

Commendations and Complaints Handling Report

Annual Report for Academic Year 2017/18

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Summary

In Academic Year 2017/18, Glasgow Kelvin College received a total of 40 complaints and 122 commendations were made.

During Academic Year 2017/18, the Commendations and Complaints Procedure was refreshed in line with Scottish Public Service Ombudsman guidance. Attendance is ongoing at the regular Complaints Handling Advisory Group Meetings run by the College Development Network to consider best practice in the sector.

In relation to Stage 1 complaints, a response within the timescales as outlined above was met 83% of the time. In relation the other 17%, these were resolved on average within 19 days. The complaints which did not receive a response within the set timescales, were received shortly prior / during the academic holiday period resulting in key staff being unable to progress the issues raised. On each occasion, the complainant was informed of the delay and advised when to expect a response.

In relation to Stage 2 complaints, a response within the 20 day timescale was achieved 64% of the time. In relation to the remaining 36%, an extension to the 20 days was required due to these complaints either being more complex or key individuals not being available i.e. over holiday periods. In relation to these cases, resolution took place on average within 27 days.

Complaint Categories – With Over 4 Complaints

The categories that have received the most complaints are as follows:

Categories of Complaint	No of complaints received
Assessment, Exams and Certification	6 complaints
Estates	4 complaints
Learning and Teaching	6 complaints
Progression, Articulation, Withdrawal	4 complaints
Staff Conduct	9 complaints

This is further explained as follows:

Assessment, Exams and Certification

This category covers students disputing results/gradings, registration issues, support queries and not receiving feedback expected.

Estates

This category is wide-ranging and covers car parking and problems concerning external contractors ie issues about cleaning standards and another about language being used.

Learning and Teaching

Complaints received were in relation to a timetable not being available as early as expected, insufficient feedback and cancellation of a course.

Progression, Articulation, Withdrawal

These complaints have been mainly due to uncertainty about progressing to the next level of the course or issues with being advised to drop to a lower level of study.

Staff Conduct

This category is wide-ranging with complaints received regarding contractors staff ie Catering Academy; this has, in the main, been in relation to students not being served whilst they are on a mobile telephone call. It is a policy of Catering Academy not to serve individuals whilst they are on a mobile telephone call and there are signs displayed to this effect.

In relation to the other very small number of remaining complaints, there is no particular pattern emerging and these have been in relation to the Beauty Salon, the Bursary Department and general perceptions of rudeness during interview/auditions/classes.

Lessons Learned

The Complaints Guidance document is contained within Appendix 1. This is updated in line with the sector and the Scottish Public Services Ombudsman and information gleaned from the sector in terms of best practice.

The Commendations and Complaints Working Group review complaints analysis information in order that trends can be spotted early and measures put in place accordingly. The membership of the working group is attached as Appendix 2.

Car parking is always an area that causes friction so communication will be sent out at the start of each Academic Year to students and staff advising on car parking/alternative sources of travel. The Cycle Hub and cycling initiatives will be expanded and promoted throughout the Academic Year.

It should be noted that the Director of Corporate Services continues to oversee and sign off all complaint responses to ensure uniformity and fairness of response.

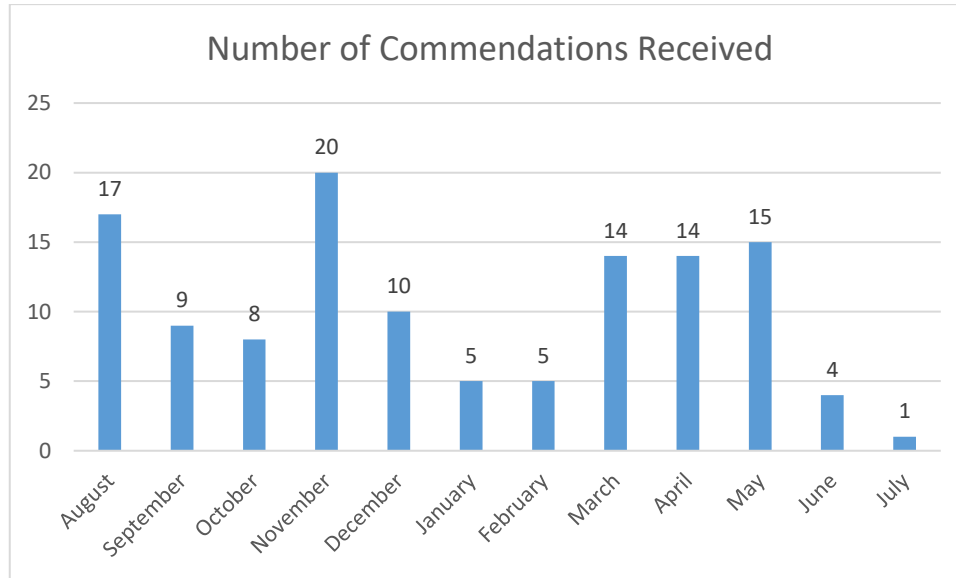
Furthermore, during Academic Year 2017/18, a decision was made to install Suggestion Boxes at all Reception areas in all buildings. This has afforded an opportunity for students and staff to make suggestions for improvements/comments about the services in an informal way without having to go through the formal complaints process. The Suggestion Boxes have been well-received and improvements have been made to services based on comments made. Longer-term, it is the intention to commence a “You Said – We Did” process so that students and staff can see the action taken in relation to comments made.

