

Commendations and Complaints Handling Report

Annual Report for Academic Year
2022/23

Complaints Handling Procedure (CHP)

The College has a robust Complaints Handling Procedure (CHP) in place that mirrors the Model CHP endorsed by the Scottish Public Sector Ombudsman (SPSO). We value feedback received from learners and other stakeholders, and, as part of our continuous improvement culture, seek to learn from the feedback received and improve our processes, where appropriate to enhance the learner experience.

Complaint Stages

Stage 1: Frontline Response:

Complaints categorised as a Stage 1 complaint are usually for concerns raised that are straight forward to resolve and require little or no investigation. They can usually be resolved with an on-the-spot apology, explanation or other action to put the matter right. The timescale for responding to a Stage 1 complaint is usually provided in five working days or less, however this can be extended to ten days at peak periods throughout the academic year.

Stage 2: Investigation:

A complaint is categorised as a Stage 2 complaint, where the complainant is not satisfied with the response at frontline, or where the complaint may be complex or multi-faceted. When a Stage 2 complaint is received, we acknowledge the complaint within three working days and contact the complainant to clarify the points of concern and the outcome sought. The timescale for responding to Stage 2 complaints is twenty working days or less following a thorough investigation of the concerns raised.

In both instances, complainants will be advised in their response how to escalate their complaint, request a review, be signposted to the SPSO or other independent organisation for external review i.e. an exam body.

Commendations and Complaints Received

Commendations:

In Academic Year (AY) 2022/23, Glasgow Kelvin College received 9 commendations. In comparison to 6 commendations received in AY 2021/22.

Complaints:

In Academic Year 2022/23, Glasgow Kelvin College received 37 complaints, as a comparison, there were a total of 43 complaints received in academic year (AY) 2021/22.

Stage 1 Complaints:

The response times for Stage 1 complaints, where a straightforward response was issued in line with the maximum 10-day timescale, was achieved 96% of the time.

Stage 2 Complaints:

In relation to Stage 2 complaints, a response within the 20-day timescale was achieved 45% of the time. The Complaints Handling Procedure allows complaints received at Stage 2 to be extended at 20-day intervals if required.

The College recognises that the response times for Stage 2 complaints is considerably lower than that of previous academic years and where responses have been delayed, this has occurred due to complainant's availability and their engagement with the Complaints Handling Procedure and the availability of staff essential to the investigation, allowing for a full and clear response to be issued. It should also be noted that timescales within the CHP do not take into account academic holidays.

When responses have been delayed, complainants were kept informed and advised when to expect a response. Responses were issued timeously when complainants and staff were available.

Key Performance Indicators

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		2022-23		2021-22	
Total number of complaints received & complaints received per 100 population			%		%
Number of complaints Received		37	-	43	-
College Population and Number of Complaints received per 100 population		18191	0.2	15503	0.3
Number of complaints closed at each stage and as a % of all complaints closed					
Number of complaints closed at Stage 1 and % of total closed		26	70	30	70
Number of complaints closed at Stage 2 and % of total closed		11	30	13	30
Number of complaints closed after Escalation and % of total closed		8	22	3	7
Open		0	-	0	-
Number of complaints upheld, partially upheld, not upheld or resolved at each stage and as a % of complaints closed at that stage					
			%		%
Stage 1					
Number and % of complaints upheld at Stage 1		6	23	3	10
Number and % of complaints partially upheld at Stage 1		6	23	1	3
Number and % of complaints not upheld at Stage 1		12	46	6	20
Number and % of complaints resolved at Stage 1		2	8	20	67
Stage 2					
Number and % of complaints upheld at Stage 2		1	9	0	-
Number and % of complaints partially upheld at Stage 2		1	9	2	15
Number and % of complaints not upheld at Stage 2		9	82	6	46
Number and % of complaints resolved at Stage 2		0	-	5	39

