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# Complaints Handling Quarterly Report

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**Academic Year 2023-24**

**Quarter 01: 01 August 2023 to 31 October 2023**

<b>COMPLAINTS HANDLING PROCEDURE INDICATORS</b>		<b>Qu1</b>	
<b>Total number of complaints received &amp; complaints received per 100 population</b>			<b>%</b>
Number of complaints Received		9	-
College Population and Number of Complaints received per 100 population		8964	0.001
<b>Number of complaints closed at each stage and as a % of all complaints closed</b>			
Number of complaints closed at Stage 1 and % of total closed		7	78
Number of complaints closed at Stage 2 and % of total closed		2	22
Number of complaints closed after Escalation and % of total closed		1	11
Open		0	-
<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>			
<b>Stage 1</b>			
Number and % of complaints upheld at Stage 1		1	14
Number and % of complaints partially upheld at Stage 1		3	43
Number and % of complaints not upheld at Stage 1		3	43
Number and % of complaints resolved at Stage 1		0	-
<b>Stage 2</b>			
Number and % of complaints upheld at Stage 2		0	-
Number and % of complaints partially upheld at Stage 2		1	50
Number and % of complaints not upheld at Stage 2		1	50
Number and % of complaints resolved at Stage 2		0	-
<b>Escalated</b>			
Number and % of complaints upheld after Escalation		0	-
Number and % of complaints not upheld after Escalation		0	-
Number and % of complaints partially upheld after escalation		1	100

# Performance Indicators

## 01 August 2023 to 31 October 2023

<b>Total working days and average time in working days to close complaints at each stage</b>		
Total working days and average time in working days to close complaints at Stage 1	61	10
Total working days and average time in working days to close complaints at Stage 2	15	8
Total working days and average time in working days to close complaints after Escalation	25	25
<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>		<b>%</b>
Number and % of Stage 1 complaints closed within 5 working days	3	43
Number and % of Stage 1 complaints not closed with 5 working days	4	57
Number and % of Stage 2 complaints closed within 20 working days	2	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-
Number and % of Escalated complaints closed within 20 working days	0	-
Number and % of Escalated complaints not closed within 20 working days	1	100
		<b>%</b>
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>		
Number and % of Stage 1 complaints closed within 10 working days ( extension)	4	100
Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	-
Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	-
Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	-
Number and % of Escalated complaints closed within 40 working days ( extension)	1	100
Number and % of Escalated complaints not closed within 40 working days ( extension)	0	-

<b>COMPLAINTS HANDLING PROCEDURE INDICATORS</b>	<b>Qu1 AY 2023-24</b>		<b>Qu1 AY 2022-23</b>		<b>Qu1 AY 2021-22</b>	
<b>Total number of complaints received &amp; complaints received per 100 population</b>		<b>%</b>		<b>%</b>		<b>%</b>
Number of complaints Received	9	-	14	-	15	
College Population and Number of Complaints received per 100 population	8964	0.001	8982	0.2	9454	0.2
<b>Number of complaints closed at each stage and as a % of all complaints closed</b>						
Number of complaints closed at Stage 1 and % of total closed	7	78	13	93	9	60
Number of complaints closed at Stage 2 and % of total closed	2	22	1	7	6	40
Number of complaints closed after Escalation and % of total closed	1	11	1	7	2	13
Open	0	-	0	-	0	0
<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>						
<b>Stage 1</b>						
Number and % of complaints upheld at Stage 1	1	14	5	39	2	22
Number and % of complaints partially upheld at Stage 1	3	43	1	7	1	11
Number and % of complaints not upheld at Stage 1	3	43	6	47	4	45
Number and % of complaints resolved at Stage 1	0	-	1	7	2	22
<b>Stage 2</b>						
Number and % of complaints upheld at Stage 2	0	-	1	100	0	0
Number and % of complaints partially upheld at Stage 2	1	50	0	-	2	33
Number and % of complaints not upheld at Stage 2	1	50	0	-	0	0
Number and % of complaints resolved at Stage 2	0	-	0	-	4	67
<b>Escalated</b>						
Number and % of complaints upheld after Escalation	0	-	0	-	1	50
Number and % of complaints not upheld after Escalation	0	-	1	100	1	50
Number and % of complaints partially upheld after escalation	1	100	0	-	0	-

