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Complaints Handling Quarterly Report

Academic Year 2023-24

Quarter 04: 01 May 2024 to 31 July 2024

Performance Indicators 2023-24 to Date

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu1		Qu2		Qu3		Qu4	
Total number of complaints received & complaints received per 100 population		%		%		%		%
Number of complaints Received	9	-	4	-	12	-	10	-
College Population and Number of Complaints received per 100 population	8964	0.1	10226	0.04	11137	0.1	11524	0.09
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	7	78	4	100	11	92	8	80
Number of complaints closed at Stage 2 and % of total closed	2	22	0	-	1	8	1	10
Number of complaints closed after Escalation and % of total closed	1	11	0	-	1	8	1	10
Open	0	-	0	-	0	0	1	10
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	1	14	0	-	2	18	0	-
Number and % of complaints partially upheld at Stage 1	3	43	1	25	3	27	6	75
Number and % of complaints not upheld at Stage 1	3	43	3	75	6	55	1	12.5
Number and % of complaints resolved at Stage 1	0	-	0	-	0	-	1	12.5
Stage 2								
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-	0	
Number and % of complaints partially upheld at Stage 2	1	50	0	-	0	-	1	100
Number and % of complaints not upheld at Stage 2	1	50	0	-	0	-	0	-
Number and % of complaints resolved at Stage 2	0	-	0	-	1	100	0	-
Escalated								
Number and % of complaints upheld after Escalation	0	-	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	0	-	1	100	0	-
Number and % of complaints partially upheld after escalation	1	100	0	-	0	-	1	100

Performance Indicators 2023-24 to Date (contd)

Total working days and average time in working days to close complaints at each stage	Qu1		Qu2		Qu3		Qu4	
Total working days and average time in working days to close complaints at Stage 1	61	10	20	5	73	7	36	4.5
Total working days and average time in working days to close complaints at Stage 2	15	8	0	-	6	6	22	22
Total working days and average time in working days to close complaints after Escalation	25	25	0	-	4	4	23	23
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	3	43	2	50	3	27	8	100
Number and % of Stage 1 complaints not closed with 5 working days	4	57	2	50	8	73	0	-
Number and % of Stage 2 complaints closed within 20 working days	2	100	0	-	1	100	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	0	-	2	100
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	1	100	0	
Number and % of Escalated complaints not closed within 20 working days	1	100	0	-	0	-	1	100
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)	4	100	2	100	7	88	0	-
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	1	12	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	0	-	1	100
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)	1	100	0	-	0	-	1	100
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-	0	-

Performance Indicators Qu04 Comparison

| COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu4 AY 2023-24		Qu4 AY 2022-23		Qu4 AY 2021-22	
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	10	-	6		10	-
College Population and Number of Complaints received per 100 population	15336	0.06	18188	0.03	15851	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	8	80	6	100	10	100
Number of complaints closed at Stage 2 and % of total closed	1	10	0	-	0	-
Number of complaints closed after Escalation and % of total closed	1	10	1	17	0	-
Open	1	10	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	0	-	1	17	0	-
Number and % of complaints partially upheld at Stage 1	6	75	1	17	0	-
Number and % of complaints not upheld at Stage 1	1	12.5	4	66	0	-
4Number and % of complaints resolved at Stage 1	1	12.5	0	-	10	100
Stage 2						
Number and % of complaints upheld at Stage 2	0		0	-	0	-
Number and % of complaints partially upheld at Stage 2	1	100	0	-	0	-
Number and % of complaints not upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints resolved at Stage 2	0	-	0	-	0	-
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	1	100	0	-
Number and % of complaints partially upheld after escalation	1	100	0	-	0	-

Performance Indicators Qu04 Comparison (contd)

Total working days and average time in working days to close complaints at each stage	Qu4 AY 2023-24		Qu4 AY2022-23		Qu4 AY 2021-2022	
Total working days and average time in working days to close complaints at Stage 1	36	4.5	29	5	42	4
Total working days and average time in working days to close complaints at Stage 2	22	22	0	-	0	-
Total working days and average time in working days to close complaints after Escalation	23	23	10	10	0	-
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated=20 working days)						
Number and % of Stage 1 complaints closed within 5 working days	8	100	5	83	10	100
Number and % of Stage 1 complaints not closed within 5 working days	0	-	1	17	0	-
Number and % of Stage 2 complaints closed within 20 working days	0	-	0	-	0	-
Number and % of Stage 2 complaints not closed within 20 working days	2	100	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	1	100	0	-
Number and % of Escalated complaints not closed within 20 working days	1	100	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)	0	-	1	100	0	-
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100	0	-	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 Received by Category

The chart below provides a breakdown of complaints received during this quarter by category.

