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 3
(February - April 2024)**

Complaint Volumes

2023/2024 – Quarter 3

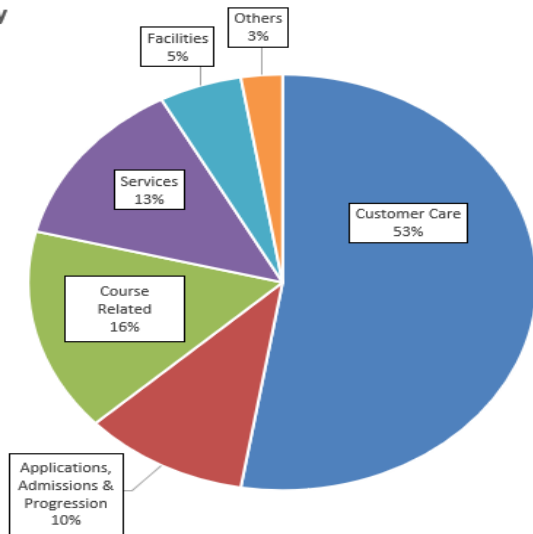
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2023/2024		Q3 2022/2023		YTD 2023/2024		YTD 2022/2023	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	38		38		108		101	
1.2/1a	College Population and Number of Complaints received per 100 population	8607	0.4	9480	0.4	8662	1.2	9840	1.0
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	52.6%	14	36.8%	67	62.0%	47	46.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	16	42.1%	22	57.9%	33	30.6%	42	41.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	5.3%	2	5.3%	8	7.4%	12	11.9%
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	2	10.0%	0	0.0%	17	25.4%	4	8.5%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	n/a	n/a	1	1.5%	n/a	n/a
3.3/3c	Number and % of complaints not upheld at Stage 1	5	25.0%	5	35.7%	17	25.4%	10	21.3%
3.4/3d	Number and % of complaints resolved at Stage 1	13	65.0%	9	64.3%	32	47.7%	33	70.2%
3.0	Stage 2								
3.5/3e	Number and % of complaints upheld at Stage 2	1	6.2%	14	63.6%	2	6.1%	22	52.4%
3.6/3f	Number and % of complaints partially upheld at Stage 2	8	50.0%	n/a	n/a	12	36.4%	n/a	n/a
3.7/3g	Number and % of complaints not upheld at Stage 2	7	43.8%	6	27.3%	18	54.5%	18	42.9%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	2	9.1%	1	3.0%	2	4.7%
3.0	Escalated								
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	5	41.7%
3.10/3j	Number and % of complaints partially upheld after Escalation	1	50.0%	n/a	n/a	3	37.5%	n/a	n/a
3.11/3k	Number and % of complaints not upheld after Escalation	1	50.0%	2	100.0%	4	50.0%	7	58.3%
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	1	12.5%	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	98	4.9	70	5.0	308	4.6	214	4.6
4.2	Total working days and average time in working days to close complaints at Stage 2	462	28.9	527	24.0	833	25.2	1051	25.0
4b	Escalation	25	12.5	34	17.0	176	22.0	173	14.4
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	13	65.0%	11	78.6%	48	71.6%	39	83.0%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	7	35.0%	3	21.4%	19	28.4%	8	17.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	9	56.2%	17	77.3%	22	66.7%	26	61.9%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	7	43.7%	5	22.7%	11	33.3%	16	38.1%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	2	100.0%	6	75.0%	11	91.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	25.0%	1	8.3%
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)	7	100.0%	3	100.0%	19	100.0%	8	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	85.7%	3	60.0%	10	90.9%	12	75.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	14.3%	2	40.0%	1	9.1%	4	25.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	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%

- 38 complaints received, the same as received in Q3 2022/2023.
- 53% of complaints were handled at stage 1 in Q3 2023/2024, compared to 37% for the same period in 2022/2023.
- 63% of complaints were closed within the target timescale, compared to 79% in Q3 2022/2023.
- 97% of complaints were closed within the extended timescale in Q3 2023/2024, compared to 95% closed within the extended timescale in the same period in 2022/2023.

