

Glasgow Kelvin College

Academic Board – 04 September 2026

Commendations and Complaints Annual Report 2025/26

**Report by Assistant Principal – Estates, Corporate Planning and Governance and
Administration and Compliance Manager**

1. Introduction

This report is intended to provide members of the Academic Board with an overview and update in relation to Commendations and Complaints received over Academic Year 2025/26.

The Commendations and Complaints Annual Report 2025/26 (refer to Appendix 1), once approved at the Learning and Teaching Committee, will be uploaded to the College website as per the Scottish Public Sector Ombudsman (SPSO) guidance.

2. Commendations and Complaint Annual Report 2025/26

i. Commendations Overview

Commendations are predominantly from stakeholders/staff who wish to record their appreciation of an individual or department for the service(s) they have received.

During Academic Year 2025/26, there were a total of 9 commendations made, as a comparison, there were a total of 15 commendations made in Academic Year 2024/25, a decrease of 40%. The decrease for a second year in a row follows the large number of commendations submitted in 2023-24 resulting from the exceptional staff efforts during the West End Campus closure.

ii. Complaints Overview

The College is committed to providing responses to complainants within the timescales below as per the SPSO's Model Complaints Handling Procedure.

Stage 1 complaints – up to ten working days (five aimed for wherever possible)
Stage 2 complaints – up to twenty working days

During Academic Year 2025/26, the College received a total of 43 complaints, representing a 43% increase compared to the 30 complaints recorded in 2024/25. The significant increase in the number of complaints is reflected across various sectors including education, healthcare and public services.

The increased use of AI generated complaints has led to more complex submissions and increasing demands on College resources.

Of the 43 complaints received during Academic Year 2025/26, 34 were handled at Stage 1, with 100% of responses issued within the required timescales, demonstrating the College's strong commitment to timely resolution at the frontline. *

Similarly, all 4 Stage 2 complaints were responded to within the 20-working-day timeframe set out by the SPSO Model Complaints Handling Procedure, reflecting the College's continued focus on effective and efficient complaint management at all levels.

**Note that, in line with the methodology employed in previous reports, the figures entered in the Key Performance Indicators (KPI) table (pages 5 and 6 of the appendix) contains data as percentages of the total number of complaints received. For example, 43 complaints were received during AY 2025/26 with 34 handled at Stage 1 with 100% of responses issued within the required timescales. 34 is entered in the KPI as being 79% of the overall total of 43 complaints received.*

iii. Categories and Numbers of Complaints

The number of complaints received in each category is as follows:

Categories of Complaint	No. of Complaints Received
C1: Customer Care	
Student Conduct	4
Diversity and Quality	3
Data Protection	2
C2: Applications to Progression	
Application, Admissions, Interview, Enrolment, Induction	8
Progression, Articulation, Withdrawal	4
C3: Course Related	
Assessment, Exams & Certification	1
Learning & Teaching	10
Providing Learning Support	1
C4: Services	
Catering	3
Student Funding	2
C5: Facilities	
Estates, Maintenance, Lifts, Car Parking	1
Health & Safety	1

Quality	1
C6: Others	
Other*	2

iv. Complaints – Further Analysis

Further detail on complaint categories with four or more submissions is provided in Appendix 1 for members' reference.

The College maintains regular discussions on commendations and complaints through key forums, including the Senior Curriculum Manager – Quality Forum, the Academic Board, and Senior Leadership Team meetings. These discussions enable departments to identify recurring issues, share good practice, and implement improvements to enhance the learner experience.

3. Resource Implications

The resource to support compliance with the SPSO Model Complaints Handling Procedure continues to be available within the budget approved.

4. Impact on Students

The Complaints Handling Procedure (CHP) enables learners to provide feedback on their experience and supports continuous improvement by helping teams identify and address areas for enhancement.

5. Risk and Assurance

The College publishes complaint statistics quarterly and annually on its website, helping ensure transparency and reduce the risk of non-compliance.

6. Equality

No adverse impacts on individuals with protected characteristics have been identified as a consequence of this report.

7. Data Protection

There are no data protection implications arising as a consequence of this report.

8. Environmental and Sustainability

There are no environmental and sustainability implications identified as a consequence of this report.

9. Recommendations

Members of the Academic Board are recommended to:

- i. note the contents of this report and its appendix;
- ii. note that the College complaints procedure in place is in line with the Scottish Public Sector Ombudsman (SPSO) guidance as far as it possibly can be;
- iii. note the publication of the report (Appendix 1) on the College website, complying with SPSO reporting requirements following approval by the Learning and Teaching Committee; and
- iv. request that the Assistant Principal - Estates, Corporate Planning and Governance and the Administration and Compliance Manager bring forward an annual report for session 2026/27 to an appropriate future meeting of the Academic Board.

10. Further Information

Members can obtain further information on the contents of this report from Lisa Clark, Assistant Principal – Estates, Corporate Planning and Governance - lisaclark@glasgowkelvin.ac.uk or Roddy MacKenzie, Administration and Compliance Manager – rmackenzie@glasgowkelvin.ac.uk

LC/RM
August 2026