Detailed Analysis of Commendations and Complaints Received

Commendations Received – Departmental Analysis

Business Development and Marketing	12
Faculty of Health, Care and Learner Development	31
Administration and Secretariat	12
Funding	2
Finance	3
Estates	14
Faculty of Business and Creative Industries	9
ICT	15
Information Services	4
SMT/OMT	5
Foundation Apprenticeship	1
ECS	4
HR	1
Admissions	2
CSI	2
Advice and Guidance	2
Student Union	1
Students	1
Learner Engagement	1
TOTAL	122

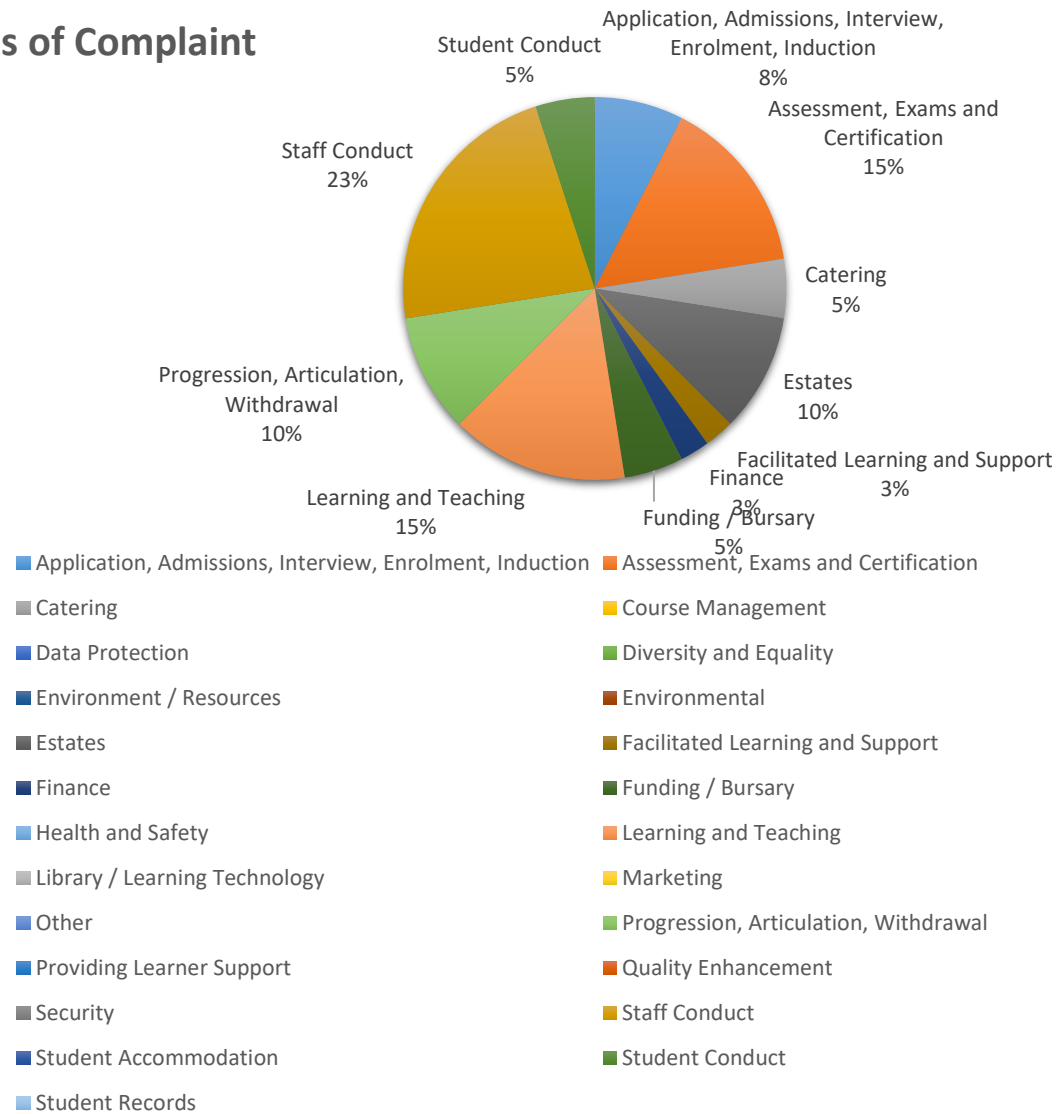
Commendations Received – Month by Month Analysis



