

A large, abstract teal graphic on the left side of the page, consisting of several overlapping curved shapes that create a sense of depth and movement.

Complaints Report 2024/2025 Quarter 2 (November 2024 – January 2025)

Complaint Volumes

2024/2025 – Quarter 2

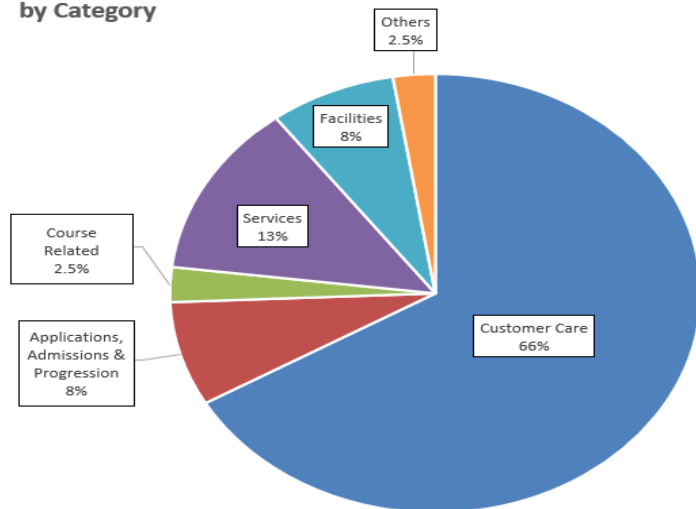
	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q2 2024/2025		Q2 2023/2024		YTD 2024/2025		YTD 2023/2024	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	39		40		79		70	
1.2/1a	College Population and Number of Complaints received per 100 population	8802	0.4	8662	0.5	8802	0.9	8662	0.8
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	69.2%	27	67.5%	57	72.1%	47	67.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	10	57.7%	10	25.0%	18	22.8%	17	24.3%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	5.1%	3	7.5%	4	5.1%	6	8.6%
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	3	11.1%	4	14.8%	8	14.0%	15	31.9%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	1	3.7%	0	0.0%	1	2.1%
3.3/3c	Number and % of complaints not upheld at Stage 1	6	22.2%	7	25.9%	12	21.1%	12	25.5%
3.4/3d	Number and % of complaints resolved at Stage 1	18	66.7%	15	55.6%	37	64.9%	19	40.5%
3.0	Stage 2								
3.5/3e	Number and % of complaints upheld at Stage 2	1	10.0%	1	10.0%	4	22.2%	1	5.9%
3.6/3f	Number and % of complaints partially upheld at Stage 2	7	70.0%	3	30.0%	11	61.1%	4	23.5%
3.7/3g	Number and % of complaints not upheld at Stage 2	1	10.0%	5	50.0%	2	11.1%	11	64.7%
3.8/3h	Number and % of complaints resolved at Stage 2	1	10.0%	1	10.0%	1	5.6%	1	5.9%
3.0	Escalated								
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	1	25.0%	0	0.0%
3.10/3j	Number and % of complaints partially upheld after Escalation	1	50.0%	2	66.7%	1	25.0%	2	33.3%
3.11/3k	Number and % of complaints not upheld after Escalation	1	50.0%	1	33.3%	2	50.0%	3	50.0%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	1	16.7%
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	115	4.3	144	5.3	277	4.9	210	4.5
4.2	Total working days and average time in working days to close complaints at Stage 2	182	18.2	211	21.1	367	20.4	371	21.8
4b	Escalation	40	20.0	92	30.7	70	17.5	151	25.2
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	23	85.2%	18	66.7%	42	73.7%	35	74.5%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	4	14.8%	9	33.3%	15	26.3%	12	25.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	9	90.0%	9	90.0%	14	77.8%	13	76.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	10.0%	1	10.0%	4	22.2%	4	23.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	1	33.3%	4	100.0%	4	66.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	2	66.7%	0	0.0%	2	33.3%
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)	4	100.0%	9	100.0%	15	100.0%	12	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%	1	100.0%	4	100.0%	4	100.0%
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%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	2	100.0%	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%

- 39 complaints received, a decrease of 2.5% from Q2 2023/2024.
- 69% of complaints were handled at stage 1 in Q2 2024/2025, compared to 68% for the same period in 2023/2024.
- 87% of complaints were closed within the target timescale, compared to 70% in Q2 2023/2024.
- 100% of complaints were closed within the extended timescale in Q2 2024/2025, with 100% of complaints also closed within the extended timescale in the same period in 2023/2024.

