



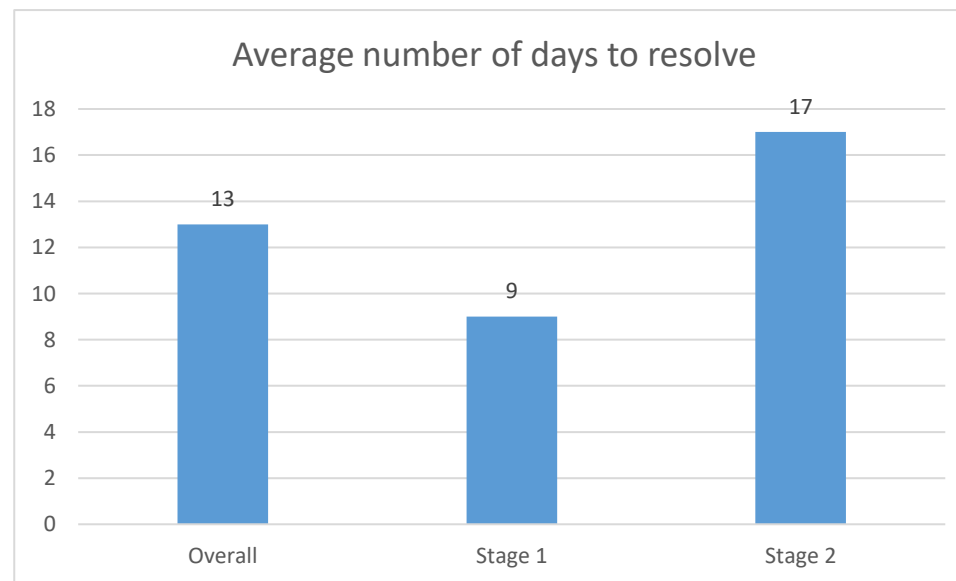
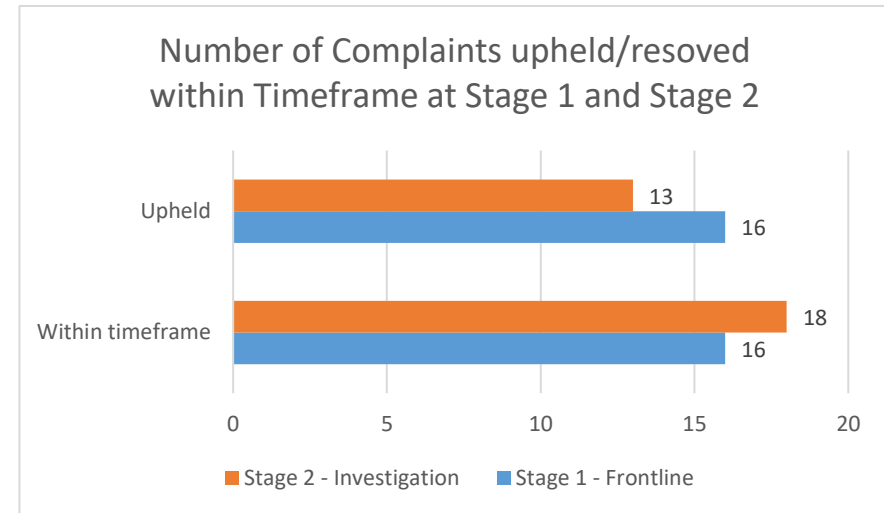
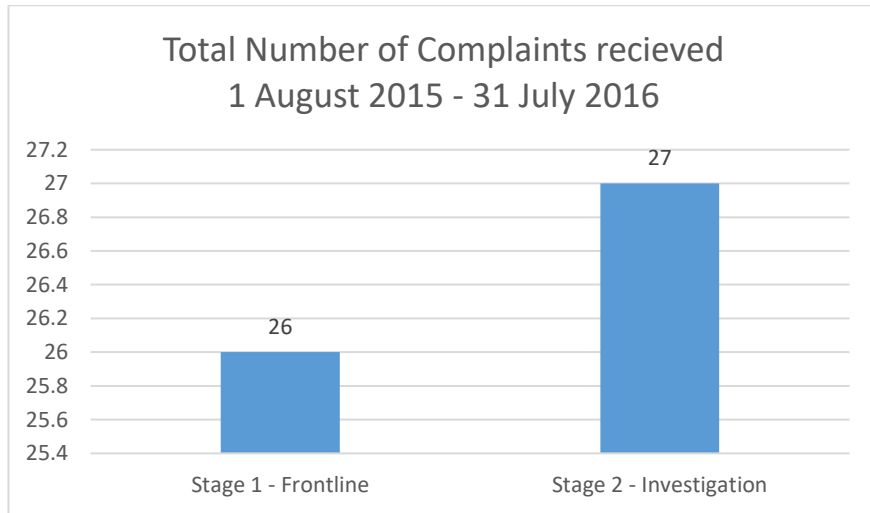
# Glasgow Kelvin College Complaints Report

Academic Year 2015 - 2016

## Performance Indicators

	No	2015/16* %
<b>Total Complaints - Stage 1 and Stage 2</b>		
Total number of complaints received	<b>53</b>	0.7% (of college population)
Total number and percentage of complaints closed within relevant timeline	35	66%
Total number and percentage of complaints where an extension was authorised	n/a	
Total number and percentage of complaints upheld	29	55%
Average time in working days to resolve complaints	13	
<b>Stage 1 - Frontline</b>		
Number and percentage of complaints received	<b>26</b>	
Number and percentage of complaints closed within 5 working days	16	61%
Number and percentage closed where an extension was authorised	n/a	
Number of complaints upheld and as a percentage of all complaints closed at this stage	16	61%
Average time in working days to resolve complaints	9	
<b>Stage 2 - Investigation</b>		
Number and percentage of complaints considered	<b>27</b>	
Number and percentage of complaints resolved within 20 working days	19	70%
Number and percentage of complaints where an extension to 20 working days was authorised	n/a	
Number of complaints upheld and as a percentage of all complaints closed at this stage	13	48%
Average time in working days to resolve complaints	17	

\* complaints received between 1 August 2015 – 31 July 2016



**Complaint Categories**

Admissions	10	Learning and Teaching	11
College Estate	10	MIS/Results	1
Complaints Procedure	2	Staff Conduct	4
Finance/Fees	6	Student Conduct	1
Health and Safety	4	Student Funding	3
Learner Support	1		

