Complaints Handling Quarterly Report

Academic Year 2022-23

Quarter 01: 01 August to 31 October 2022

Glasgow Kelvin College

Performance Indicators
01 August 2022 to 31 October 2022

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1	
Total number of complaints received & complaints received per 100 population		%
Number of complaints Received	14	-
College Population and Number of Complaints received per 100 population	8982	0.2
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	13	93
Number of complaints closed at Stage 2 and % of total closed	1	7
Number of complaints closed after Escalation and % of total closed	1	7
Open	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	5	39
Number and % of complaints partially upheld at Stage 1	1	7
Number and % of complaints not upheld at Stage 1	6	47
Number and % of complaints resolved at Stage 1	1	7
Stage 2		
Number and % of complaints upheld at Stage 2	1	100
Number and % of complaints partially upheld at Stage 2	0	-
Number and % of complaints not upheld at Stage 2	0	-
Number and % of complaints resolved at Stage 2	0	-
Escalated		
Number and % of complaints upheld after Escalation	0	-
Number and % of complaints not upheld after Escalation	1	100

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Performance Indicators
01 August 2022 to 31 October 2022

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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	72	6
Total working days and average time in working days to close complaints at Stage 2	28	28
Total working days and average time in working days to close complaints after Escalation	17	17
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	8	62
Number and % of Stage 1 complaints not closed with 5 working days	5	38
Number and % of Stage 2 complaints closed within 20 working days	0	-
Number and % of Stage 2 complaints not closed within 20 working days	1	100
Number and % of Escalated complaints closed within 20 working days	1	100
Number and % of Escalated complaints not closed within 20 working days	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)	5	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)	1	100
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)	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

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Complaints by Category Quarter 01

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	5
Application to Progression	4
Course Related	5
Services	0
Facilities	0

Quarter 01 - Complaints by Category

Course Related 36%

Customer Care 36%

Application to Progression 28%

Legend:
- Customer Care
- Application to Progression
- Course Related
- Services
- Facilities

