



# Complaints Report 2023/2024

# Complaint Volumes

2023/2024

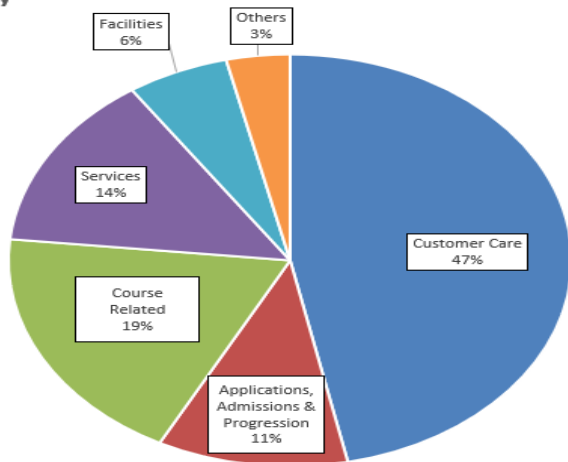
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2022/2023	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	30		40		38		29		137		129	
1.2/1a	College Population and Number of Complaints received per 100 population	8498	0.4	8662	0.5	8607	0.4	7008	0.4	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	66.7%	27	67.5%	20	52.6%	20	69.0%	87	63.5%	59	45.7%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	23.3%	10	25.0%	16	42.1%	8	27.6%	41	29.9%	48	37.2%
2.3/2c	Number of complaints closed after Escalation and % of total closed	3	10.0%	3	7.5%	2	5.3%	1	3.4%	9	6.6%	22	17.1%
2.4	Open	0	0.0%	0	0.0%	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	11	55.0%	4	14.8%	0	10.0%	0	0.0%	17	19.5%	4	6.8%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	1	3.7%	0	0.0%	2	10.0%	3	3.5%	1	1.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	5	25.0%	7	25.9%	5	25.0%	9	45.0%	26	29.9%	15	25.4%
3.4/3d	Number and % of complaints resolved at Stage 1	4	20.0%	15	55.6%	13	65.0%	9	45.0%	41	47.1%	39	66.1%
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	0	0.0%	1	10.0%	1	6.2%	1	12.5%	3	7.3%	11	22.9%
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	14.3%	3	30.0%	8	50.0%	4	50.0%	16	39.0%	13	27.1%
3.7/3g	Number and % of complaints not upheld at Stage 2	6	85.7%	5	50.0%	7	43.8%	2	25.0%	20	48.8%	22	45.8%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	1	10.0%	0	0.0%	1	12.5%	2	4.9%	2	4.2%
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.6%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	2	66.7%	1	50.0%	0	0.0%	3	33.3%	5	22.7%
3.11/3k	Number and % of complaints not upheld after Escalation	2	66.7%	1	33.3%	1	50.0%	1	100.0%	5	55.6%	13	59.1%
3.12/3l	Number and % of complaints resolved after Escalation	1	33.3%	0	0.0%	0	0.0%	0	0.0%	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	66	3.3	144	5.3	98	4.9	82	4.1	390	4.5	286	4.8
4.2	Total working days and average time in working days to close complaints at Stage 2	160	22.9	211	21.1	462	28.9	210	26.2	1043	25.4	1182	24.6
4b	Escalation	59	19.7	92	30.7	25	12.5	16	16.0	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%	18	66.7%	13	65.0%	17	85.0%	65	74.7%	45	76.3%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	3	15.0%	9	33.3%	7	35.0%	3	15.0%	22	25.3%	14	23.7%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	9	90.0%	9	56.2%	4	50.0%	26	63.4%	30	62.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	1	10.0%	7	43.7%	4	50.0%	15	36.6%	18	37.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	100.0%	1	33.3%	2	100.0%	1	100.0%	7	77.8%	19	86.4%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	2	66.7%	0	0.0%	0	0.0%	2	22.2%	3	13.6%
6.0	Number and % of complaints closed at each stage where extensions have been authorised												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	3	100.0%	9	100.0%	7	100.0%	3	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%	0	0.0%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	3	100.0%	1	100.0%	6	85.7%	4	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	14.3%	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%	0	0.0%	0	0.0%	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%	0	0.0%	0	0.0%

- 137 complaints received, an increase of 6% from 2022/2023.
- 64% of complaints were handled at stage 1 in 2023/2024, compared to 46% for 2022/2023.
- 72% of complaints were closed within the target timescale in 2023/2024, compared to 73% in 2022/2023.
- 99% of complaints were closed within the extended timescale in 2023/2024, 97% of complaints were closed within the extended timescale in the same period in 2022/2023.