Complaints Received – Category Analysis

Categories of Complaint	% of Overall Total	Number of Complaints Received
Application, Admissions, Interview, Enrolment, Induction	7.5	3
Assessment, Exams and Certification	15	6
Catering	5	2
Course Management	0	0
Data Protection	0	0
Diversity and Equality	0	0
Environment / Resources	0	0
Environmental	0	0
Estates	10	4
Facilitated Learning and Support	2.5	1
Finance	2.5	1
Funding / Bursary	5	2
Health and Safety	0	0
Learning and Teaching	15	6
Library / Learning Technology	0	0
Marketing	0	0
Other	0	0
Progression, Articulation, Withdrawal	10	4
Providing Learner Support	0	0
Quality Enhancement	0	0
Security	0	0
Staff Conduct	22.5	9
Student Accommodation	0	0
Student Conduct	5	2
Student Records	0	0
	100	40

Categories of Complaint



Performance Indicators¹

Total Complaints Stage 1 and Stage 2

	No.	%
Total number of complaints received	40	-
Total number and percentage of complaints closed within relevant timescale	30	75
Total number and percentage of complaints where an extension was authorised	10	25
Total number and percentage of complaints upheld	9	23
Number of complaints partially upheld and as a percentage of all complaints closed	4	10
Average time in working days to resolve complaints	14	-