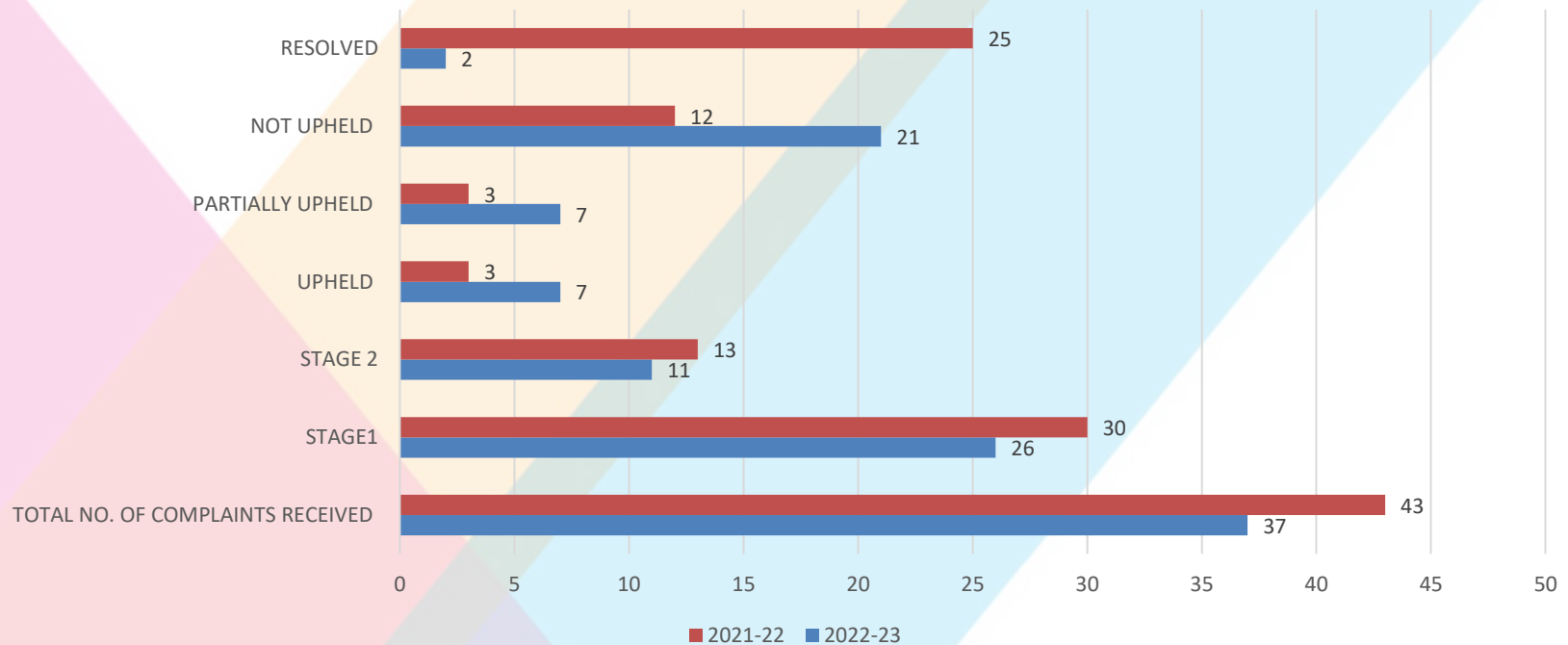
Key Performance Indicators

Escalated	2022-23		2021-22	
Number and % of complaints upheld after Escalation	0	-	0	-
Number and % of complaints partially upheld after Escalation	1	12	1	33
Number and % of complaints not upheld after Escalation	7	88	2	67
Total working days and average time in working days to close complaints at each stage				
Total working days and average time in working days to close complaints at Stage 1	38	8	142	5
Total working days and average time in working days to close complaints at Stage 2	258	23	214	15
Total working days and average time in working days to close complaints after Escalation	101	13	38	13
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)		%		%
Number and % of Stage 1 complaints closed within 5 working days	17	65	26	87
Number and % of Stage 1 complaints not closed with 5 working days	9	35	4	13
Number and % of Stage 2 complaints closed within 20 working days	5	45	12	
Number and % of Stage 2 complaints not closed within 20 working days	6	55	1	
Number and % of Escalated complaints closed within 20 working days	8	100	3	
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%
Number and % of Stage 1 complaints closed within 10 working days (extension)	8	31	4	13
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	4	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	4	36	1	8
Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	18	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-

Complaints Comparison

Academic Years 2022/23 v 2021-22

Complaints Comparison Academic Years 2022-23 v 2021-22



Recommended Indicators

Raising Awareness:

The College continues to ensure that the CHP is as accessible as possible for our service users. Complaints can be made in person, online via email or contact form, a paper form at our campus receptions, and over the telephone. The MyKelvin app, also contains a complaint area with online resources, which allows service users the opportunity to feedback any concerns via a contact form instantly. The College will continue to raise awareness of both the CHP and the Commendations scheme in AY 2023/24.

