Complaints Handling Quarterly Report

Academic Year 2021-22

Quarter 03: 01 February 2022 to 30 April 2022

Glasgow
Kelvin
College

Performance Indicators
01 February 2022 to 30 April 2022

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1		Q2		Q3	
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	15		9		9	
College Population and Number of Complaints received per 100 population	9454	0.2%	12100	0.07%	15020	0.06%
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	9	60%	4	44%	7	78%
Number of complaints closed at Stage 2 and % of total closed	6	40%	5	56%	2	22%
Number of complaints closed after Escalation and % of total closed	2	13%	0	-	0	-
Open	0	-	0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage						
Stage 1						
Number and % of complaints upheld at Stage 1	2	22%	0	-	1	14%
Number and % of complaints partially upheld at Stage 1	1	11%	0	-	0	-
Number and % of complaints not upheld at Stage 1	4	45%	1	25%	1	14%
Number and % of complaints resolved at Stage 1	2	22%	3	75%	5	72%
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	2	33%	0	-	0	-
Number and % of complaints not upheld at Stage 2	0	0%	5	100%	1	50%
Number and % of complaints resolved at Stage 2	4	67%	0	0%	1	50%
Escalated						
Number and % of complaints upheld after Escalation	1	50%	0	0%	0	-
Number and % of complaints not upheld after Escalation	1	50%	0	0%	0	-

Glasgow Kelvin College

Performance Indicators
01 February 2022 to 30 April 2022

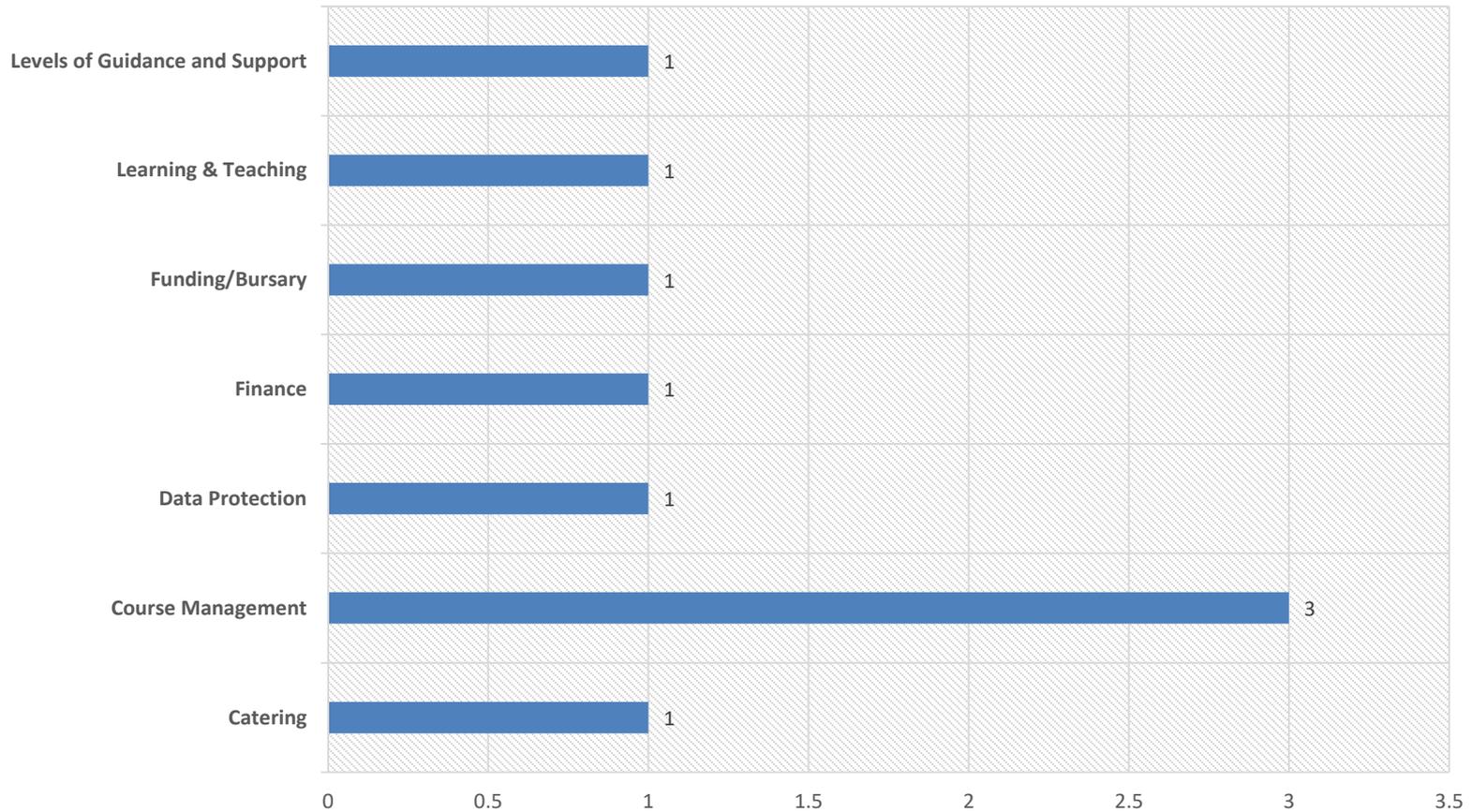|	Q1		Q2		Q3	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	46	5	16	4	38	5
Total working days and average time in working days to close complaints at Stage 2	82	14	105	21	26	13
Total working days and average time in working days to close complaints after Escalation	23	12	0	0	0	0
Number and % of complaints closed within set timecales						
(S1=5 workings days; S2=20 working days ; Escalated = 20 working days)						
Number and % of Stage 1 complaints closed within 5 working days	7	78%	4	100%	4	57%
Number and % of Stage 1 complaints not closed with 5 working days	2	22%	0	-	3	43%
Number and % of Stage 2 complaints closed within 20 working days	6	100%	4	80%	2	100%
Number and % of Stage 2 complaints not closed within 20 working days	0	0%	1	20%	0	-
Number and % of Escalated complaints closed within 20 working days	2	100%	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	0	0%	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)	1	50%	0	-	3	43%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	50%	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0%	1	100%	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0%	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	0%	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