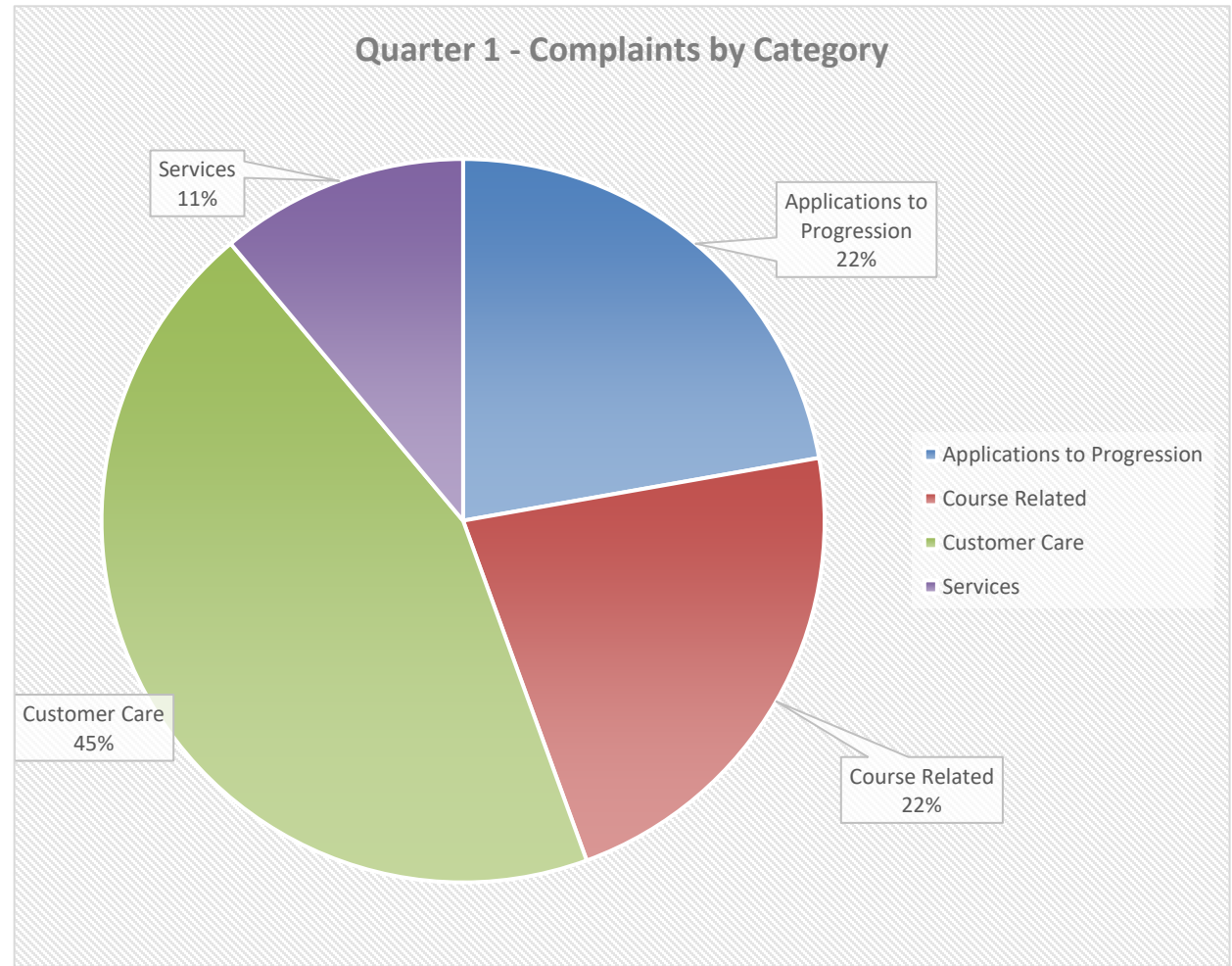


Total working days and average time in working days to close complaints at each stage	Qu1 AY 2023-24		Qu1 AY 2022-23		Qu1 AY 2021-22	
	Total working days and average time in working days to close complaints at Stage 1	61	10	72	6	46
Total working days and average time in working days to close complaints at Stage 2	15	8	28	28	82	14
Total working days and average time in working days to close complaints after Escalation	25	25	17	17	23	12
<b>Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)</b>		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	3	43	8	62	7	78
Number and % of Stage 1 complaints not closed with 5 working days	4	57	5	38	2	22
Number and % of Stage 2 complaints closed within 20 working days	2	100	0	-	6	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	1	100	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	1	100	2	100
Number and % of Escalated complaints not closed within 20 working days	1	100	0	-	0	-