Complaint Category	No. of Complaints Received
C1: Customer Care	3
C2: Applications to Progression	6
C4: Services	1
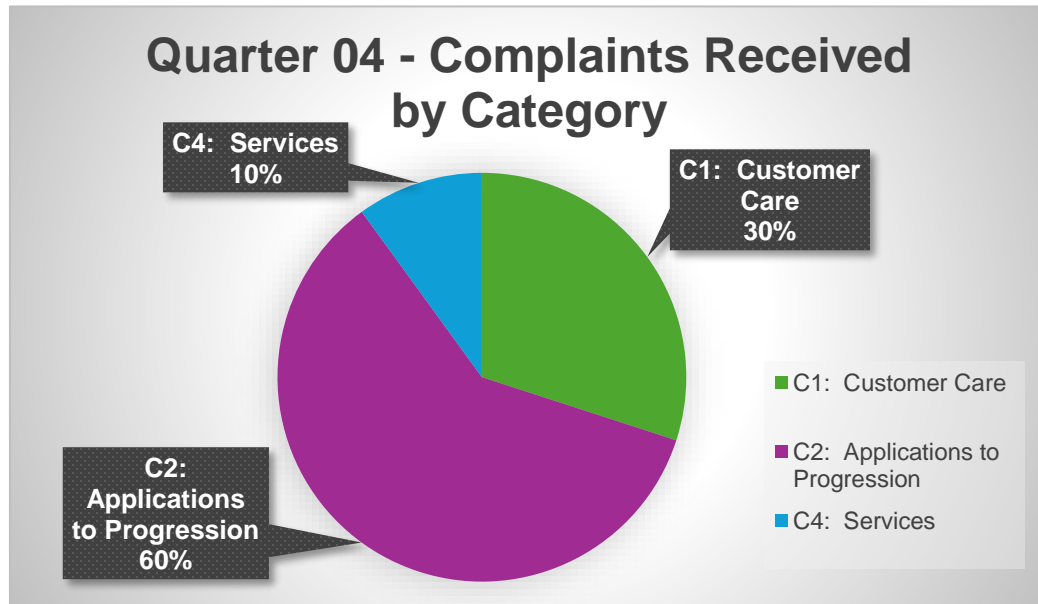
Previous Academic Years (*for comparison*)

Qu 04 – AY 2022-23 Complaint Category	No. of Complaints Received
C1: Customer Care	4
C3: Course Related	2

Qu 04 – AY 2021-22 Complaint Category	No. of Complaints Received
C2: Applications to Progression	1
C3: Course Related	9

Quarter 04 - Complaints Received by Category

C4: Services 10%

C1: Customer Care 30%

C2: Applications to Progression 60%

- C1: Customer Care
- C2: Applications to Progression
- C4: Services

Complaints Received by Sub-Category

Quarter 04 - Complaints Received by Sub-Category

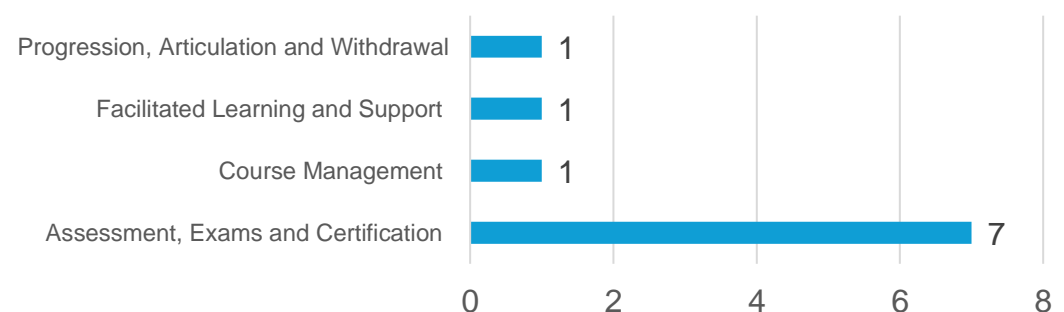Bar chart:
- Finance: 1
- Levels of Guidance and Support - College Wide: 3
- Progression, Articulation, Withdrawal: 6