# Complaints Categories

2023/2024

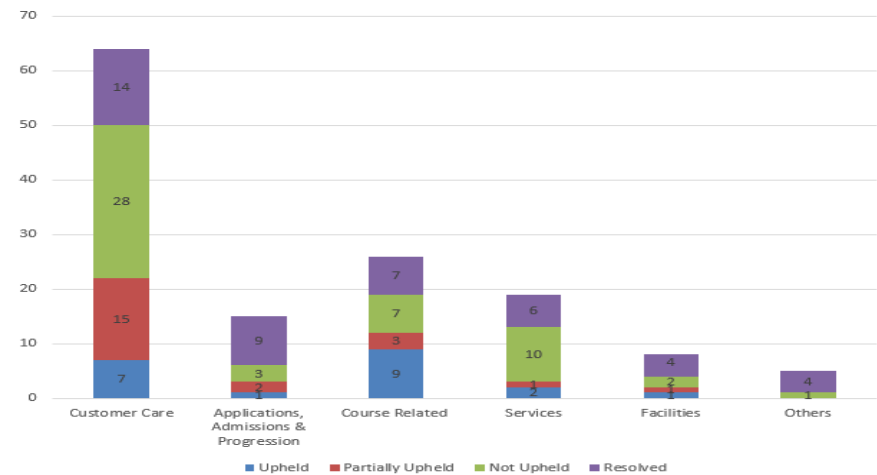
Complaints Received by Category



The chart on the left shows complaints received split by category. 64 out of 137 complaints were received in the Customer Care category, with 26 out of 137 being Course Related. 19 complaints were received in the Services category and a further 15 were about Applications, Admissions & Progression. The Facilities category received 8 complaints and there were 5 complaints in the Others category.

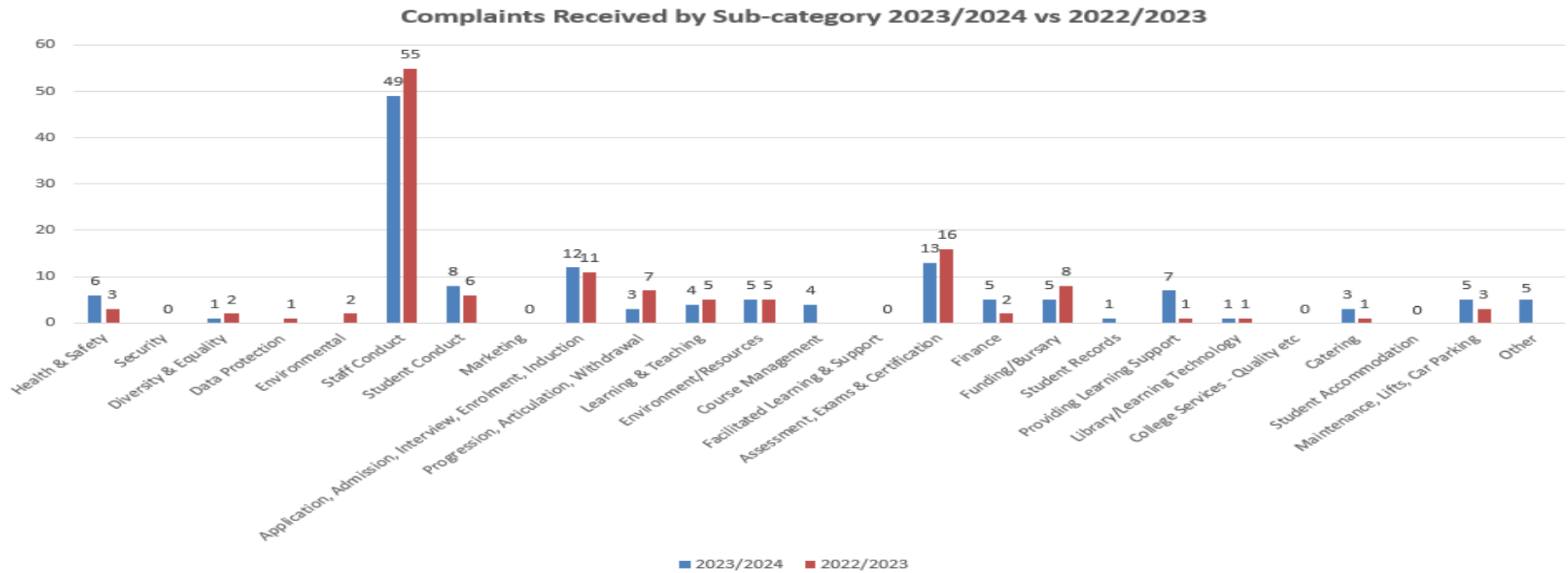
The chart on the right shows complaints received, split by category and outcome. 46% of complaints that were Course Related were upheld or partially upheld, with 27% resolved. 34% of complaints in the Customer Care category were upheld or partially upheld, with a further 22% resolved. 25% of complaints in the Facilities category were upheld or partially upheld, with 50% resolved. 20% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 60% resolved. 16% of complaints in the Services category were upheld or partially upheld, with 32% resolved and 0% of complaints in the Others category were upheld or partially upheld, with 80% resolved.

