**Complaints Report
2022/2023
Quarter 2
(November 2022 – January 2023)**

Ayrshire
College

Complaint Volumes

	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q2 2022/2023		Q2 2021/2022		YTD 2022/2023		YTD 2021/2022	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	32		27		63		67	
1.2/1a	College Population and Number of Complaints received per 100 population	9527	0.3	9644	0.3	9527	0.7	9644	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	16	50.0%	18	66.7%	33	52.4%	49	73.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	13	40.6%	8	29.6%	20	31.7%	15	22.4%
2.3/2c	Number of complaints closed after Escalation and % of total closed	3	9.4%	1	3.7%	10	15.9%	2	3.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	1	1.5%
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	2	12.5%	4	22.2%	4	12.1%	10	20.4%
3.3/3b	Number and % of complaints not upheld at Stage 1	4	25.0%	5	27.8%	5	15.2%	17	34.7%
3.5/3c	Number and % of complaints resolved at Stage 1	10	62.5%	9	50.0%	24	72.7%	22	44.9%
3.0	Stage2								
3.4/3d	Number and % of complaints upheld at Stage 2	6	46.2%	3	37.5%	8	40.0%	9	60.0%
3.6/34	Number and % of complaints not upheld at Stage 2	7	53.8%	5	62.5%	12	60.0%	6	40.0%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	3	100.0%	1	100.0%	5	50.0%	1	50.0%
3.9/3h	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	5	50.0%	1	50.0%
3.11/3i	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	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	74	4.6	87	4.8	144	4.4	205	4.2
4.2	Total working days and average time in working days to close complaints at Stage 2	361	27.8	191	23.9	524	26.2	366	24.4
4b	Escalation	32	10.7	20	20.0	139	13.9	40	20.0
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	13	81.2%	12	66.7%	28	84.8%	38	77.6%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	18.7%	6	33.3%	5	15.2%	11	22.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	38.5%	6	75.0%	9	45.0%	9	60.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	8	61.5%	2	25.0%	11	55.0%	7	46.7%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	100.0%	1	100.0%	9	90.0%	2	100.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	1	10.0%	0	0.0%
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)	3	100.0%	6	100.0%	5	100.0%	11	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)	6	75.0%	2	100.0%	9	81.8%	6	85.7%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	25.0%	0	0.0%	2	18.2%	1	14.3%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	1	100.0%	0	0.0%
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%

❯ 32 complaints received, an increase of 19% from Q2 2021/2022.

❯ 50% of complaints were handled at stage 1 in Q2 2022/2023, compared to 67% for the same period in 2021/2022.

❯ 66% of complaints were closed within the target timescale, compared to 70% in Q2 2021/2022.

❯ 94% of complaints were closed within the extended timescale in Q2 2022/2023, compared to 100% closed within the extended timescale in the same period in 2021/2022.
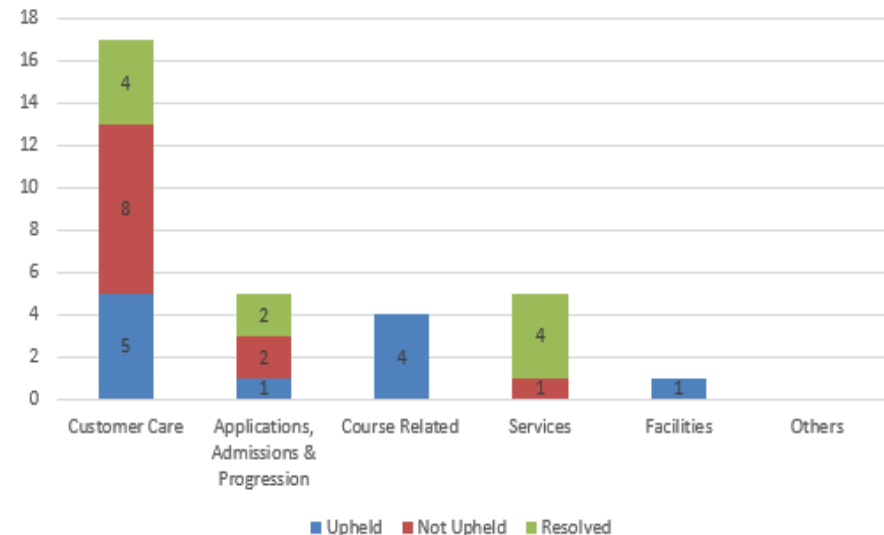
Complaints Categories