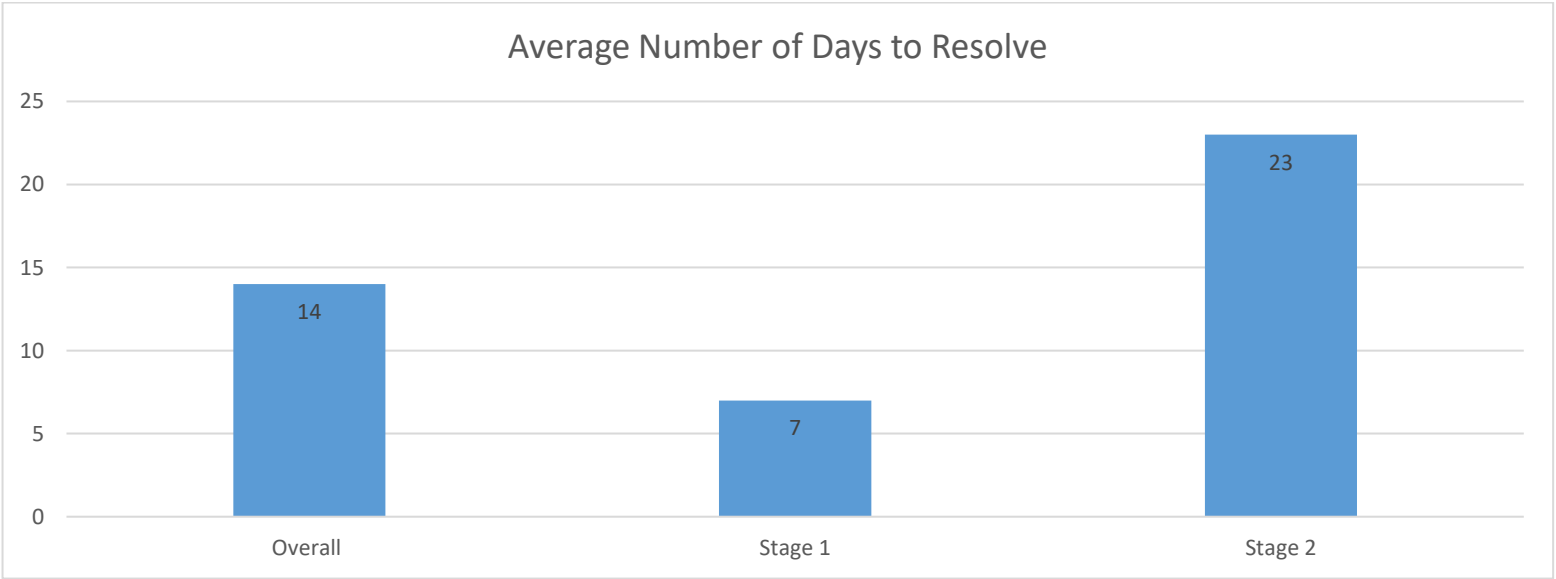
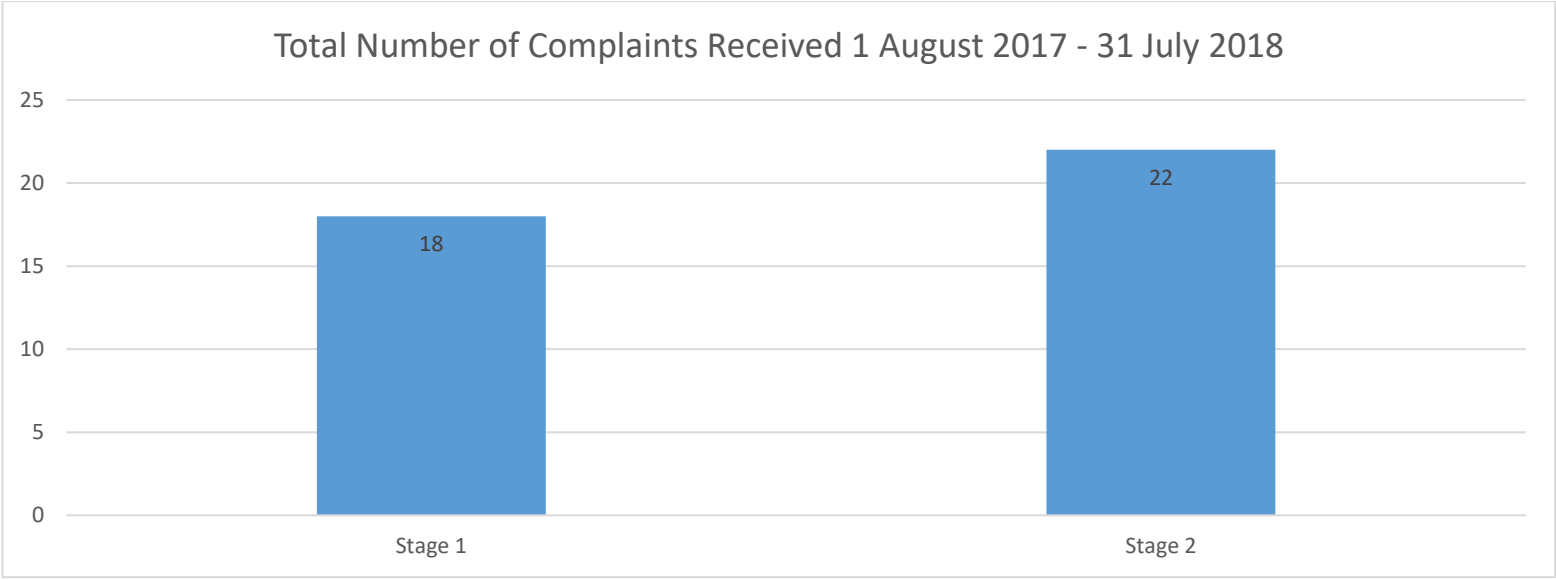
Stage 1 – Frontline

Number and percentage of complaints received	18	45
Number and percentage of complaints closed within 10 working days	15	83
Number and percentage closed where an extension was authorised	3	17
Number of complaints upheld and as a percentage of all complaints closed at this stage	6	33
Number of complaints partially upheld and as a percentage of all complaints closed at this stage	2	11
Average time in working days to resolve complaints	7	-