Complaints Categories

2024/2025 – Quarter 2

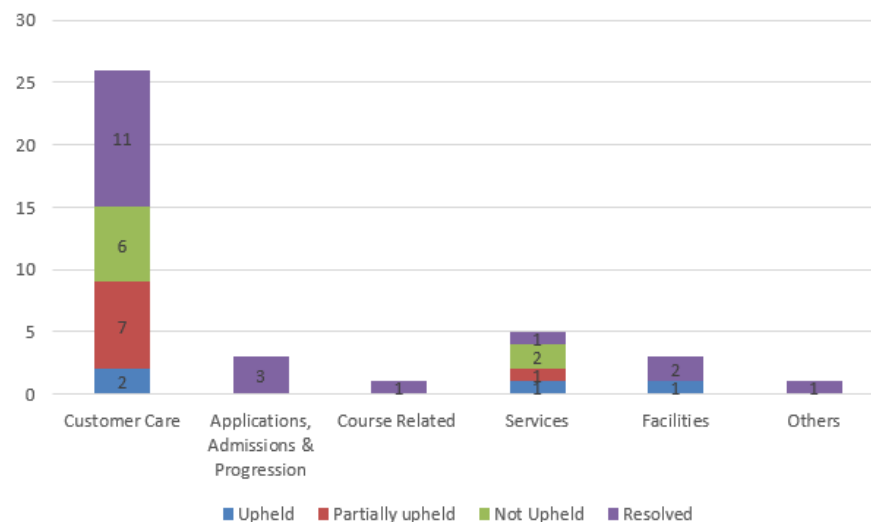
**Complaints Received
by Category**



The chart on the left shows complaints received split by category. 26 out of 39 complaints received were Customer Care complaints, with 5 complaints being received in the Services category. 3 complaints were received in the Applications, Admissions & Progression and Facilities categories and 1 complaint was received in the Course Related and Others categories

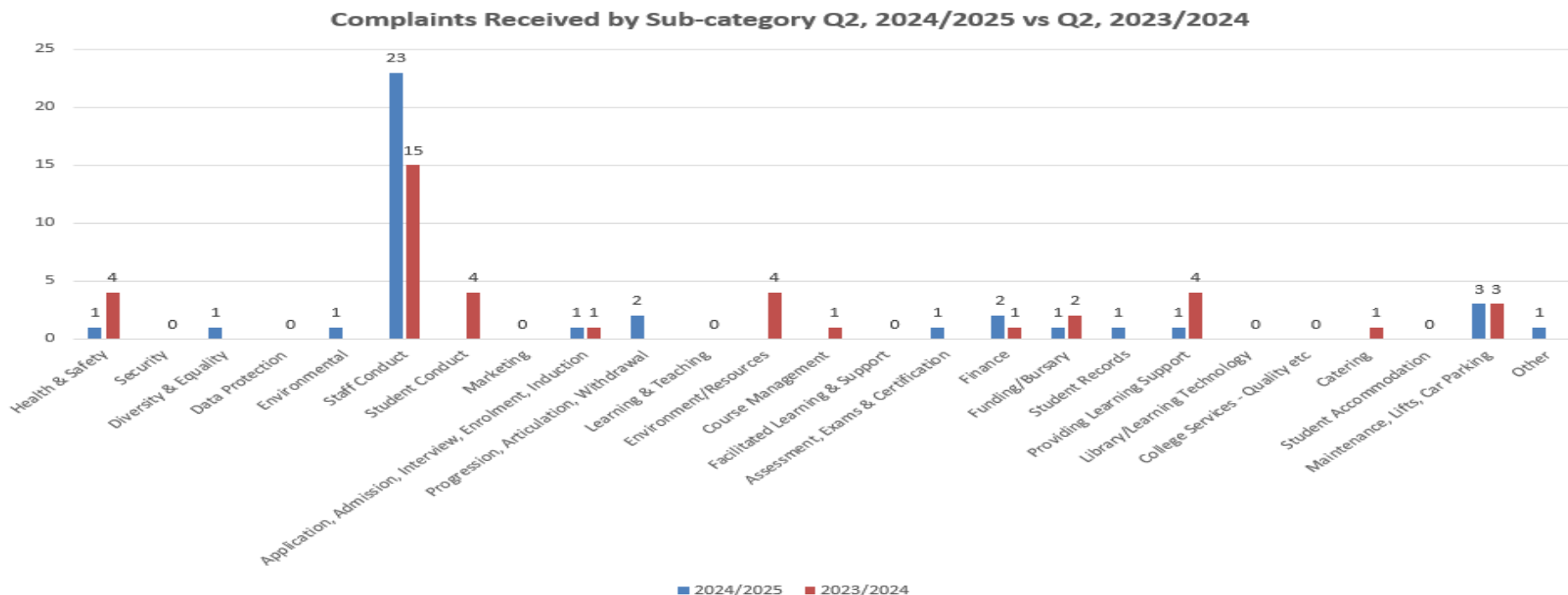
The chart on the right shows complaints received, split by category and outcome. 40% of complaints in the Services category were upheld or partially upheld, with 20% resolved. 35% of complaints about Customer Care were upheld or partially upheld, with 42% resolved. 33% of complaints that were about Facilities were upheld or partially upheld, with 67% resolved. 0% of complaints that were Course Related, about Applications, Admissions & Progression or in the Others category were upheld or partially upheld, with 100% resolved in these 3 categories.

