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 3 (February - April 2025)

Complaint Volumes

2024/2025 – Quarter 3

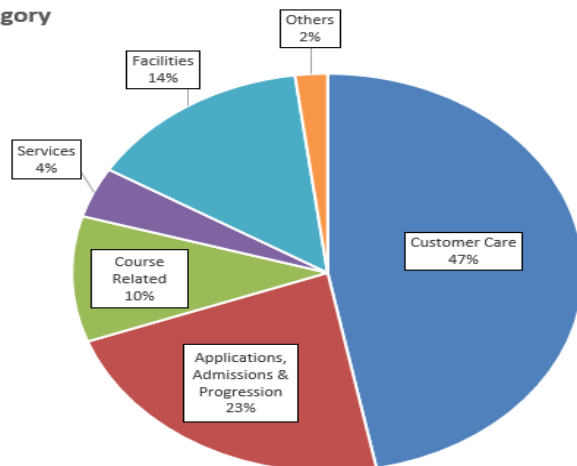
	COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2024/2025		Q3 2023/2024		YTD 2024/2025		YTD 2023/2024	
1.0	Total number of complaints received & complaints received per 100 population									
1.1	Number of complaints Received		49		38		128		108	
1.2/1a	College Population and Number of Complaints received per 100 population		8806	0.6	8607	0.4	8806	1.5	8662	1.2
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		41	83.7%	20	52.6%	98	76.6%	67	62.0%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed		6	12.2%	16	42.1%	24	18.7%	33	30.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed		2	4.1%	2	5.3%	6	4.7%	8	7.4%
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		4	9.8%	2	10.0%	12	12.3%	17	25.4%
3.2/3b	Number and % of complaints partially upheld at Stage 1		2	4.9%	0	0.0%	2	2.0%	1	1.5%
3.3/3c	Number and % of complaints not upheld at Stage 1		2	4.9%	5	25.0%	14	14.3%	17	25.4%
3.4/3d	Number and % of complaints resolved at Stage 1		33	80.4%	13	65.0%	70	71.4%	32	47.7%
3.0	Stage 2									
3.5/3e	Number and % of complaints upheld at Stage 2		1	16.7%	1	6.2%	5	20.8%	2	6.1%
3.6/3f	Number and % of complaints partially upheld at Stage 2		1	16.7%	8	50.0%	12	50.0%	12	36.4%
3.7/3g	Number and % of complaints not upheld at Stage 2		4	66.6%	7	43.8%	6	25.0%	18	54.5%
3.8/3h	Number and % of complaints resolved at Stage 2		0	0.0%	0	0.0%	1	4.2%	1	3.0%
3.0	Escalated									
3.9/3i	Number and % of complaints upheld after Escalation		0	0.0%	0	0.0%	1	16.7%	0	0.0%
3.10/3j	Number and % of complaints partially upheld after Escalation		1	50.0%	1	50.0%	2	33.3%	3	37.5%
3.11/3k	Number and % of complaints not upheld after Escalation		1	50.0%	1	50.0%	3	50.0%	4	50.0%
3.12/3l	Number and % of complaints resolved after Escalation		0	0.0%	0	0.0%	0	0.0%	1	12.5%
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		175	4.3	98	4.9	452	4.6	308	4.6
4.2	Total working days and average time in working days to close complaints at Stage 2		139	23.2	462	28.9	506	21.1	833	25.2
4b	Escalation		36	18.0	25	12.5	106	17.7	176	22.0
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		34	82.9%	13	65.0%	76	77.6%	48	71.6%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days		7	17.1%	7	35.0%	22	22.4%	19	28.4%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days		5	83.3%	9	56.2%	19	79.2%	22	66.7%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days		1	16.7%	7	43.7%	5	20.8%	11	33.3%
5.5/5e	Number and % of Escalated complaints closed within 20 working days		2	100.0%	2	100.0%	6	100.0%	6	75.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days		0	0.0%	0	0.0%	0	0.0%	2	25.0%
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)		7	100.0%	7	100.0%	22	100.0%	19	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%	6	85.7%	5	100.0%	10	90.9%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)		0	0.0%	1	14.3%	0	0.0%	1	9.1%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)		0	0.0%	0	0.0%	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%

- 49 complaints received, an increase of 29% in Q3 2023/2024.
- 84% of complaints were handled at stage 1 in Q3 2024/2025, compared to 53% for the same period in 2023/2024.
- 84% of complaints were closed within the target timescale, compared to 63% in Q3 2023/2024.
- 100% of complaints were closed within the extended timescale in Q3 2024/2025, compared to 97% closed within the extended timescale in the same period in 2023/2024.