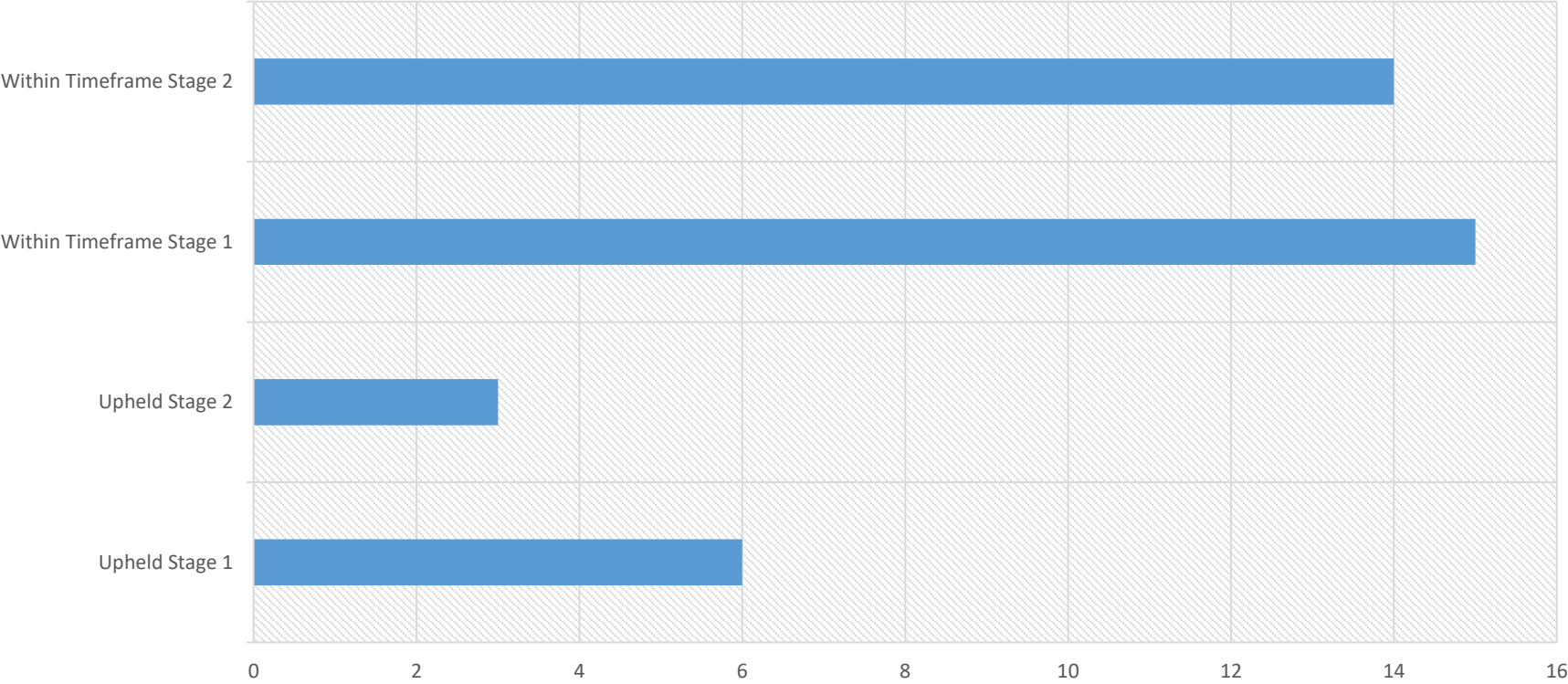
Stage 2 – Investigation

Number and percentage of complaints considered	22	55
Number and percentage of complaints resolved within 20 working days	14	64
Number and percentage of complaints where an extension to 20 working days was authorised	8	36
Number of complaints upheld and as a percentage of all complaints closed at this stage	3	14
Number of complaints partially upheld and as a percentage of all complaints closed at this stage	2	9
Average time in working days to resolve complaints	23	-

¹ Data relating to complaints received from 1 August 2017 – 31 July 2018.



Number of Complaints Upheld/Resolved within Timeframe at Stage 1 and Stage 2



	Upheld Stage 1	Upheld Stage 2	Within Timeframe Stage 1	Within Timeframe Stage 2
Series1	6	3	15	14

Appendix 1

Complaints – Guidance

Glasgow Kelvin College is committed to providing a high-quality customer service.

We value complaints and use information from them to help us improve our services.