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>		%		%		%
Number and % of Stage 1 complaints closed within 10 working days ( extension)	4	100	5	100	1	50
Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	-	0	-	1	50
Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	-	1	100	0	-
Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days ( extension)	1	100	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days ( extension)	0	-	0	-	0	-

# Complaints by Category Quarter 1

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

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

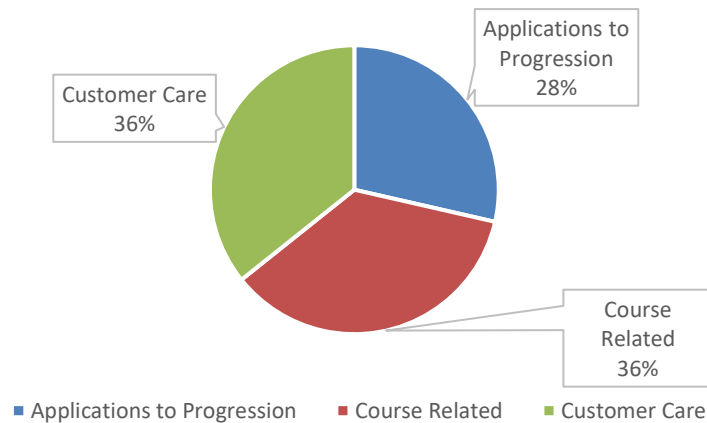


# Complaints by Category Qu1 – Previous Academic Years (*for comparison*)

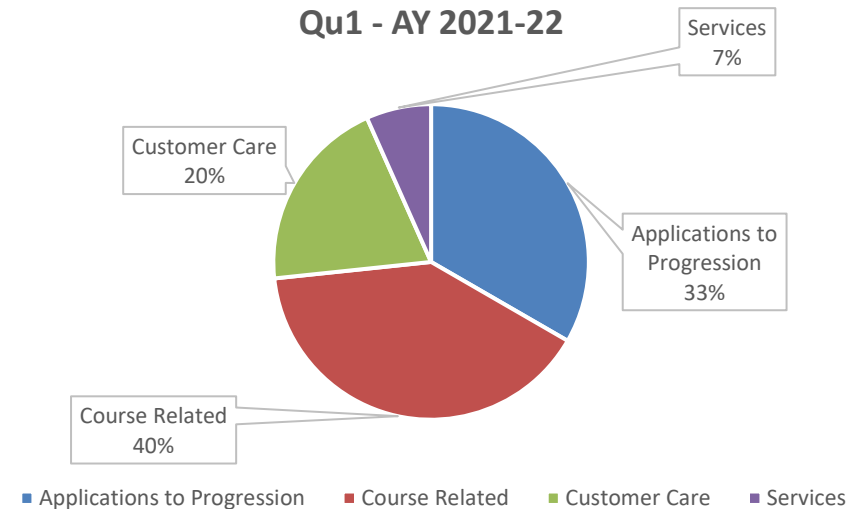
Qu1 – AY 2022-23	
Applications to Progression	4
Course Related	5
Customer Care	5

Qu1 – AY 2021-22	
Applications to Progression	5
Course Related	6
Customer Care	3
Services	1