Complaints Categories

2024/2025 – Quarter 3

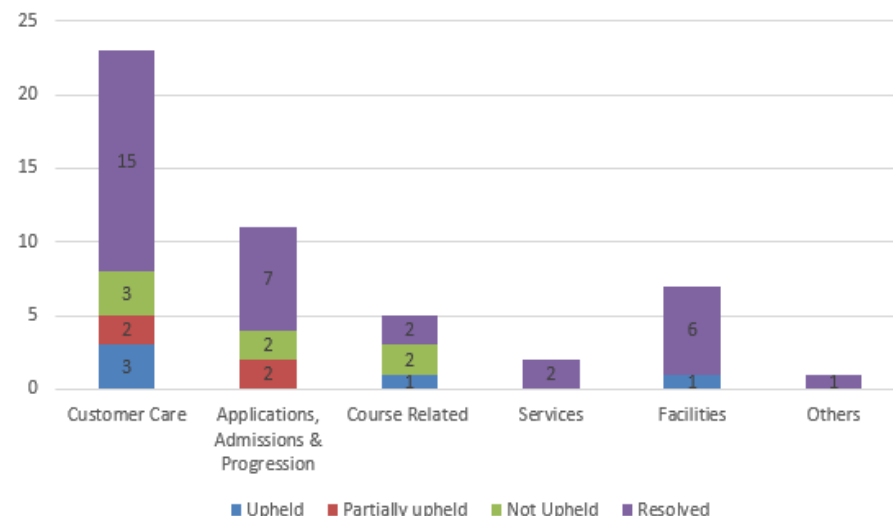
Complaints Received
by Category



The chart on the left shows complaints received split by category. 23 out of 49 complaints received were in the Customer Care category. 11 complaints were received in the Applications, Admissions & Progression category. 7 complaints were received in the Facilities category and 5 complaints were Course Related. 2 complaints were received in the Services category and there was 1 complaint in the Others category.

