10.0%	n/a	n/a	3	3.5%	n/a	n/a
3.3/3c	Number and % of complaints not upheld at Stage 1	9	45.0%	5	41.7%	26	29.9%	15	25.4%
3.4/3d	Number and % of complaints resolved at Stage 1	9	45.0%	6	50.0%	41	47.1%	39	66.1%
3.0	Stage 2								
3.5/3e	Number and % of complaints upheld at Stage 2	1	12.5%	2	33.3%	3	7.3%	24	50.0%
3.6/3f	Number and % of complaints partially upheld at stage 2	4	50.0%	n/a	n/a	16	39.0%	n/a	n/a
3.7/3g	Number and % of complaints not upheld at Stage 2	2	25.0%	4	66.7%	20	48.8%	22	45.8%
3.8/3h	Number and % of complaints resolved at Stage 2	1	12.5%	0	0.0%	2	4.9%	2	4.2%
3.0	Escalated								
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	1	10.0%	0	0.0%	6	27.3%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	n/a	n/a	3	33.3%	n/a	n/a
3.11/3k	Number and % of complaints not upheld after Escalation	1	100.0%	6	60.0%	5	55.6%	13	59.1%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	3	30.0%	1	11.1%	3	13.6%
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	82	4.1	72	6.0	390	4.5	286	4.8
4.2	Total working days and average time in working days to close complaints at Stage 2	210	26.2	131	21.8	1043	25.4	1182	24.6
4b	Escalation	16	16.0	195	19.5	192	21.3	368	16.7
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	17	85.0%	6	50.0%	65	74.7%	45	76.3%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	3	15.0%	6	50.0%	22	25.3%	14	23.7%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	50.0%	4	66.7%	26	63.4%	30	62.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	4	50.0%	2	33.3%	15	36.6%	18	37.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	8	80.0%	7	77.8%	19	86.4%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	2	20.0%	2	22.2%	3	13.6%
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)	3	100.0%	6	100.0%	22	100.0%	14	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)	4	100.0%	2	100.0%	14	93.3%	14	77.8%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	6.7%	4	22.2%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	2	100.0%	2	100.0%	3	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%

- 29 complaints received, an increase of 4% from Q4 2022/2023.
- 69% of complaints were handled at stage 1 in Q4 2023/2024, compared to 43% for the same period in 2022/2023.
- 76% of complaints were closed within the target timescale, compared to 64% in Q4 2022/2023.
- 100% of complaints were closed within the extended timescale in Q4 2023/2024, 100% of complaints were also closed within the extended timescale in the same period in 2022/2023.

Complaints Categories

2023/2024 – Quarter 4

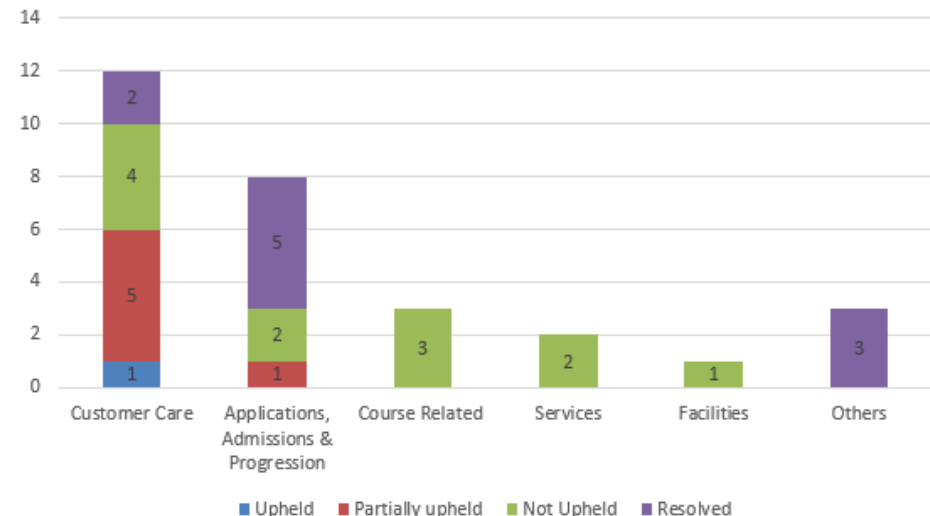
Complaints Received by Category



The chart on the left shows complaints received split by category. 12 out of 29 complaints received were in the Customer Care category, with 8 received in the Applications, Admissions & Progression Category. There were 3 complaints received in both the Course Related and Others categories. 2 complaints were received in the Services category and 1 complaint in the Facilities category.