If something goes wrong or you are dissatisfied with any of our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as an expression of dissatisfaction by one or more customers about the college's action or lack of action, or about the standard of service provided by the college or on its behalf.

What can I complain about?

You can complain about things like:

- a failure to provide a service
- an inadequate quality or standard of service
- the admissions process
- the disciplinary process
- a request for a service or for information which we have not actioned or answered
- our policies
- wrong information about academic programmes or our services
- the quality and availability of facilities and learning resources
- accessibility of our buildings or services
- the behaviour of a member of staff or contractor
- a student's behaviour
- treatment by or attitude of a member of staff or contractor
- disagreement with a decision where you cannot use another procedure (such as an appeal) to resolve the matter
- our failure to follow the proper administrative process.

Your complaint may involve more than one college service or be about someone working on our behalf, such as a contractor.

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service
- a request for information or an explanation of policy or practice
- a disagreement with academic judgement
- a claim for compensation against the college
- issues that are in court or have already been heard by a court or tribunal
- disagreement with a decision where a right of appeal exists, for example the academic appeals process
- a request for information under the Data Protection or Freedom of Information Acts
- a grievance by a member of staff
- an attempt to have us reopen or reconsider a complaint we have concluded or given our final decision on.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person, by phone, in writing, by email, or by using our complaints form on our website *GKC - Complaints*

It is easier for us to resolve complaints if you make them quickly and directly to the college service concerned. So please talk to a member of our staff in the department you are complaining about. Then they can try to resolve any problems on the spot.

When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

How long do I have to make a complaint?

Normally, you must make your complaint:

- within six months of the event you want to complain about, or
- within six months of finding out that you have a reason to complain, as long as this is no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel the time limit should not apply to your complaint, please tell us why.

Contact Details

College Complaints Handler
Glasgow Kelvin College – Springburn Campus
123 Flemington Street
Glasgow
G21 4TD

Tel: 0141 630 5000 Email: complaints@glasgowkelvin.ac.uk

What happens when I have complained?

We will always tell you who is dealing with your complaint.- edit acknowledgement

Our complaints procedure has two stages:

Stage one – Frontline Resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

We will give you our decision at Stage 1 in five working days or less, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or shortly after you get our initial decision.

Stage two – Investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) or the Scottish Qualifications Agency (SQA) (or other awarding body) to look at it. For qualifications that are regulated, if you remain dissatisfied with the way the awarding body has handled your complaint then you may complain to the qualifications regulator, SQA Accreditation.

The SPSO does not have the power to revise course awards. Only the SQA and other awarding bodies have the power to do this and students should always approach the SQA or other awarding body through the relevant procedure where this is what they want to achieve as a result of their complaint, following completion of Glasgow Kelvin Colleges' complaint procedure.

The SPSO consider complaints about the quality of service and maladministration, which may include issues surrounding course delivery.

Further information on who to approach about your complaint is available from complaints@glasgowkelvin.ac.uk

In all cases, the complaint must first have been considered by the college.

The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (**so please make sure it has done so before contacting the SPSO**)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

In Person:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

By Post:

SPSO
Freepost
Edinburgh

Freephone: 0800 377 7330

Online contact www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Awarding Body Contact Details:

SQA Qualifications Scottish Qualifications Authority The Optima Building 58 Robertson Street Glasgow G2 8DQ General Enquiries 0345 279 1000 Centre Enquiries 0303 333 0330 Or refer to SQA Customer Complaints and Feedback web page.	GCE and GCSE Qualifications Pearson 190 High Holborn London WC1V 7BH www.qualifications.pearson.com City & Guilds 1 Giltspur Street London EC1A 9DD www.cityandguilds.com NCFE Q6 Quorum Business Park Benton Lane Newcastle Upon Tyne NE12 8BT service@ncfe.org.uk https://www.ncfe.org.uk
Regulators (SVQ and Regulated Qualifications) SQA Accreditation <i>as above</i> Ofqual Complaints 21 Spring Place Herald Avenue Coventry CV5 6UB Email: public.enquiries@ofqual.gov.uk info@ofqual.gov.uk	

Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Scottish Independent Advocacy Alliance

Tel: **0131 260 5380** Fax: **0131 260 5381** Website: **www.siaa.org.uk**

We are committed to making our services easy to use for everyone. In line with our statutory equalities duties, we will always ensure we make reasonable adjustments to help customers access and use our services. If you have trouble putting your complaint in writing, or want this information in

another language or format, such as large font or Braille, please tell us in person, contact us on 0141 630 5000, email us at complaints@glasgowkelvin.ac.uk.