Qu1 - AY 2022-23

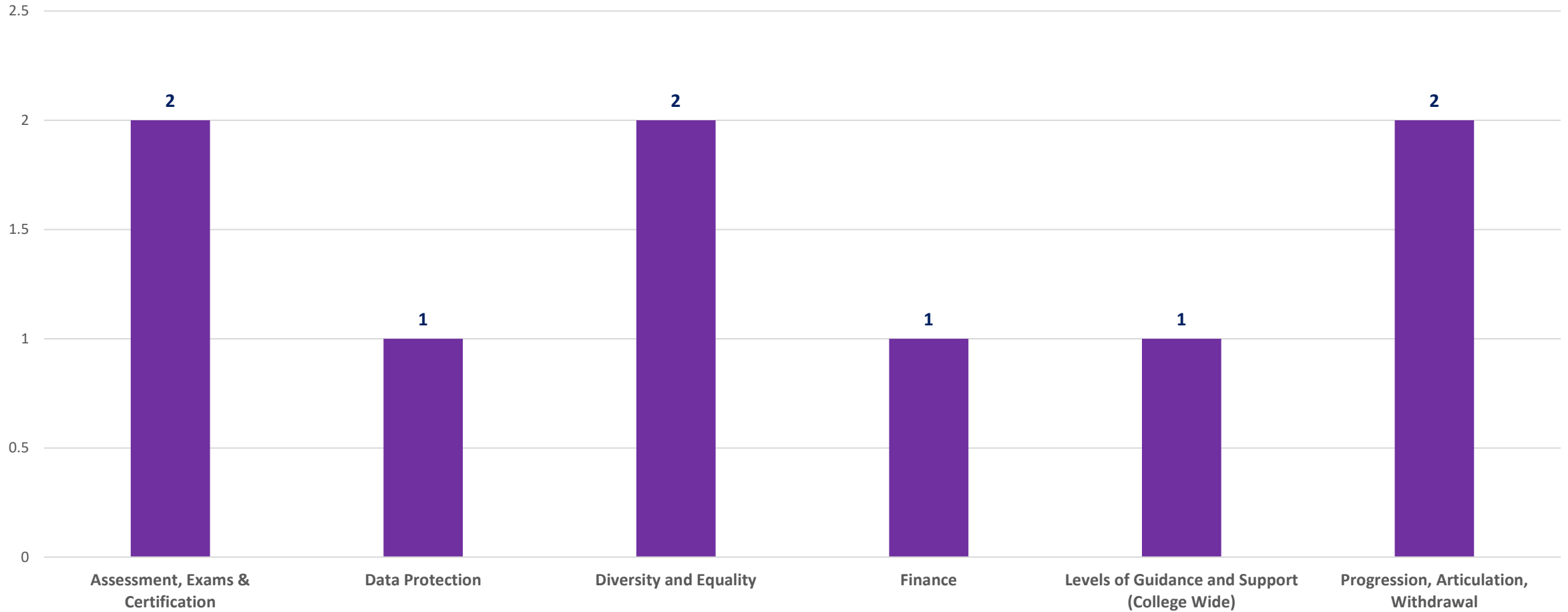


Qu1 - AY 2021-22





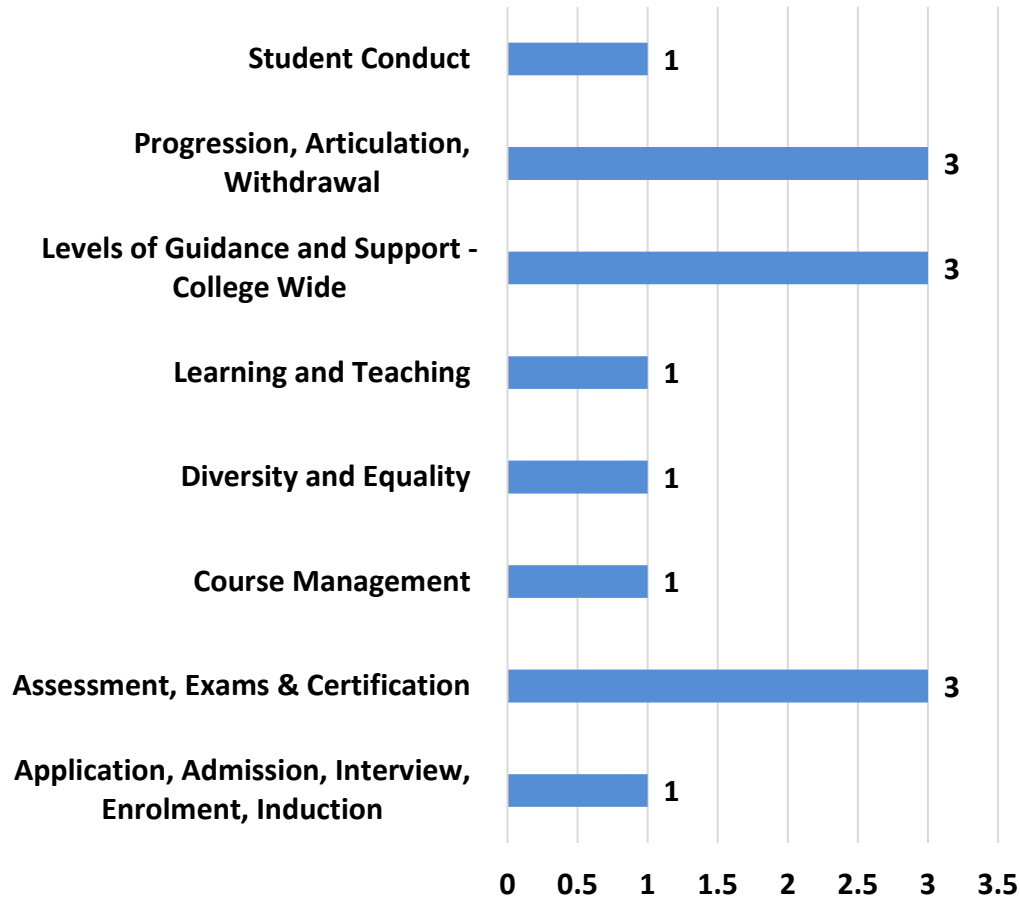
# Quarter 1 - Complaints Received by Sub-Category