Complaints received by Category and Outcome



# Complaints Sub Categories

2023/2024



- Increase in complaints received in the providing learning support sub-category from 1 in 2022/2023 to 7 in 2023/2024. This is due to an increase in complaints about students feeling there is a lack of support or they have been asked to provide evidence.
- Decrease in complaints received in the staff conduct sub-category from 55 in 2022/2023 to 49 in 2023/2024. This is due to a reduction in complaints about the way students have been treated by a member of staff.
- Increase in the complaints received in the other sub-category from 0 in 2022/2023 to 5 in 2023/2024. This is mainly due to an increase in complaints about strike action or arrangements made when strike action taking place.
- Complaints received in the environment/resources and library/learning technology sub-categories have remained the same from 2022/2023 to 2023/2024.

# Lessons Learned

2023/2024

## Category – Customer Care

Issue	Outcome	Actions
<p>Students unhappy desks in the classroom are too low for wheelchair access, there is only one table in LRC that can be adjusted and no adjustable desks in the open space, cannot adjust the table height in the Refectory and Still Room and the doors in the campus are too heavy.</p>	<p>Partially upheld</p>	<p>Two electric rise and fall desks installed in the open space on level 2 and one installed in the LRC.</p> <p>Risers installed at a table in the Refectory and Still Room that can now be accessed by a wheelchair user.</p> <p>More crank handle keys for the rise and fall desks in the classroom in the process of being ordered. Process updated so that wheelchair users will be issued with crank handle key as part of PLSP to be kept until it is no longer needed.</p>
<p>Parent unhappy student asked to attend a meeting to discuss a miscommunication and was then informed it was a misconduct meeting and a misconduct form was completed. No check into their background or current issues was discussed with them.</p>	<p>Not upheld</p>	<p>Review of Student Conduct Policy, and the forms used, being carried out.</p>
<p>Student unhappy lecturer cancelled the class because they were drinking coffee and refused to remove the coffee or themselves from the class.</p>	<p>Partially upheld</p>	<p>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.</p> <p>Head of and Curriculum Manager worked with the lecturer to explore measures to deal with student issues instead of cancelling classes.</p>
<p>Student unhappy college minibus is parked in a disabled car parking bay.</p>	<p>Upheld</p>	<p>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.</p>
<p>Resident at Mount Pleasant Way unhappy students are smoking cannabis in their bin shed.</p>	<p>Resolved</p>	<p>Police Campus Liaison Officer attended the area several times and spoke to several students. Also arranged for uniformed officers to visit the area.</p>

# Lessons Learned

2023/2024

## Category – Customer Care cont...

Issue	Outcome	Actions
<p>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.</p>	<p>Resolved</p>	<p>Arrange to promote more information to staff on Turnitin.</p> <p>Promote more information to students on Turnitin during the induction information for session for 2024/2025.</p>
<p>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.</p>	<p>Not upheld</p>	<p>College and Local Authority staff who manage the programme will meet to do a full review of the programme. We stopped running the course at Kilmarnock and created a different model with fewer staff sharing roles and responsibilities. This clarified how the partnership works together.</p>
<p>Students unhappy with the way they were spoken to by the member of staff and feels staff member bullying them. Also feel staff member is unsupportive with their additional support needs.</p>	<p>Partially upheld</p>	<p>Head of Learning met with the staff team to discuss collectively and staff member individually, the culture that appears to have emerged, to ensure this unacceptable and unprofessional approach does not continue.</p> <p>Head of Learning discussed inclusive practice with the staff team and took forward any specific actions that emerge.</p> <p>Head of Learning gave feedback to staff member of how students with additional support needs might perceive the approach they have taken.</p>
<p>Anonymous complaint unhappy cars without disabled badges are parking in disabled parking bays.</p>	<p>Upheld</p>	<p>Estates Team will discuss this at the promoting behaviours group and incorporate it into the Respect campaign to highlight the importance of not parking in a disabled bay without a badge.</p> <p>Stickers have been requested for all campuses to allow Estates staff to address inappropriate parking, particularly in disabled bays.</p> <p>Estates staff will monitor this regularly.</p>