Previous Academic Years *(for comparison)*

**Academic Year 2022-23 (Quarter 04)
Complaints by Sub-Category**

- Levels of Guidance and Support - College Wide: 2
- Data Protection: 2
- Learning & Teaching: 1
- Assesment, Exams & Certification: 1
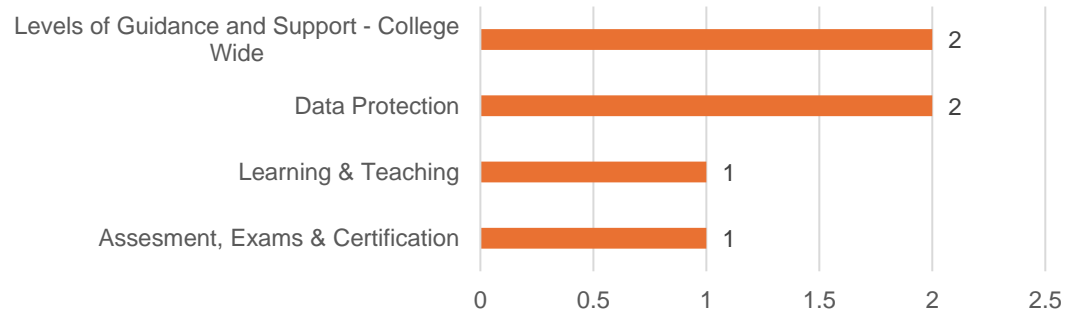
**Academic Year 2021-22 (Quarter 04)
Complaints by Sub-Category**

- Progression, Articulation and Withdrawal: 1
- Facilitated Learning and Support: 1
- Course Management: 1
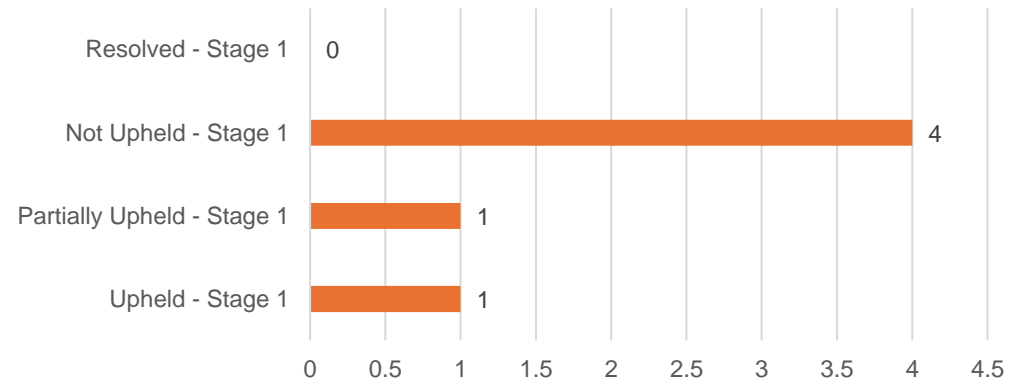- Assesment, Exams and Certification: 7