Our contact details

Please contact us by the following means:

College Complaints Handler
Glasgow Kelvin College – Springburn Campus
123 Flemington Street
Glasgow
G21 4TD

Tel: 0141 630 5000 Email: complaints@glasgowkelvin.ac.uk

We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

Glasgow Kelvin College Complaint Form

Complaint Form			
Title: Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>			
First Name:			
Last Name:			
Address:			
Postcode:			
Home Phone:		Mobile Phone:	
Email address:			
Are you a:	Student (if so) <input type="checkbox"/> Student Number		Staff Member <input type="checkbox"/> Other <input type="checkbox"/>
	3 rd Party <input type="checkbox"/>		
Which Campus does the complaint refer to?	East End <input type="checkbox"/> Easterhouse <input type="checkbox"/>		Springburn <input type="checkbox"/> West End <input type="checkbox"/>
Please select a particular area of the College that this complaint refers to:	Assessment/Certification <input type="checkbox"/>		Programme <input type="checkbox"/>
	Behaviour <input type="checkbox"/>		Staff <input type="checkbox"/>
	Facilities <input type="checkbox"/>		Other, please specify _____

Nature of Complaint:		
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Suggested Solution:	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
Signature:	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	Date: <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
For Office Staff Only		
Resolution:	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
Signature:	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>	Date: <div style="border: 1px solid black; height: 40px; width: 100%;"></div>
<p>Please return this form to the Director of Corporate Services, Springburn Campus</p> <p>Forms arriving in the Administration Department should be re-directed to the Director of Corporate Services</p>		

Complaints Process – Flowchart



Scottish Qualifications Authority

(SQA)



SCOTTISH QUALIFICATIONS AUTHORITY (SQA)

Learners have the right to complain to the SQA awarding body if they have exhausted the College complaints procedures. SQA will only consider your complaint if individuals have already gone through all stages of Glasgow Kelvin College complaints procedure and remain dissatisfied with the outcome, or the way in which your complaint was handled.

SQA will deal with complaints about:

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint
- SQA will not deal with complaints about:
 - assessment decisions (use Appeals or Post-results Services)
 - the wider experience of being a candidate (e.g. support services, funding, facilities)

Contact details are as follows:

- General Enquiries - 0345 279 1000
- Centre Enquiries - 0303 333 0330
- By post SQA, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ
- Or refer to SQA's Customer Complaints and Feedback web page:

<http://www.sqa.org.uk/sqa/25071.html>

Scottish Public Sector Ombudsman

(SPSO)