Complaints received by Category and Outcome



Complaints Sub Categories

2024/2025 – Quarter 2



- Increase in complaints in the staff conduct sub-category from 15 in Q2, 2023/2024 to 23 in Q2, 2024/2025. This is mainly due to an increase in complaints about the way students have been treated or spoken to by staff.
- Decrease in complaints received in the student conduct sub-category from 4 in Q2, 2023/2024 to 0 in the same period of 2024/2025. This is due to a reduction in complaints from local residents about students smoking in their bin shed and complaints from students about the lack of action when reporting other students' behaviour.
- Decrease in complaints received in the environment/resources sub-category from 4 in Q2, 2023/2024 to 0 in Q2, 2024/2025. This is due to a decrease in complaints about problems with ICT equipment.
- Complaints in the application, admission, interview, enrolment, induction and the maintenance, lifts, car parking sub-categories remain the same from Q2 2023/2024 to Q2 2024/2025.

Lessons Learned

2024/2025 – Quarter 2

Category – Customer Care

Issue	Outcome	Actions
Student unhappy as felt member of staff degraded them in front of the class about leaving early because they needed to collect their child.	Resolved	With consultation with other students in the class, class times adjusted throughout the day so class will now finish earlier.
Student unhappy students smoking and vaping at the entrance to the building, which is affecting their health condition and the College is not taking any action.	Resolved	Short life working group established. Agreement that smoking shelters will be reinstated on all campuses.
Grandparent of a student unhappy with the way their grandchild was treated when they came for an interview, member of staff was abrupt and did not engage with the applicant, unaware that an aptitude test would be completed and there was no communication about the course, their current situation or feedback about why they were unsuccessful.	Upheld	Aptitude test reviewed to make this more suitable for level 4 applicants. Interview process reviewed to ensure applicants have an interview/discussion with member of staff not just the test.
Students were unhappy the manager would not authorise their absence to go on holiday.	Not upheld	Manager and member of the Student Experience Team spoke with all students in the class to promote positive attendance.

Lessons Learned

2024/2025 – Quarter 2

Category – Services

Issue	Outcome	Actions
Student unhappy with the lack of support from Education Support, unaware a questionnaire to complete for the Educational Psychologist was needed, felt should have received forms sooner.	Partially upheld	<p>Process updated so that Education Support students will be sent a follow-up email, detailing their needs assessment, support plans, DSA guidance, etc. This will be clarified in the initial meeting.</p> <p>Communication will be clear and detailed, considering each student's additional support needs and adjusting accordingly. This will be agreed upon at the start.</p> <p>The DSA process booklet will be up-to-date and provide clear guidance on each step, shared with students after their initial needs assessment. It will include the Educational Psychologists process within the wider DSA guidance. Process updated so this will be shared with the student immediately after the initial needs assessment if DSA is identified as the next step.</p>

Customer Satisfaction

2024/2025 – Quarter 2

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 35 complainants and we had a 23% 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



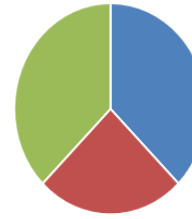
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



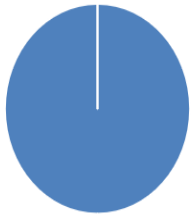
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



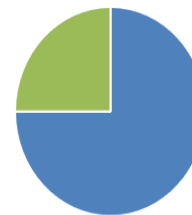
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



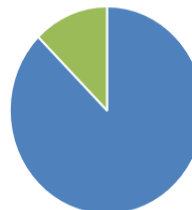
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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