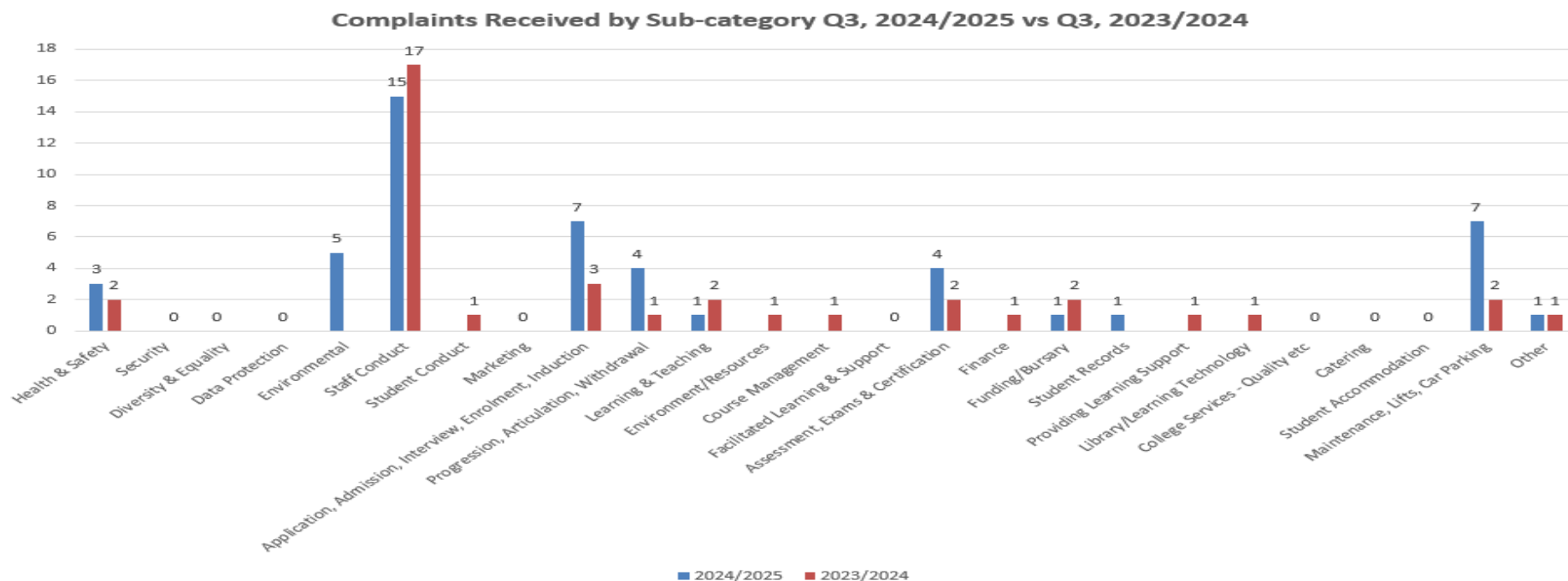
The chart on the right shows complaints received, split by category and outcome. 22% of complaints in the Customer Care category were upheld or partially upheld, with a further 65% resolved. 20% of complaints that were Course Related were upheld or partially upheld, with 40% resolved. 18% of complaints in the Applications, Admissions & Progression category were upheld or partially upheld, with a further 64% resolved. 14% of complaints in the Facilities category were upheld or partially and 86% were resolved. 0% of complaints in the Services and Others categories were upheld or partially upheld, with 100% resolved in both categories.

Complaints received by Category and Outcome



Complaints Sub Categories

2024/2025 – Quarter 3



- Increase in complaints in the environmental sub-category from 0 in Q3, 2023/2024 to 5 in Q3, 2024/2025. This is due to an increase in complaints from local residents' about students/staff parking in their carparks/on the street.
- Increase in complaints received in the maintenance, lifts, car parking sub-category from 2 in Q3, 2023/2024 to 7 in the same period of 2024/2025. This is mainly due to an increase in complaints about parking and cleanliness of desks/computers.
- Increase in complaints received in the application, admission, interview, enrolment, induction sub-category from 3 in Q3, 2023/2024 to 7 in Q3, 2024/2025. This is mainly due to a lack of communication around the whole application/interview process.
- Complaints in the other sub-category remains the same from Q3 2023/2024 to Q3 2024/2025.

Lessons Learned

2024/2025 – Quarter 3

Category – Customer Care

Issue	Outcome	Actions
Local resident unhappy staff and students are parking in their residents' carpark in Kilmarnock and being disrespectful.	Resolved	<p>Communication to be issued to staff and students to remind them not to park in residents' carpark.</p> <p>Posters displayed throughout the campus reminding staff and students not to park in residents' carpark.</p> <p>Student Induction for 2025/2026 to include information about parking and that students should not park in residents' carpark.</p>
Student unhappy member of staff questioned their autism diagnosis.	Resolved	Member of staff undertook autism awareness training.
Local resident at Ayr unhappy delivery van driving up and down their street, instead of round the back of the building as the sign states.	Resolved	Contacted the company and asked they remind their delivery drivers not to use Content Avenue and to go up and round the back of the College.
Local resident at Ayr unhappy deliveries being made at 02:45 causing lots of noise and waking them up, they are also using their street and not going round the back of the College and concerned for food lying outside with the potential to perish and attract gulls and rats.	Upheld	Contacted the company and asked them to remind their drivers of the correct access route and that no deliveries should be made before 6am.

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Employability Facilitator unhappy a young person they support came for an interview and felt humiliated in front of other applicants.	Partially upheld	Entry requirements on the website updated to confirm all aspects of the interview that will take place including a practical skills test, a written aptitude test and a discussion with a lecturer.