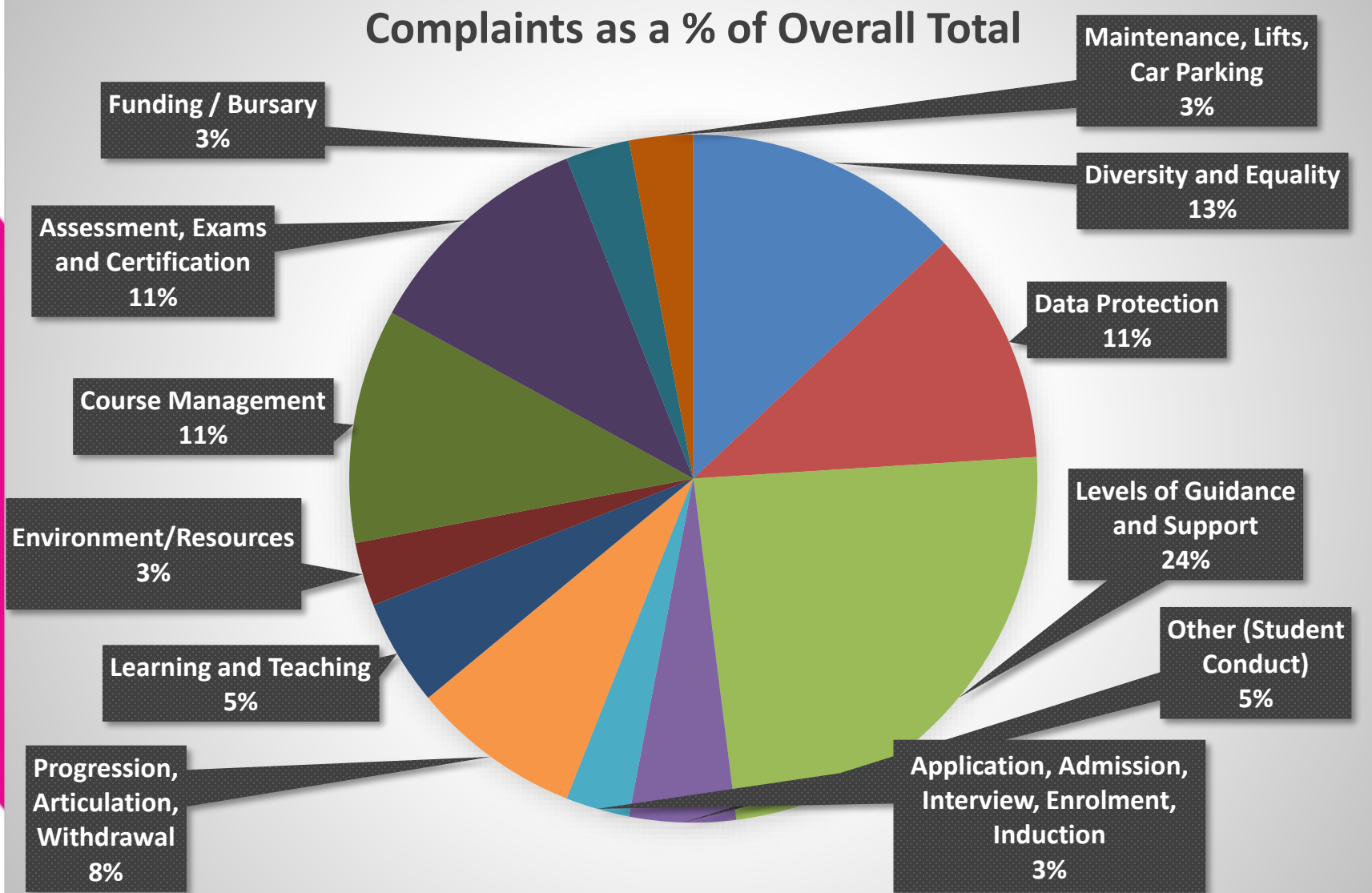
Customer Satisfaction with the Complaints Process:

The College reaches out to complainants to gauge their satisfaction with the complaints process; this is done by issuing a survey to complainants. Unfortunately, the College has had an extremely limited response (01 response received for the academic year). In AY 2023/24, the College will consider ways in which it can attempt to improve the response rate.