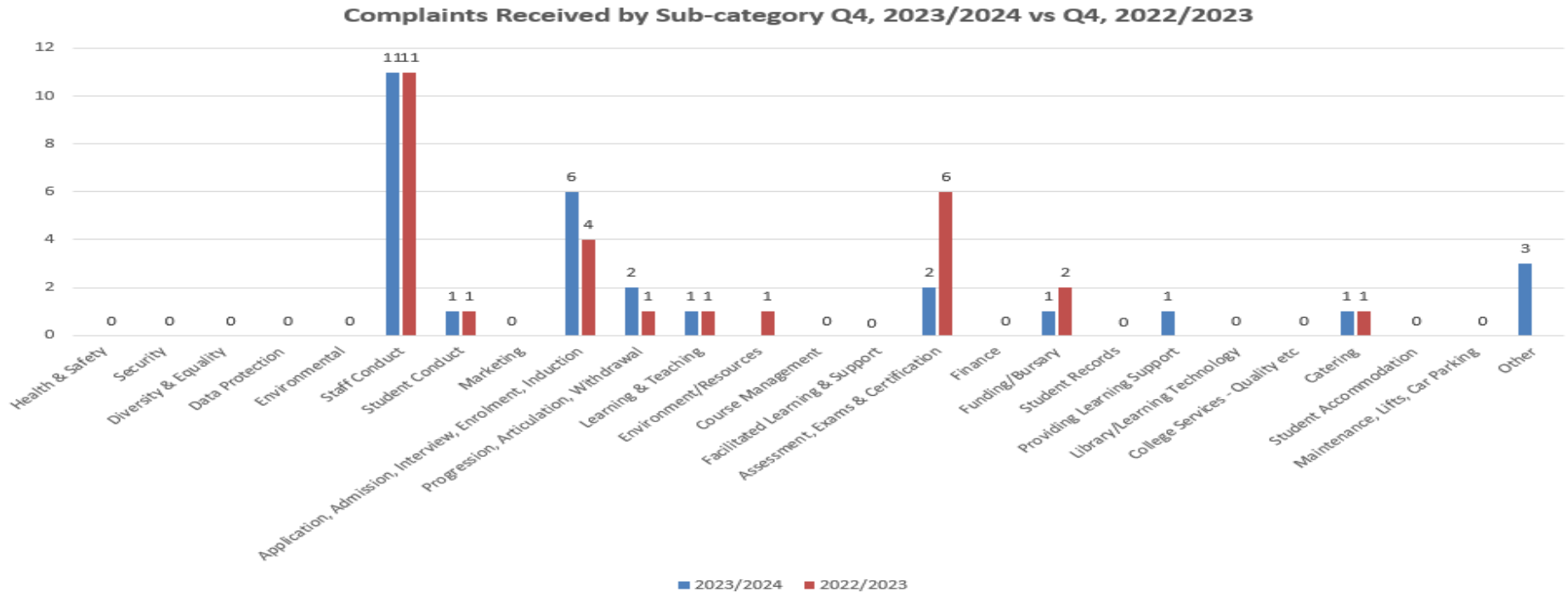
The chart on the right shows complaints received, split by category and outcome. 50% of complaints in the Customer Care category were upheld or partially upheld, with a further 17% resolved. 13% of complaints in the Applications, Admissions & Progression category were upheld or partially upheld, with 63% resolved. 0% of complaints in the Others category were upheld or partially upheld, with 100% resolved. 0% of complaints that were in the Course Related, Services and Facilities categories were upheld, partially upheld or resolved.