Complaints Categories

2023/2024 – Quarter 3

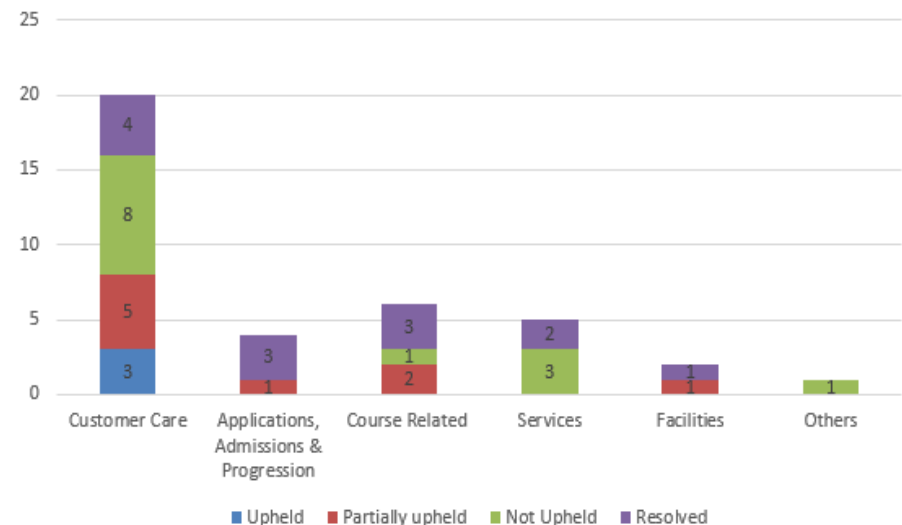
Complaints Received
by Category



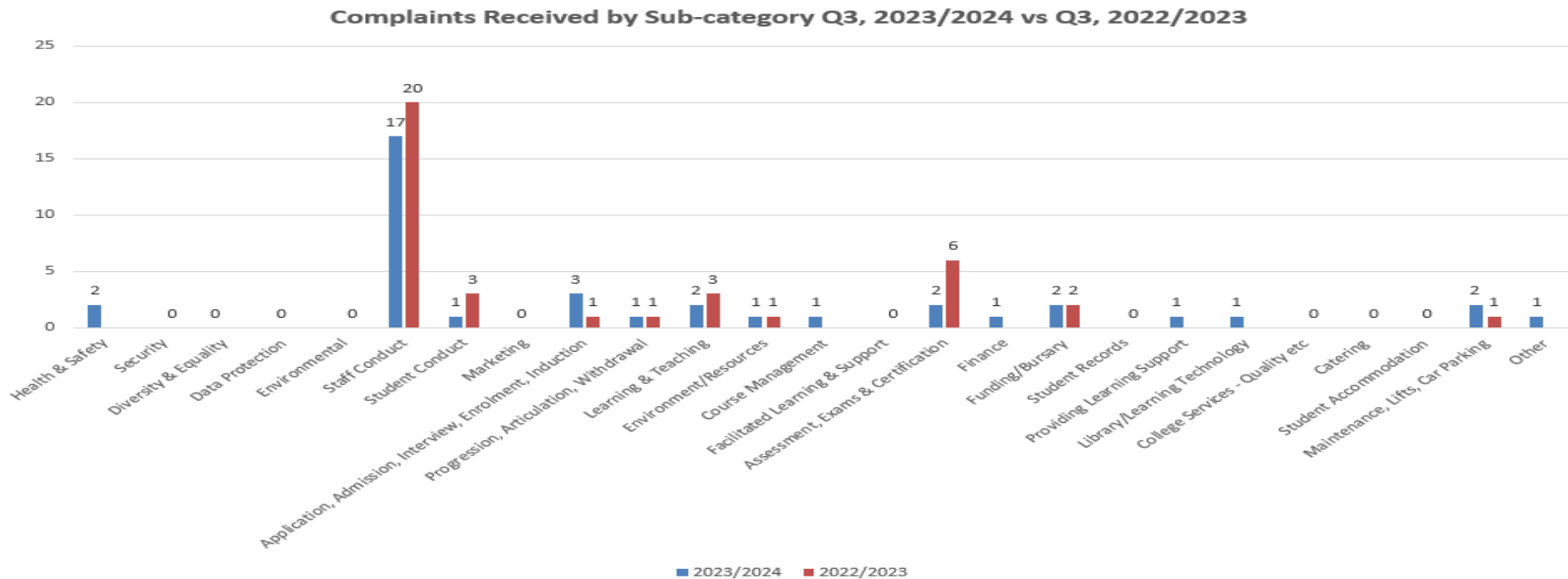
The chart on the left shows complaints received split by category. 20 out of 38 complaints received were in the Customer Care category. 6 complaints were Course Related and 5 complaints were received in the Services category. 4 complaints were received in the Applications, Admissions & Progression category. 2 complaints were received in the Facilities category and there was 1 complaint in the Others category.