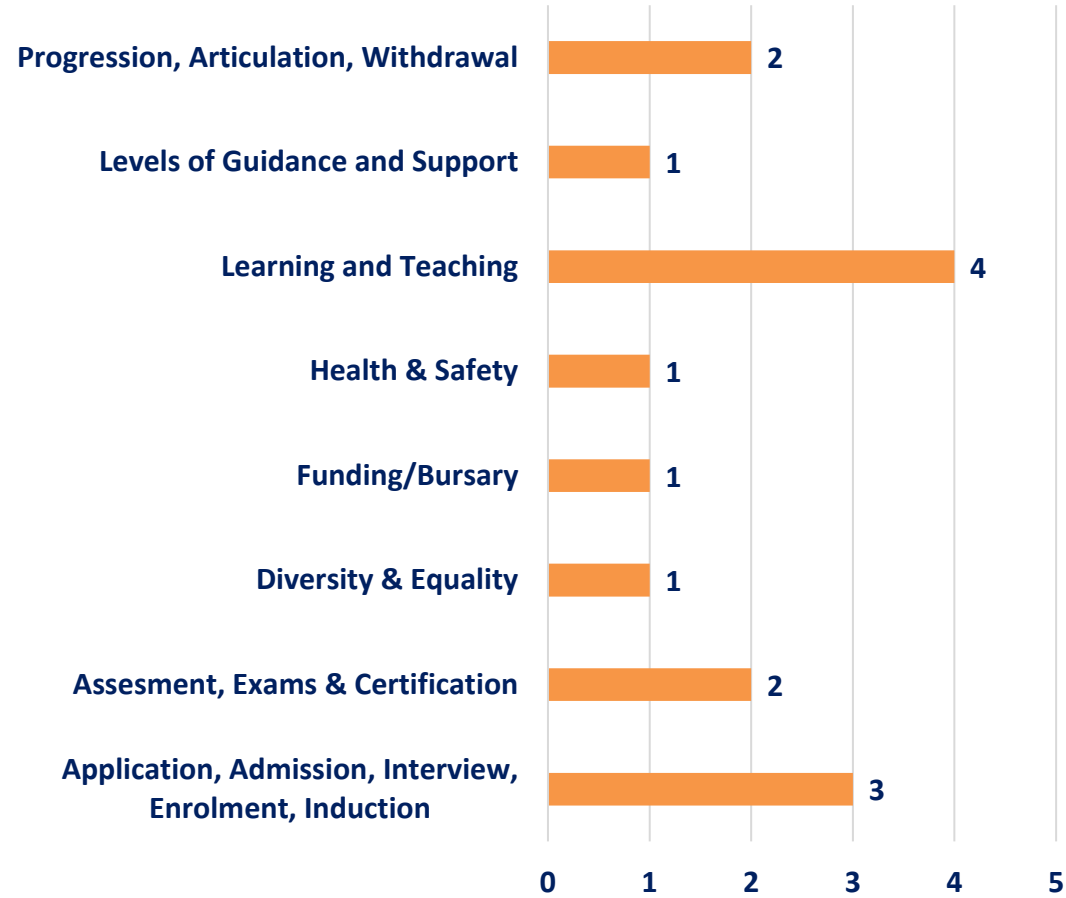


# Complaints by Sub-Category Qu1 Previous Academic Years *(for comparison)*

Qu1 – AY 2022-23



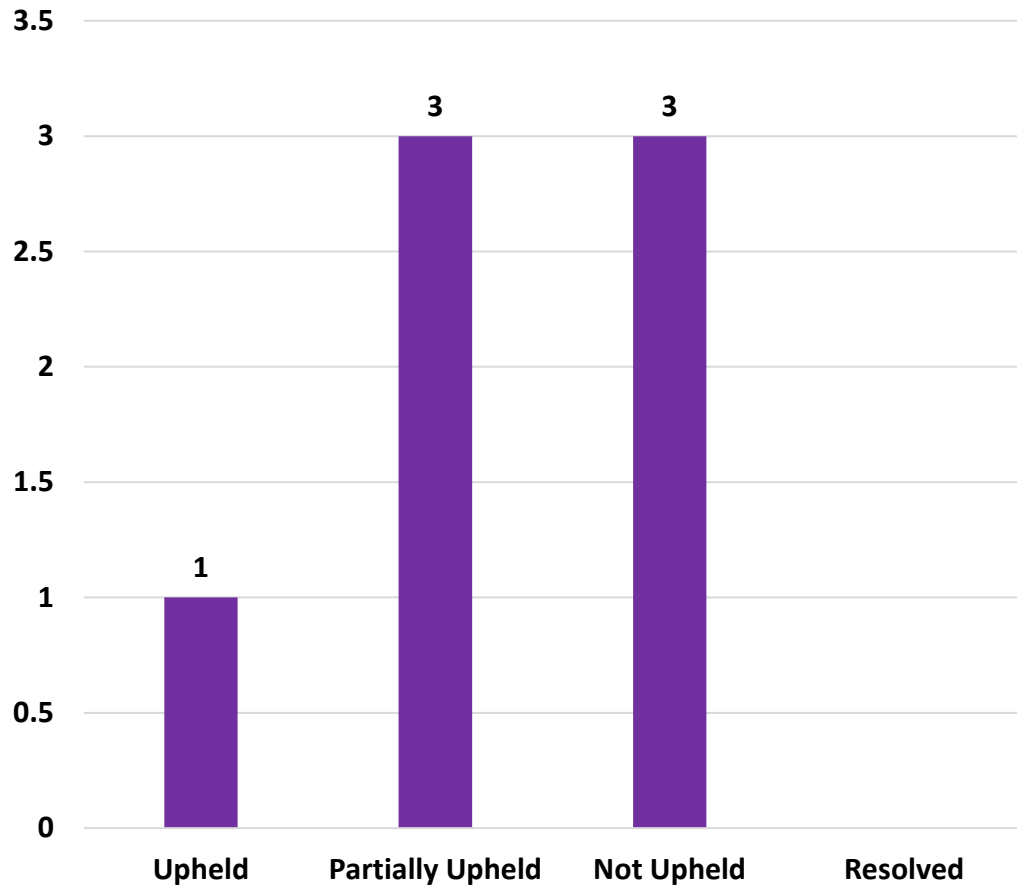
Qu1 – AY 2021-22



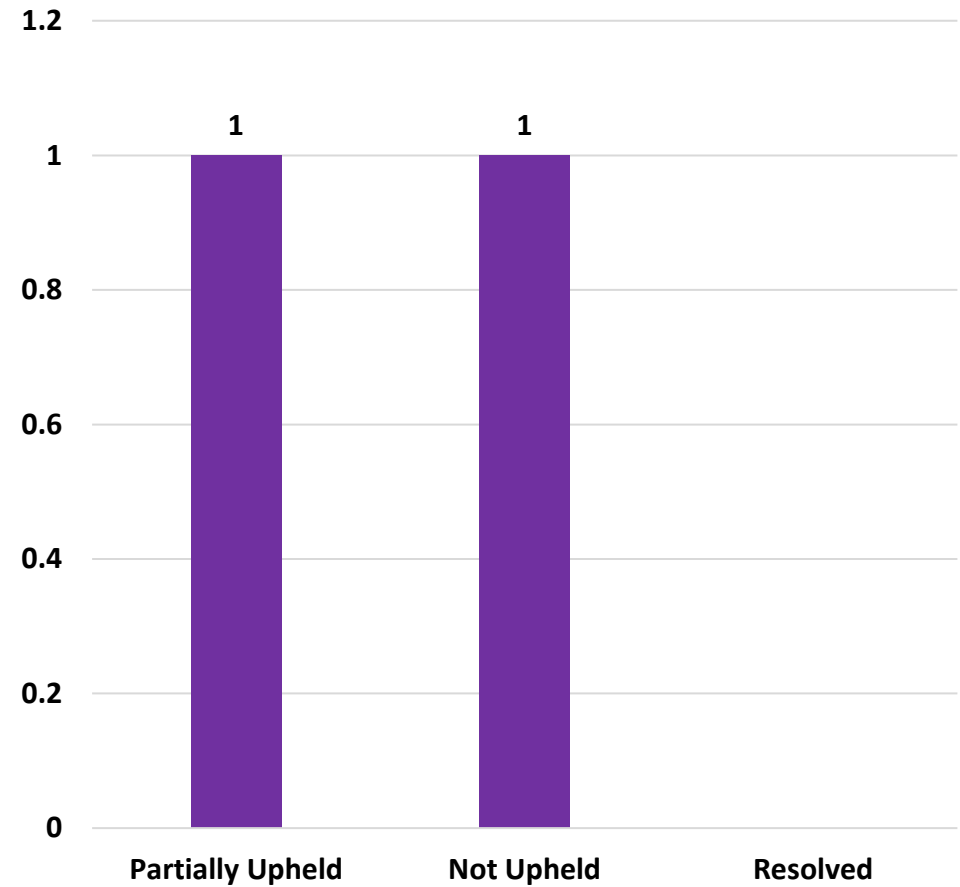