Complaints received by Category and Outcome



Complaints Sub Categories

2023/2024 – Quarter 4



- Decrease in complaints received in the assessment, exams & certification sub-category from 6 in Q4 2022/2023 to 2 in the same period of 2023/2024. There is not one specific reason for the decrease in complaints in this sub-category.
- Increase in complaints received in the other sub-category from 0 in Q4, 2022/2023 to 3 in Q4, 2023/2024. This is due to an increase in complaints about strike action.
- Increase in complaints received in the application, admission, interview, enrolment, induction sub-category from 4 in Q4, 2022/2023 to 6 in the same period of 2023/2024. This is due to an increase in complaints about receiving interviews for waiting list places when course already full or the course becoming full before interview takes place.
- Complaints in the staff conduct, student conduct, learning & teaching and catering sub-categories remain the same from Q4 2022/2023 to Q4 2023/2024.

Lessons Learned

2023/2024 – Quarter 4

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Parent of a student unhappy offered a place on the next level course, which was then withdrawn and believes this is due to previous complaint raised about a lecturer.	Partially upheld	Feedback to staff to ensure correct offer is issued with details of what has to be met to progress onto next level.
Parent of a student unhappy with the way issues raised previously had been dealt with. Student told they cannot progress but received a continuing offer in February and a positive progress report in March. Issues with the floor book and told they had not completed this but had not been allowed to take the book home, completed most of the work but this was twisted and they got the blame, first to get their PVG back but not placed in a nursery placement and feels this is discrimination.	Resolved	Students will now be issued with their own individual floor book so they can work on this when they want. Feedback given to staff to be mindful of meetings and to be more sensitive.
Parent unhappy applicant has not been offered a place on the course applied for because they do not live in East Ayrshire	Resolved	Updated website so wording clear applicants need to be living in East Ayrshire to apply for the course.

Category – Course Related

Issue	Outcome	Actions
Student unhappy lecturer talks too much in class and does not spend enough time preparing for tests, does not provide feedback on tutorials, does not give enough notice of when tests will take place, resulted in the class falling behind and having to attend lessons during study leave.	Not upheld	In future we will make it clearer to students that they may still need to attend the course during study leave.

Lessons Learned

2023/2024 – Quarter 4

Category – Others

Issue	Outcome	Actions
Student unhappy a replacement lecturer was not provided when their lecturer was on strike.	Resolved	Offered resits to be carried forward into next academic year, however, resits carried out and passed in the current academic year. Revision sessions run before the resits took place.

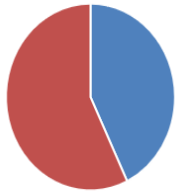
Customer Satisfaction

2023/2024 – Quarter 4

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 28 complainants and we had a 25% response rate.

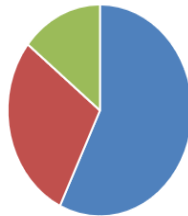
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

I was aware of the complaints procedure before I needed to make a complaint



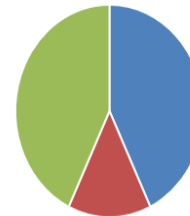
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



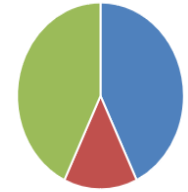
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



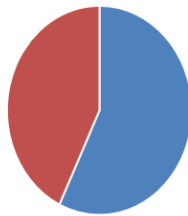
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



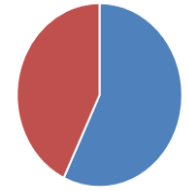
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



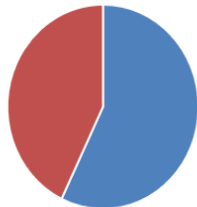
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



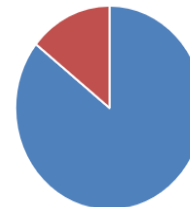
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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