Lessons Learned

2024/2025 – Quarter 3

Category – Facilities		
Issue	Outcome	Actions
Student unhappy cars are parking over the zebra crossing going from the campus building to the football parks and they are unable to cross the road at the lowered pavement, meaning they are missing out on activities	Resolved	Communication to be issued to staff and students using the carpark that they should park responsibly. Police style cones ordered and placed at pedestrian crossing.
Student unhappy classroom at Kilmarnock campus is not to a satisfactory standard of cleanliness, desks are marked and dusty.	Resolved	Arranged for the desktops to be cleaned.
Local resident at Kilmarnock unhappy alarm was sounding from 9pm on Saturday until 9am on Sunday.	Resolved	Reports received from keyholders, alarm receiving centre and Dalkia, all state alarm did not activate on the Saturday at the time given. However, alarm did activate at 8am on Sunday, keyholders attended at 08:20am and fault cleared. Fault reported and has now been fixed.

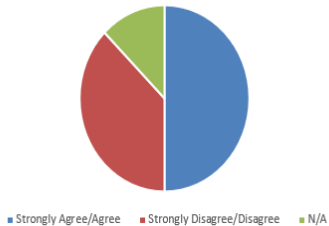
Customer Satisfaction

2024/2025 – Quarter 3

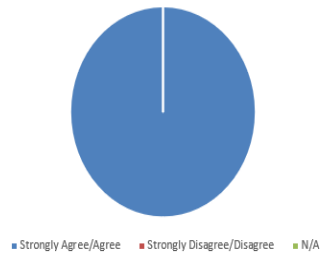
We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Surveys were sent to 45 complainants and we had a 18% response rate.

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.

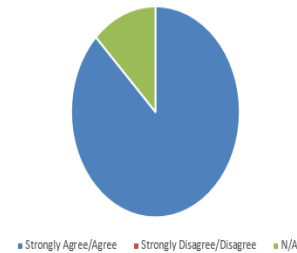
I was aware of the complaints procedure before I needed to make a complaint



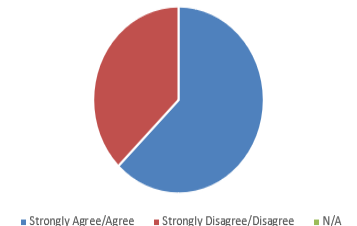
I found the complaints process easy to access



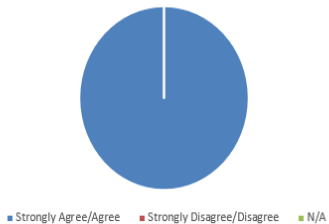
I found the complaints form easy to use



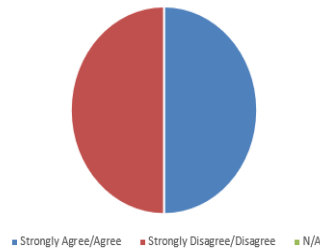
I was able to access information and assistance in making my complaint where this was required



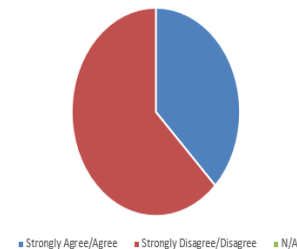
I received a prompt acknowledgement of my complaint



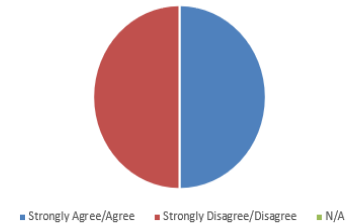
I felt my complaint was taken seriously



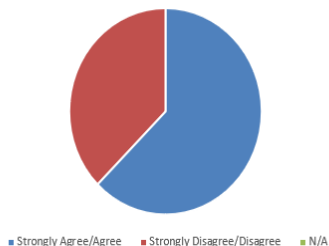
I felt my complaint was thoroughly investigated



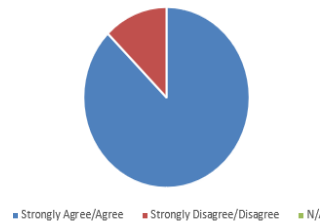
I received a fair and objective response to my complaint



I received a clear response to my complaint



I received a response to my complaint within an appropriate timescale



I was dealt with courteously at all times