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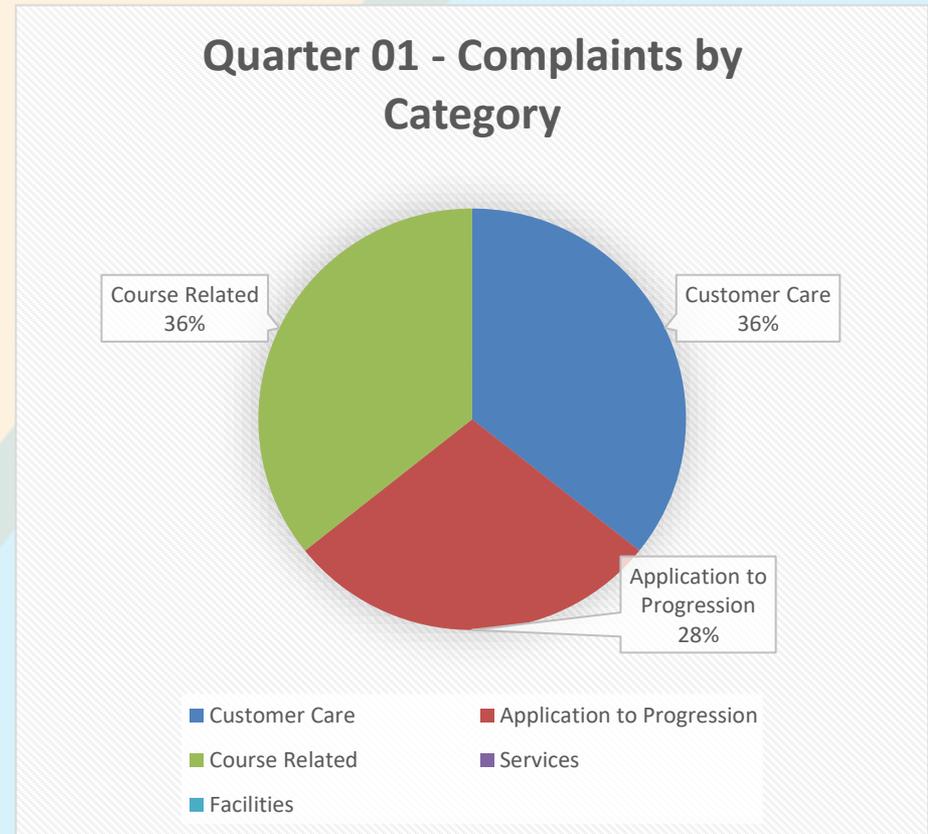
Quarter 01 - Complaints Received by Sub-Category
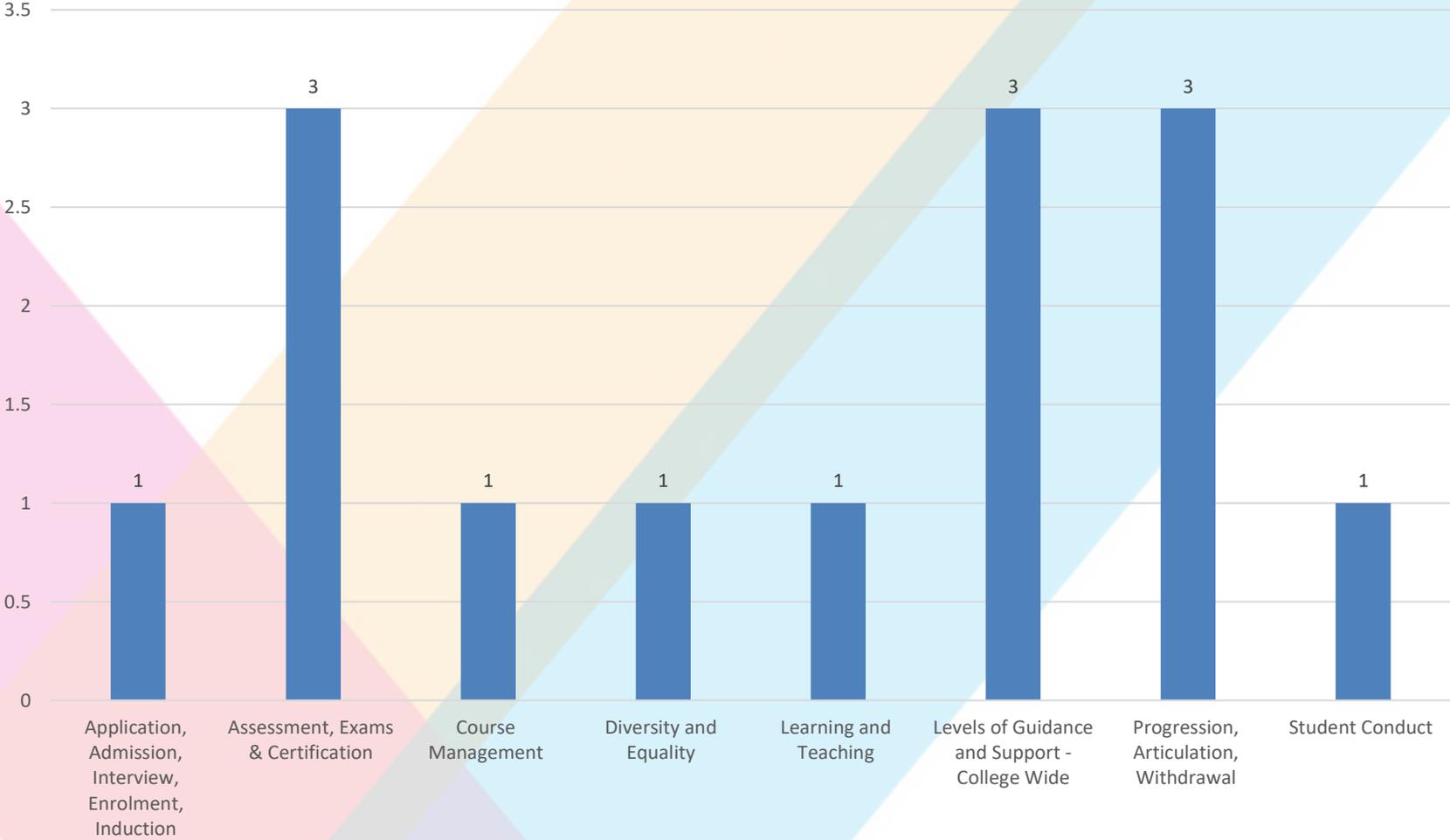
Complaint Outcomes