Complaints Received by Category
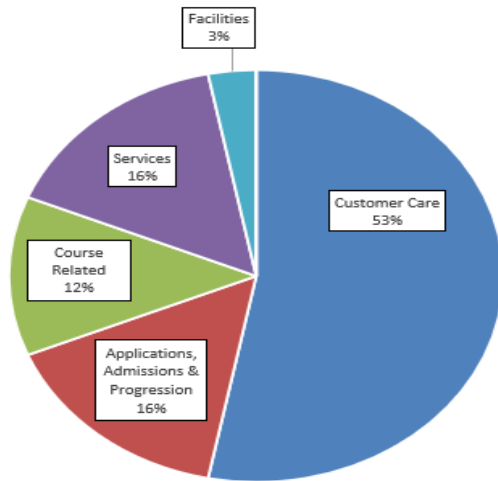
The chart on the left shows complaints received split by category. 17 out of 32 complaints received were Customer Care complaints, with 5 complaints being received in both the Applications, Admissions & Progression and Services categories. 4 complaints were Course Related and 1 was received in the Facilities category. No complaints were received in the Others category.

The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Course Related and Facilities categories were upheld. 29% of complaints in the Customer Care category were upheld, with a further 24% resolved. 20% of complaints in the Applications, Admissions & Progression were upheld, with 40% resolved. 0% of complaints in the Services category were upheld and 80% were resolved.

Complaints Sub Categories

Complaints Received by Sub-category Q2, 2022/2023 vs Q2, 2021/2022
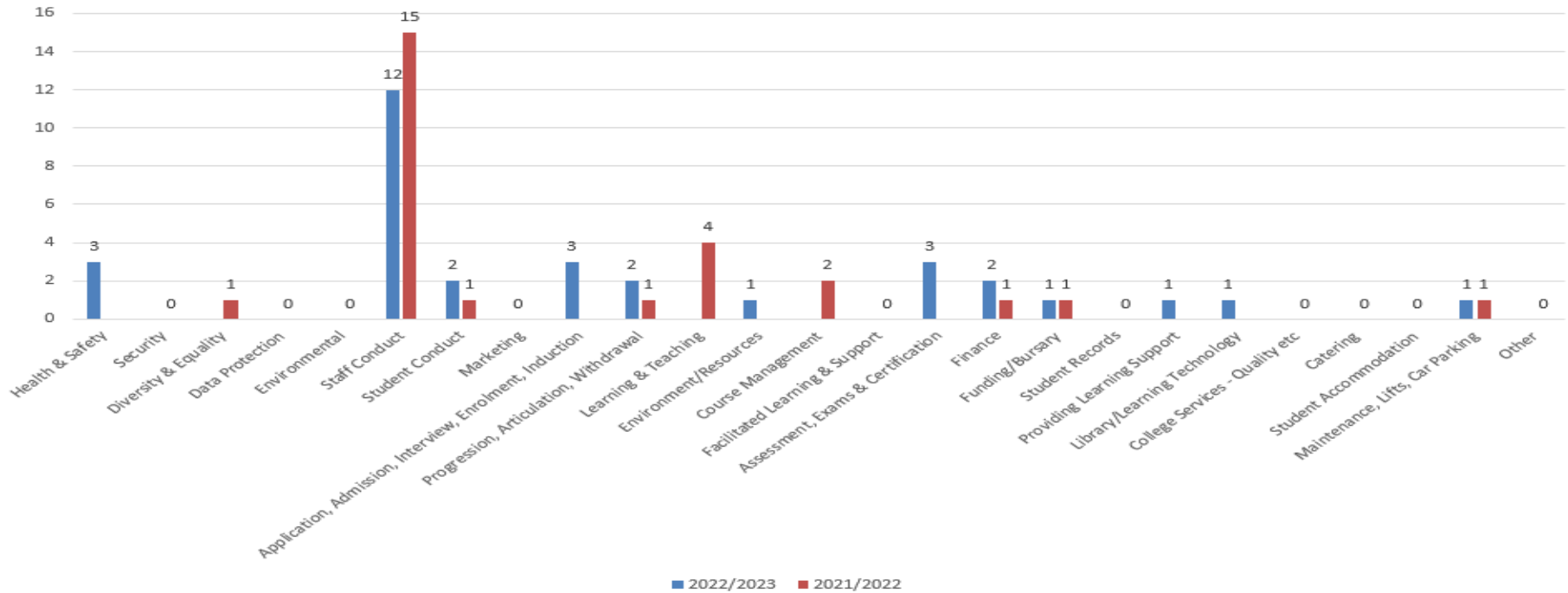
❯ Decrease in complaints received in the learning & teaching sub-category from 4 in Q2, 2021/2022 to 0 in Q2, 2022/2023. This is mainly due to a reduction in complaints about the teaching methods of lecturers and classes being online.

❯ Increase in complaints received in the health & safety sub-category from 0 in Q2, 2021/2022 to 3 in the same period of 2022/2023. This is due to an increase in complaints about lack of support during fire evacuation and action taken when student was having a seizure.