Complaint Outcomes

The Charts below represent the outcome of complaints received by stage; previous academic years included *(for comparison)*.
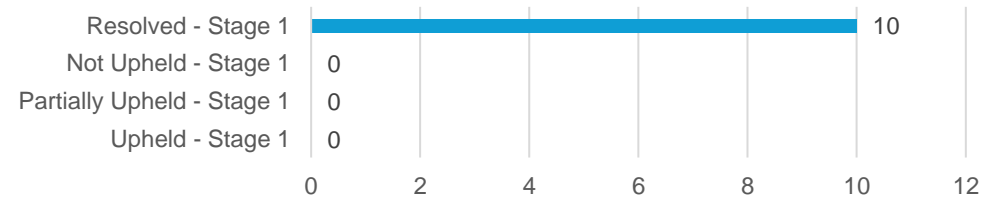
Academic Year 2023-24 - Quarter 04
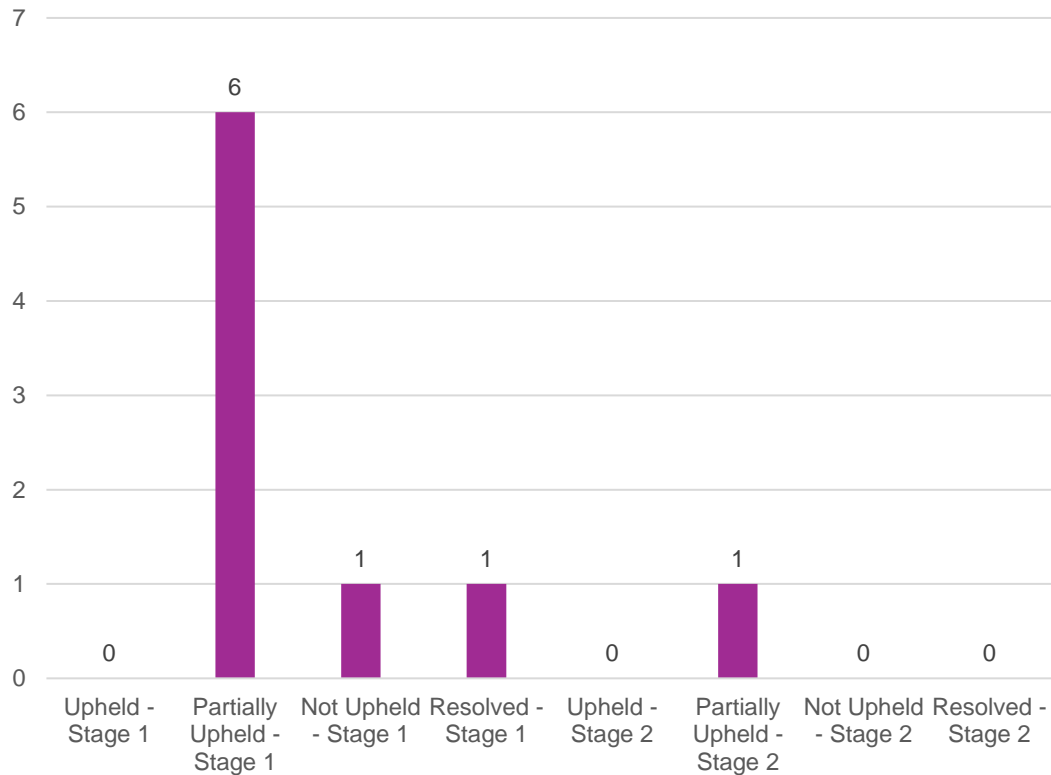
Academic Year 2022-23 – Quarter 04

Academic Year 2021-22 - Quarter 04

*Note: one stage 2 complaint currently open

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Learning from Complaints

From the complaints received in this quarter, lessons learned/actions were identified in three areas

Complaint	Lesson Learned/Actions Identified
Category 2: Applications to Progression	
In this quarter, the majority of complaints received under the category Applications to Progression related to learners concerns about progression as a result of ongoing industrial action within the sector. These complaints were considered partially upheld.	The College recognised the impact industrial action has on its learners and echoed their concerns. Learners were advised that the industrial action was a consequence of a national dispute between College Employers Scotland and the EIS/FELA and hoped both parties could reach a speedy resolution. To minimise the impact of industrial action, the College put mitigations in place, such as: • Learners continuing their studies with the College had conditional offers of a place automatically converted to an unconditional offer; • Learners leaving the College progressing on to further study at another College/University or on to employment were offered a 'letter of comfort' in support of their progression.