Complaints Received by Category

Categories of Complaint	% of Overall Total	No. of Complaints Received
C1: Customer Care		
Diversity and Equality	13	5
Data Protection	11	4
Levels of Guidance and Support	24	9
Other (Student Conduct)	5	2
C2: Applications to Progression		
Application, Admission, Interview, Enrolment, Induction	3	1
Progression, Articulation, Withdrawal	8	3
C3: Course Related		
Learning and Teaching	5	2
Environment/Resources	3	1
Course Management	11	4
Assessment, Exams and Certification	11	4
C4: Services		
Funding / Bursary	3	1
C5: Facilities		
Maintenance, Lifts, Car Parking	3	1
TOTAL	100	37

Complaints as a % of Overall Total

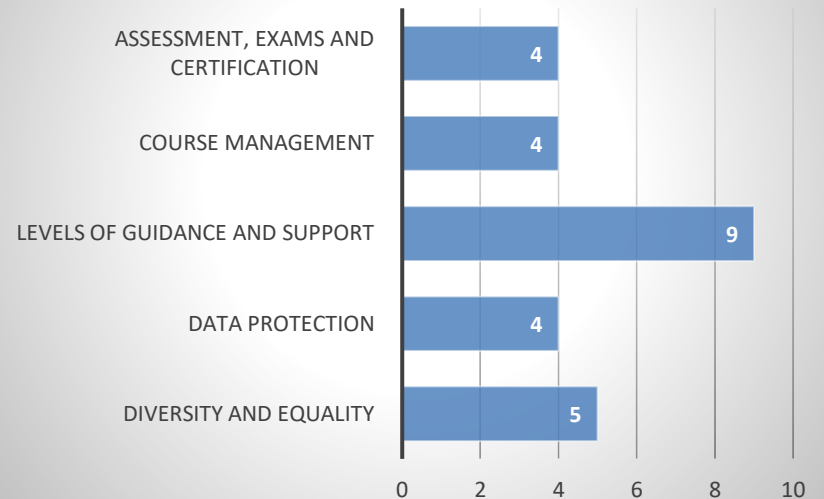


Complaint Categories

Complaint Categories – with over Four Complaints Received

Categories of Complaint	No. of Complaints Received
Diversity and Equality	5
Data Protection	4
Levels of Guidance and Support (College wide)	9
Course Management	4
Assessment, Exams and Certification	4

Complaint Categories with over 4 Complaints Received



Further detail on complaints received in these categories is as follows:

Complaint Categories

Diversity and Equality (5)

Complaints received in this category related to concerns raised by learners that reasonable adjustments had not been made to support their studies placing them at a disadvantage and clarification sought on the College Equality, Diversity and Inclusion (EDI) Policy. Complaint investigations conducted found that reasonable adjustments were in place as per Learner Support Memos and the Learner Support Team provided learners with further support and reassurance. Clarification was provided on the College EDI Policy with the complainant advised that feedback was welcomed and would be considered as part of the policy review cycle.

All of the complaints received in this category were considered not upheld.

Data Protection (4)

Three of the four complaints received in this category were from one individual, however, were logged separately. The complaints received referred to the use of images and performance material on social media and consent. When investigated it was found that the College had followed its data protection processes and consent was obtained for the use of material.

All four complaints received in this category were not upheld.

Complaint Categories Summary

College Levels of Guidance and Support (9)

Complaints received in this category centred around a perceived lack of support from members of College staff from across the College and an external contractor. The College has a wide range of support available to learners including support from course tutor, timetabled guidance slots and access to support from the Student Support Services Team. As a matter of course, learners receive a faculty induction at the commencement of their course and support services are widely promoted via email, MS Teams and posters around campus buildings.

The outcome of these complaints were six not upheld, one partially upheld and two upheld. Where learning has been identified from the partially upheld and upheld complaints this has been reviewed by the appropriate service area manager and implemented across teams as appropriate.

Course Management (4)

Concerns raised in this category related to communication around class cover/staff absence, cancellation of a January start course, relocation of support for learning curriculum and a lack of exposure to practical learning as part of a course. The outcome of these complaints were one upheld, two partially upheld and one not upheld. In relation to the elements upheld, an apology was issued, and clarification given for the actions/decisions taken by the College. Any remedial actions were also implemented.

Complaint Categories Summary

Assessment, Exams and Certification (4)

The complaints received in this category referred to a delay in learners receiving results. From the four complaints received, two were considered upheld and two were not upheld. The investigations from the upheld complaints found the delay in learners receiving their results was a consequence of results either not being entered correctly on to College systems or a delay outwith the control of the College. Apologies were issued to the complainants and the results amended as appropriate on College systems to avoid any further delay to the learner's certification.

Learning from Complaints

The College values complaints received and uses the feedback from learners and stakeholders to identify learning and implement improvements to College processes. Where learning from complaints has been identified, the relevant faculty and service team managers have reviewed processes within their areas and, where appropriate, made changes.

Learning identified/improvements made include:

- Faculty and Student Information Services Team reviewed processes for the offers issued to learners and implemented further improvements; and
- Additional training for staff across faculty/service areas, where required;

Commendations and complaints data is shared at various College committees to identify trends and implement corrective measures where appropriate.