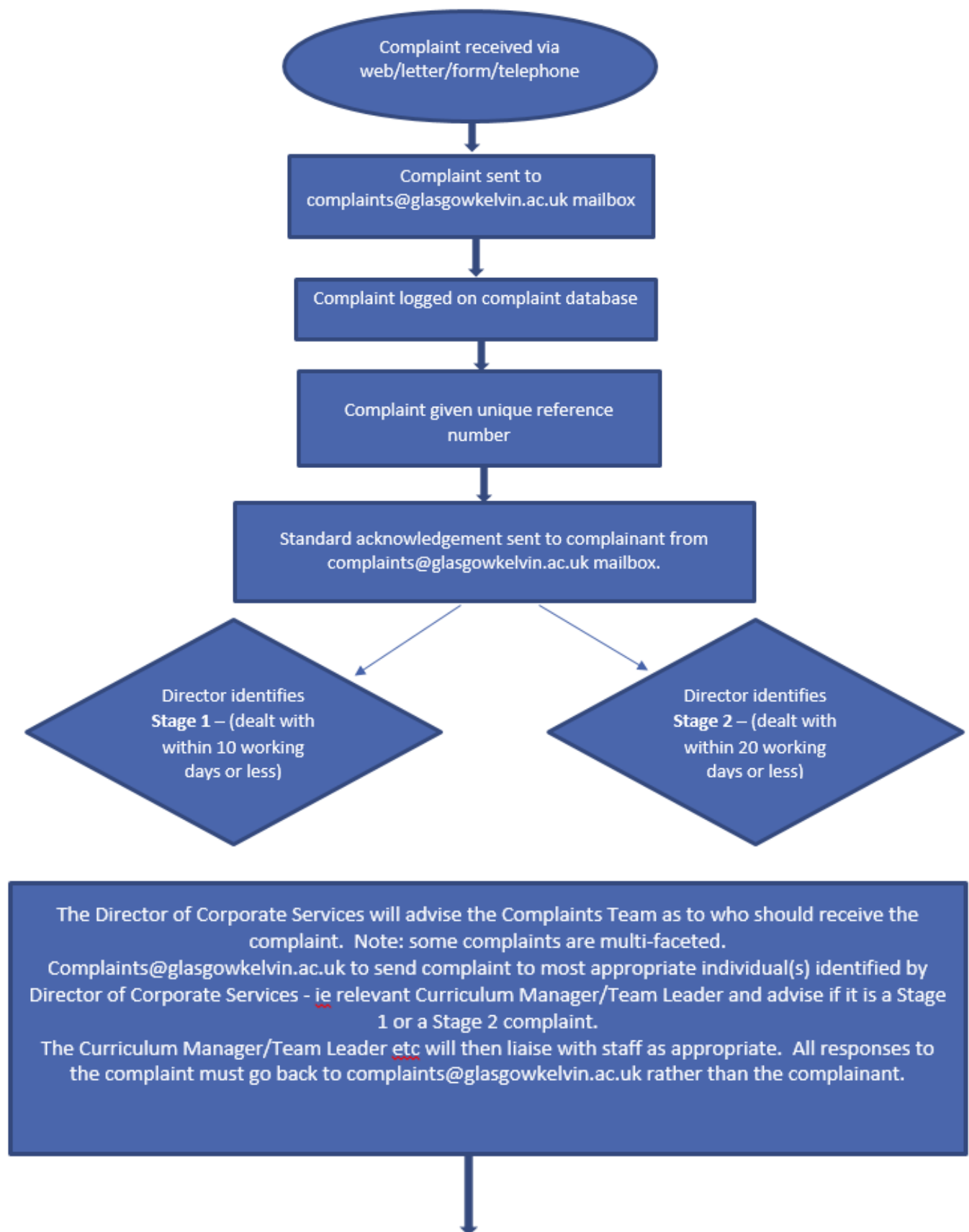
SCOTTISH PUBLIC SECTOR OMBUDSMAN (SPSO)

If you are still unsatisfied with this response, then you can contact the Scottish Public Services Ombudsman (SPSO). The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils, the National Health Service, housing associations, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments and most Scottish authorities.

Contact details are as follows:

- Freephone advice line 0800 377 7330
- Online: www.spsso.org.uk/contact-us
- In person 4 Melville Street, Edinburgh, EH3 7NS ([see a map](#))
- By post Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)
- Fax 0800 377 7331

Complaints Handling Process



Director of Corporate Services will generate a response letter, incorporating all relevant College staff response(s).

Advice on how to appeal to the College Principal is included.

Response letter to be shared with Head of Faculty/College Manager to ensure appropriateness and completeness.

Response logged in complaints database

Appeals made to the Principal will require the next level of individual to review file ie Senior Curriculum Manager/College Manager etc. and prepare a report accordingly.

Principal to prepare final response to any appeal received.
The complainant has no other recourse within the College; the next stage is to the SPSO.

If complainants are still unsatisfied with the College response, then they can contact the Scottish Public Services Ombudsman (SPSO). The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about councils, the National Health Service, housing associations, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments and most Scottish authorities. Contact details are as follows:

- Freephone advice line 0800 377 7330
- Online: www.spsso.org.uk/contact-us
- In person 4 Melville Street, Edinburgh, EH3 7NS ([see a map](#))
- By post Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)
- Fax 0800 377 7331

Appendix 2

Commendations and Complaints Forum Group Membership

Job Title
Director of Corporate Services (Chair)
Quality Enhancement Manager
Equalities, Diversity and Inclusion Manager
Communications and Planning Manager
Learner Engagement Officer
Senior Curriculum Manager, Community and Flexible Learning
Admissions and Support Funding - Team Leader, Advice & Guidance
Director of Curriculum and Quality Enhancement
Team Leader – Administration
Senior Curriculum Manager, Health Studies, Care and Learner Development
Head of Service to Support Learners
Senior Curriculum Manager, Health Studies, Care and Learner Development
Senior Curriculum Manager, Engineering, Construction and Science
Governance and Executive Support Manager
Lecturer, Sport, Fitness, Outdoor Education & Community