❯ Increase in complaints received in the application, admission, interview, enrolment, induction sub-category from 0 in Q2, 2021/2022 to 3 in Q2, 2022/2023. This is mainly due to complaints about a student being charged with sexual offences being allowed to study at College.

❯ Increase in complaints received in the assessment & exams, certification sub-category from 0 in Q2, 2021/2022 to 3 in the same period of 2022/2023. This is mainly due to complaints about students having to return to College to resit an exam they had already sat and passed.

❯ Complaints in the funding/bursary and maintenance, lifts, car parking sub-categories remain the same from Q2 2021/2022 to Q2 2022/2023.

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Lessons Learned

Category – Customer Care		
Issue	**Outcome**	**Actions**
Students unhappy they did not receive any support when fire alarm activated.	Resolved	Three staff now provide fire warden support for the area the students study in.
Students unhappy with the way they are spoken to by a member of staff, feel they are disrespectful and discouraging. Confusion caused when answering questions, treats them like children. Unhappy class did not want to learn online and told not to come if they have a cold because of covid-19.	Partially upheld	Lecturer will be clearer when answers given by students and with feedback provided. Lecturer will not regularly raise attendance with the class group but speak with individual students if there is an issue with their attendance. Lecturer will reiterate expectations of what a student should do to catch up when they have missed a class.
Student unhappy with the conduct and treatment by member of staff, ignored and pushed down queue for technology and ID card, asked to attend student conduct hearing without knowing the allegation.	Partially upheld	Wording of the letter sent to student as part of student conduct policy being reviewed.
Student unhappy with the way they were dealt with by staff and not allowed to go to the toilet during closed book assessment.	Partially upheld	Exam procedure to be updated to include the general class exam guidance given prior to closed book exam, and guidance pertaining to emergency situations arising during exams i.e. feeling sick or urgently needing the toilet. Pregnancy risk assessment updated and first risk assessment date brought forward so additional support can be in place sooner.

Lessons Learned

Category – Course Related		
Issue	Outcome	Actions
Students unhappy with connectivity/IT issues in Ayr campus. Recently caused issues with an assessment that had to be extended.	Upheld	Desktops being used by class had maintenance restart at 10pm every night and this has been changed to 3am now. Issue with thin client, removed and tested by ICT and established not student account. Issue investigated and all classrooms checked to see if a wider issue. When providing support remotely ICT technicians will ensure students are given the chance to save their work before restart. ICT will work with lecturers to get timetable of assessments and ensure technician is available to support.

Category – Services		
Issue	Outcome	Actions
Applicant unhappy they applied for a course and tried to make payment online and by phone but by time they spoke to someone the course was closed.	Resolved	Reception advised of correct number to transfer calls to for Finance. Finance out of use mobile checked for messages and updated to remove the option to leave a voicemail and only refers to an email address.

Lessons Learned

| Category – Facilities		
Issue	Outcome	Actions
Student unhappy with one of the lifts in Kilwinning, the left keeps dropping to the bottom floor. Sometimes the doors do not open and sometimes when they do the lift is not aligned with the floor and cannot get out of the lift due to their wheelchair.	Upheld	Lift contractor inspected the lift and found a defect. Contractor installed a new wiring loom to the lift car, which has the lift working properly.

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 30 complainants and we had a 17% 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
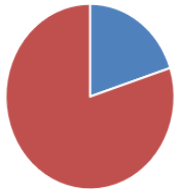
I found the complaints process easy to access
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A
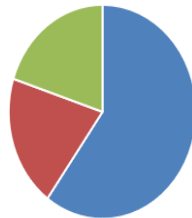
I found the complaints form easy to use
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was able to access information and assistance in making my complaint where this was required
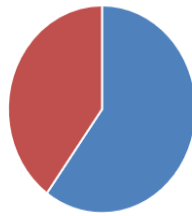Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

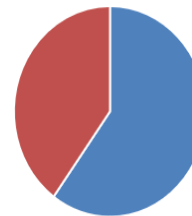### I received a prompt acknowledgement of my complaint
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A
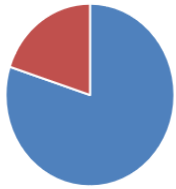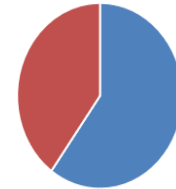
I felt my complaint was taken seriously
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

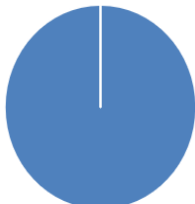### I felt my complaint was thoroughly investigated
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

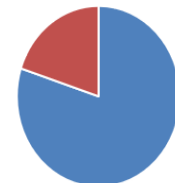### I received a fair and objective response to my complaint
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A
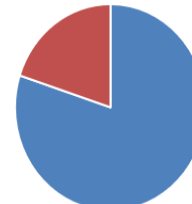
I received a clear response to my complaint
Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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