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

Stage 1

Stage 2
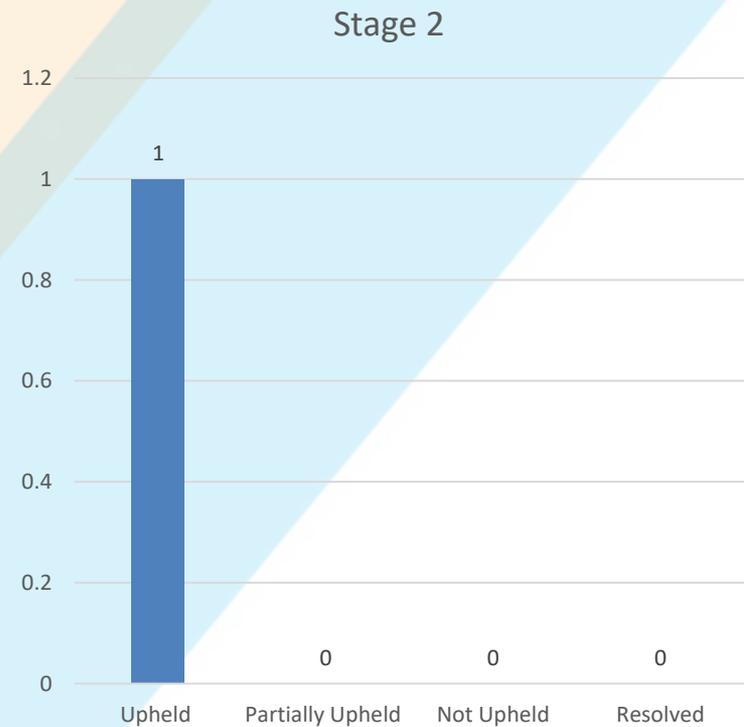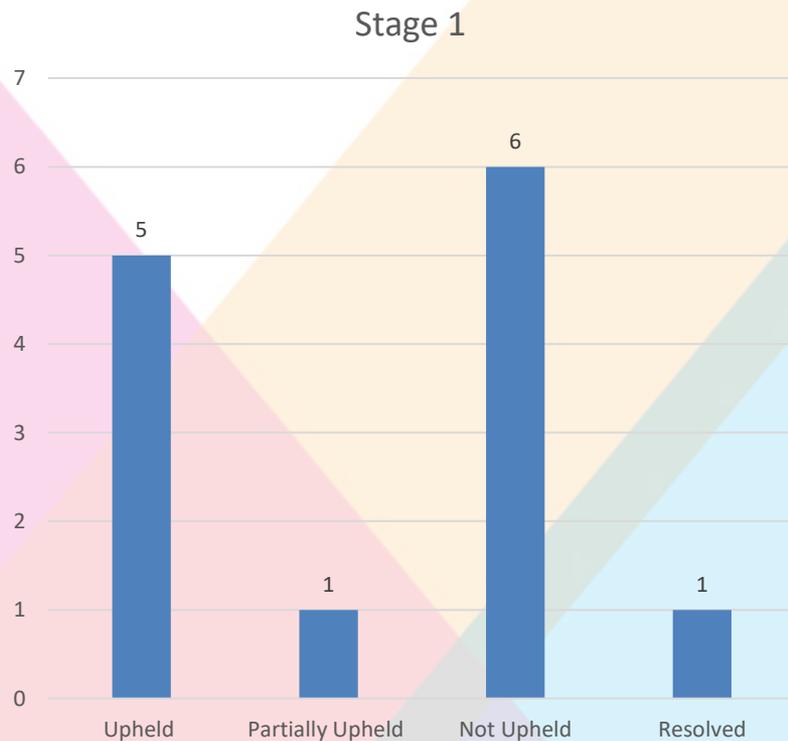
Learning from Complaints

Concern	Lessons Learned
Learner received an unconditional offer in error rather than being placed on a waiting list.	Identified error in communication between course team/Student Information Services. Both teams will review communication channels used and introduce improvements for academic session 2023-24, as part of the College Continuous Improvement Initiative.

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