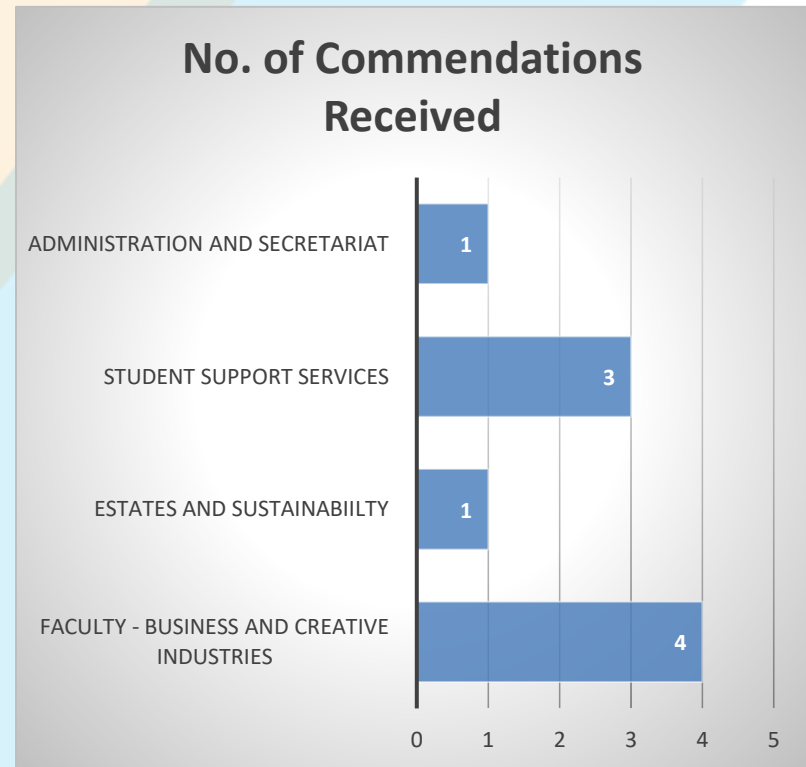
The College continues to maintain regular attendance throughout the academic year at the Complaints Handling Advisory Group meetings. These meetings are facilitated by the College Development Network, with members from across the Further Education sector considering best practice.

To ensure impartiality of complaint responses and compliance with SPSO Model Complaints Handling Procedure, a member of the Complaints Team signs off all responses under the direction of the Director of Estates and Corporate Services.

Further Analysis – Commendations

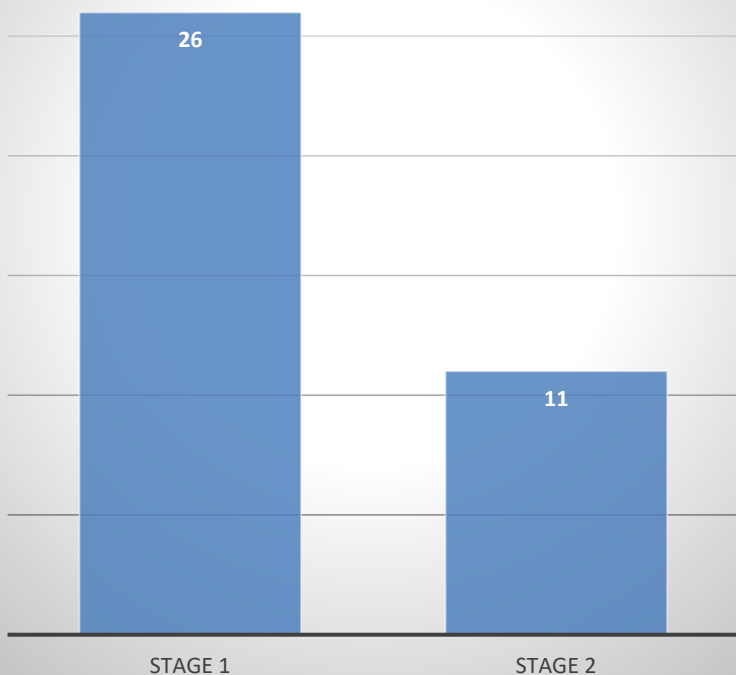
Commendations Received – Dept Analysis

Department	No. of Commendations Received
Faculty – Business and Creative Industries	4
Estates and Sustainability	1
Student Support Services	3
Administration and Secretariat	1



Further Analysis - Complaints

Total No. of Complaints Received by Stage



Complaint Outcomes