# Complaint Outcomes

Stage 1



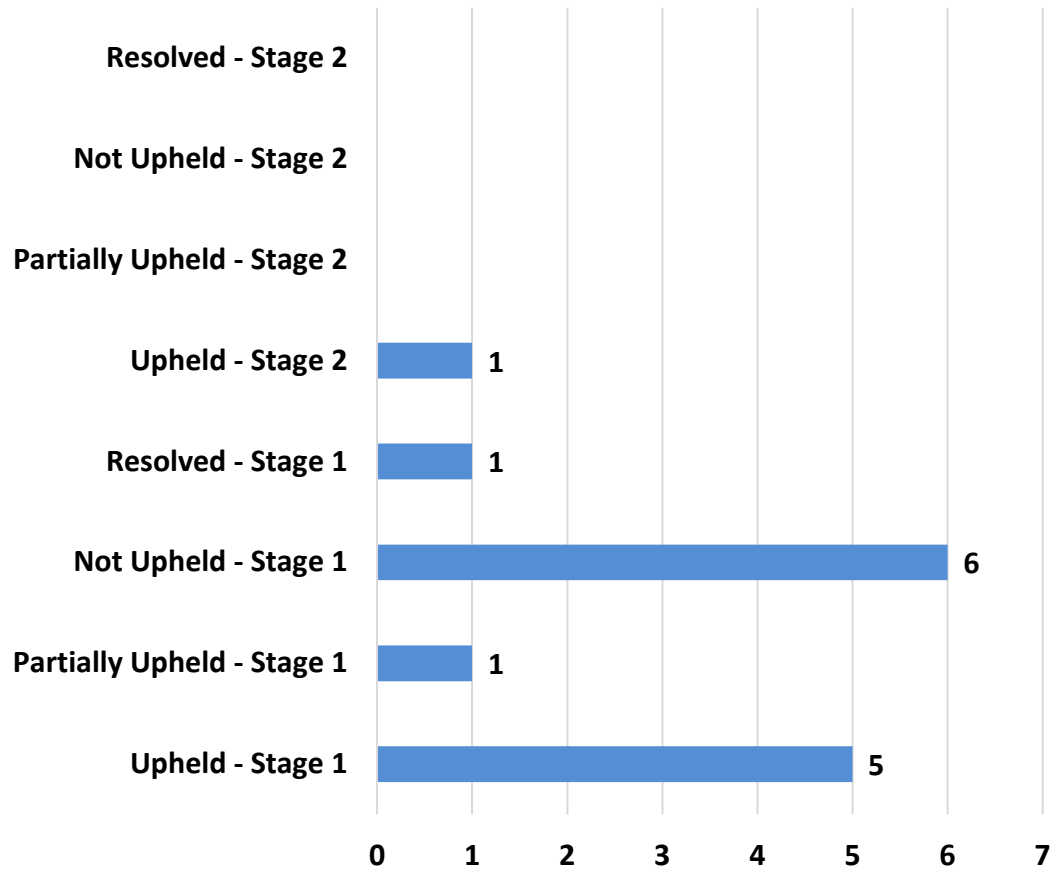
Stage 2



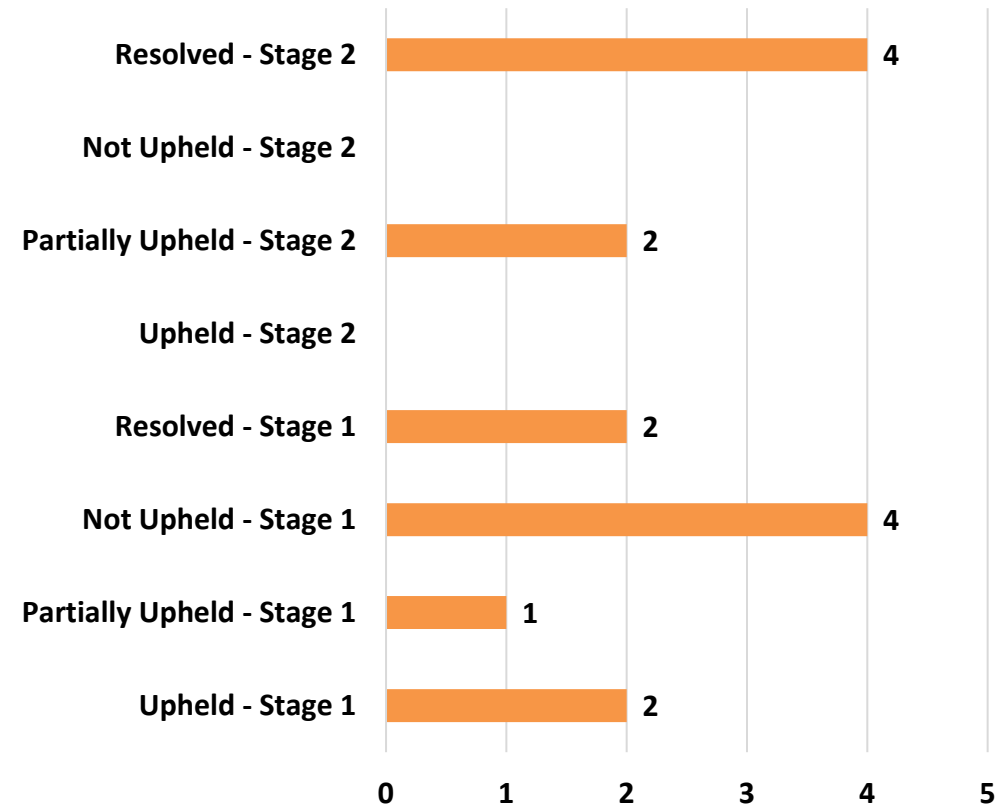


# Glasgow Kelvin College Complaint Outcomes Qu1 Previous Academic Years *(for comparison)*

AY 2022-23 Qu1 Complaint Outcomes



AY 2020-21 Qu1 Complaint Outcomes





This quarter the College identified an improvement following feedback received on its online complaints form, via the website.

It was recommended that the form be amended to allow complainants the opportunity to upload documents as part of or to support a complaint.

The College welcomed this feedback and reviewed the online form and added this feature, which is now available for use by any future complainants as required.