# Lessons Learned

2023/2024

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
<p>Parent unhappy applicant offered a waiting list place back in June but clearing page of website still shows places available on the course. Also went into Kilwinning campus about another course, spaces were available on the clearing site, but was told the course was full.</p>	<p>Upheld</p>	<p>Feedback given to Curriculum Manager that Head of available during the summer and can carry out interviews and close courses in their absence. Curriculum Manager will now have a detailed plan of actions to be taken when they are on leave.</p> <p>Student Records made aware that in the absence of the Curriculum Manager during the summer, they should contact the Head of to carry out interviews.</p>
<p>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.</p>	<p>Partially upheld</p>	<p>Feedback to staff to ensure correct offer is issued with details of what has to be met to progress onto next level.</p>
<p>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.</p>	<p>Resolved</p>	<p>Students will now be issued with their own individual floor book so they can work on this when they want.</p> <p>Feedback given to staff to be mindful of meetings and to be more sensitive.</p>
<p>Parent unhappy applicant has not been offered a place on the course applied for because they do not live in East Ayrshire.</p>	<p>Resolved</p>	<p>Updated website so wording clear applicants need to be living in East Ayrshire to apply for the course.</p>

# Lessons Learned

2023/2024

Category – Course Related		
Issue	Outcome	Actions
Student unhappy with the learning and teaching from one of their lecturers, as they just plays videos in class. When they ask for support they don't get this and are unsure of what they are supposed to be doing.	Upheld	Lecturer reviewed the delivery of the unit and discussed with the students their preferred models and explained why they were delivering in the method they were. Video use reduced but still available as a teaching aid if students require it.
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.
Student unhappy their placement has been cancelled and that this was not arranged sooner. Also unhappy was not allowed to organise their own placement. Causing issues to be able to get funding for taxi in place before placement starts.	Resolved	Process put in place to prioritise student placements for those students who need transport to their placement through Disabled Student's Allowance.
Students unhappy their course was not what was described on the website and not what is being delivered, classes don't start on time, staff member does not respond to Teams messages, inconsistency with assignments posted on Teams and often little notice given, class rearranged for different time but unable to attend.	Partially upheld	Level of one subject delivered could have been better and we will therefore offer an additional free class on this specific subject.  Website updated so description of another element of the course is clearer.  Will consider splitting elements of the course and have different entry levels as a lot covered in short time.



# Lessons Learned

2023/2024

## Category – Course Related cont...

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.

## Category – Services

Issue	Outcome	Actions
Student unhappy they have been asked to pay course fees. Does not feel they are liable for the fees, as they were withdrawn from the course.	Not upheld	Reviewed the wording of the Student Fees and Debt Recovery Policy, now Tuition Fees policy. The policy confirmed that if a student withdrew after attending more than 50% of the course no refund is due. This was made clearer that this is based on the amount of time the course has been running and not the student's actual attendance on the course.
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	<p>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.</p> <p>Interviewees will now be routinely asked to complete a written activity at the point of selection, to support the decision making process.</p>

# Lessons Learned

2023/2024

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.
Student unhappy they fell in the carpark, as this was unlight. Lights on a timer and had gone off. Unhappy classes supposed to run until 21:00 and they have to finish early to be out of the building on time.	Resolved	Timer for lights in the carpark changed to 21:30.  Feedback given that classes should start to pack up at 20:55 to vacate building for 21:00 and not earlier.

# Lessons Learned

2023/2024

Category – Facilities		
Issue	Outcome	Actions
Local resident unhappy they asked staff member for complaints email address and did not receive this, delivery drivers damaging their hedge, wall post has been damaged and does not go up and down, College wall has been hit and there is no space for delivery vehicles to turn.	Partially upheld	<p>Our grounds maintenance company will assess the damage to hedge and see if there is anything they can do to fix this.</p> <p>Assessed the damage to posts and arranged for these to be repaired.</p> <p>Replaced bollard with gate.</p> <p>Inspected the loading bay and surrounding area to ensure safe and efficient access for delivery vehicles and hatch markings have been added in.</p> <p>Monitor where people are parking and consider putting up signs and/or line painting to try and deter people from parking outwith the designated parking bays.</p>

# Lessons Learned

2023/2024

## 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.

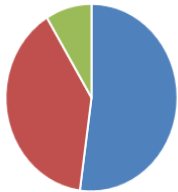
# Customer Satisfaction

2023/2024

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. Out of the 137 complaints received this year, surveys were sent to 121 of these. We had a 19% 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



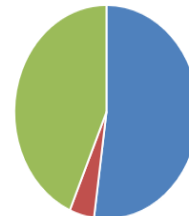
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



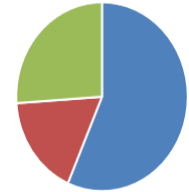
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



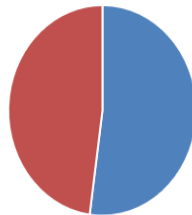
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



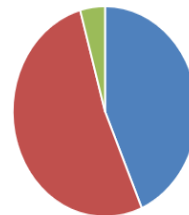
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



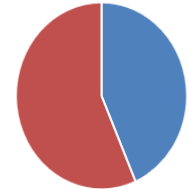
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



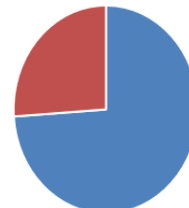
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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