The chart on the right shows complaints received, split by category and outcome. 50% of complaints in the Facilities category were upheld or partially upheld, with a further 50% resolved. 40% of complaints in the Customer Care category were upheld or partially upheld, with 20% resolved. 33% of complaints that were Course Related were upheld or partially upheld, with a further 50% resolved. 25% of complaints in the Applications, Admissions & Progression category were upheld or partially and 75% were resolved. 0% of complaints in the Services category were upheld or partially upheld, with 40% resolved. 0% of complaints in the Others category were upheld, partially upheld or resolved.

Complaints received by Category and Outcome



Complaints Sub Categories



- Decrease in complaints received in the assessment, exams & certification sub-category from 6 in Q3, 2022/2023 to 2 in Q3, 2023/2024. This is due to a decrease in complaints about students having to come back to College to complete exams they felt they had already done.
- Decrease in complaints received in the staff conduct sub-category from 20 in Q3, 2022/2023 to 17 in the same period of 2023/2024. There is no specific reason for the decrease.
- Increase in complaints received in the application, interview, enrolment, induction sub-category from 1 in Q3, 2022/2023 to 3 in Q3, 2023/2024. This is due to an increase in complaints from applicants not being offered a place on the course applied for.
- Complaints in the progression, articulation, withdrawal; environment/resources and funding/bursary sub-categories remain the same from Q3 2022/2023 to Q3 2023/2024.

Lessons Learned

2023/2024 – Quarter 3

Category – Customer Care

Issue	Outcome	Actions
<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 will meet 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 will also discuss inclusive practice with the staff team and take forward any specific actions that emerge.</p> <p>Head of Learning will give 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 – Quarter 3

Category – Course Related

Issue	Outcome	Actions
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 – Quarter 3

Category – Facilities

Issue	Outcome	Actions
<p>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.</p>	<p>Resolved</p>	<p>Timer for lights in the carpark changed to 21:30.</p> <p>Feedback given that classes should start to pack up at 20:55 to vacate building for 21:00 and not earlier.</p>
<p>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.</p>	<p>Partially upheld</p>	<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>Assess the damage to posts and arrange for these to be repaired.</p> <p>Bollard to prevent through access to be fix and reinstated.</p> <p>Inspection of the loading bay and surrounding area to ensure safe and efficient access for delivery vehicles.</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>

Customer Satisfaction

2023/2024 – Quarter 3

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 34 complainants and we had a 26% response rate.

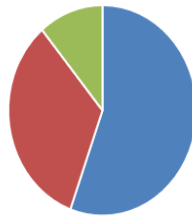
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



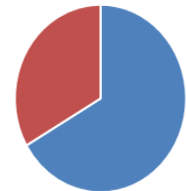
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



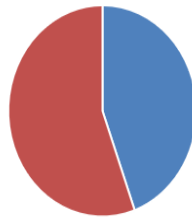
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



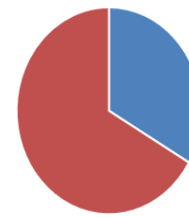
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



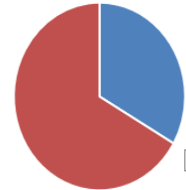
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



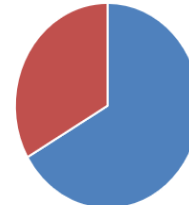
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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

Chart Area