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Complaints by Category - Quarter 03

The chart shown on the right provides a breakdown of complaints received for the quarter by category.

Complaints by Category	No. of Complaints
Customer Care	2
Applications to Progression	0
Course Related	4
Services	2
Facilities	1
Other	0

Complaints Received by Category

- Facilities 11%
- Other 0%
- Customer Care 22%
- Applications to Progression 0%
- Services 22%
- Course Related 45%

Legend:
- Customer Care
- Applications to Progression
- Course Related
- Services
- Facilities
- Other

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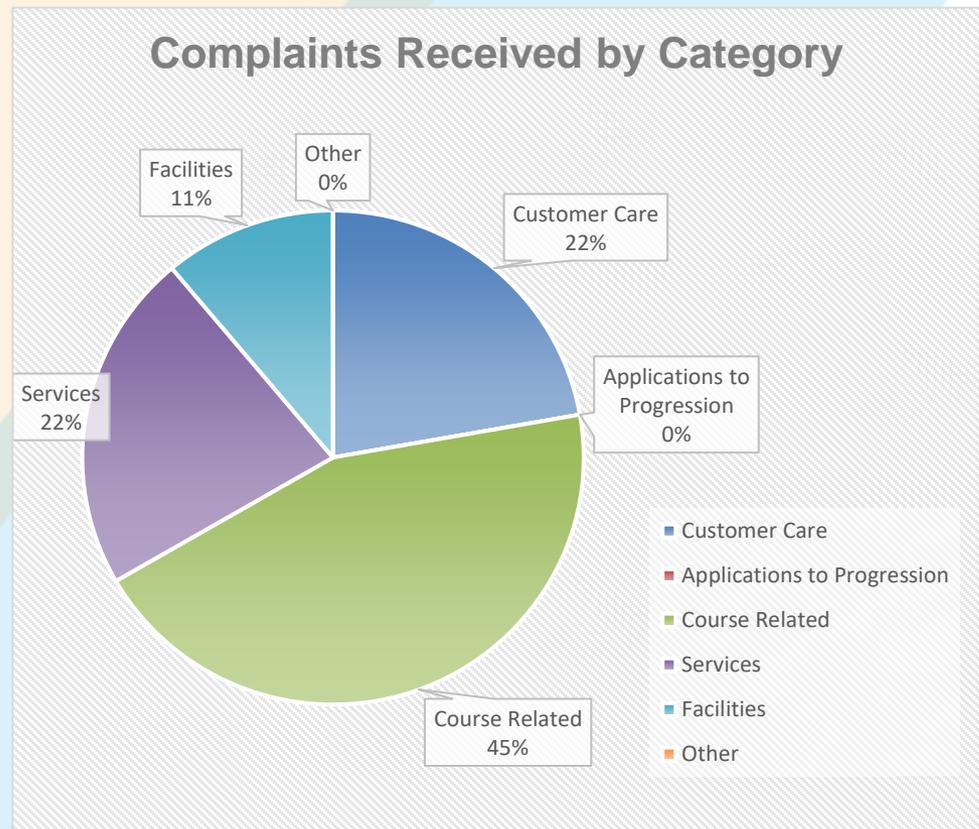
Complaints Received by Sub-category

Complaint Outcomes Qu3

The charts below represent the outcome of complaints received by stage.