

A large, abstract teal graphic on the left side of the page, consisting of overlapping curved shapes that create a sense of depth and movement.

**Complaints Report
2018/2019
Quarter 2
(November 2018 –
January 2019)**

**Ayrshire
College** 

The logo for Ayrshire College, featuring the text 'Ayrshire College' in a bold, sans-serif font, followed by a stylized teal arrow pointing to the right.

Complaint Volumes

2018/2019 – Quarter 2

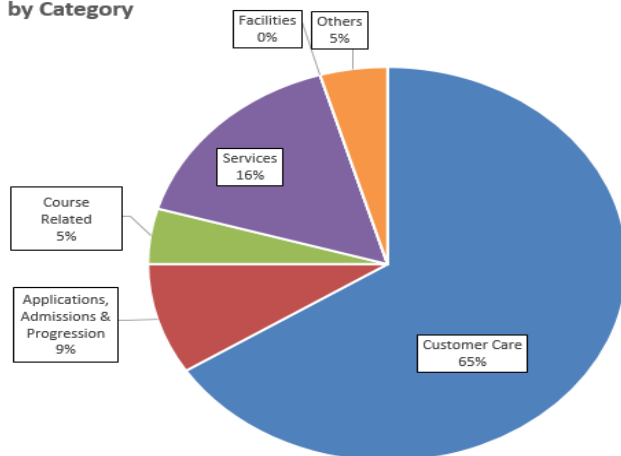
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q2 2018/2019		Q2 2017/2018		YTD 2018/2019		YTD 2017/2018	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	44		65		99		133	
1.2/1a	College Population and Number of Complaints received per 100 population	9672	0.5	9716	0.7	9672	1.0	9716	1.4
2.0	Number of complaints closed at each stage and as a % of all complaints closed								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	34	77.3%	56	86.2%	87	87.9%	113	85.0%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	9	20.5%	9	13.8%	11	11.1%	20	15.0%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	2.3%	0	0.0%	1	1.0%	0	0.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage								
3.0	Stage 1								
3.1/3a	Number and % of complaints upheld at Stage 1	14	41.2%	44	78.6%	43	49.4%	85	75.2%
3.3/3c	Number and % of complaints not upheld at Stage 1	20	58.8%	12	21.4%	44	50.6%	28	24.8%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	5	55.6%	6	66.7%	6	54.5%	12	60.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	4	44.4%	3	33.3%	5	45.5%	8	40.0%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	1	100.0%	0	0.0%	1	100.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4.0	Total working days and average time in working days to close complaints at each stage								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	135	4.0	198	3.5	348	4.0	399	3.5
4.2	Total working days and average time in working days to close complaints at Stage 2	249	27.7	210	23.3	317	28.8	438	21.9
4b	Escalation	18	18.0	0	0.0	18	18.0	0	0.0
5.0	Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	29	85.3%	45	80.4%	71	81.6%	93	82.3%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	14.7%	11	19.6%	16	18.4%	20	17.7%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	55.6%	5	55.6%	5	45.5%	13	65.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	4	44.4%	4	44.4%	6	54.5%	7	35.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100.0%	0	0.0%	1	100.0%	0	0.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.0	Number and % of complaints closed at each stage where extensions have been								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	5	100.0%	9	81.8%	16	100.0%	18	90.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	2	18.2%	0	0.0%	2	10.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	75.0%	4	100.0%	5	83.3%	6	85.7%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	25.0%	0	0.0%	1	16.7%	1	14.3%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%

- 44 complaints received, a decrease of 32% from Q2 2017/2018.
- 77% of complaints were handled at stage 1 in Q2 2018/2019, compared to 86% for the same period in 2017/2018.
- 80% of complaints were closed within the target timescale, compared to 77% in Q2 2017/2018.
- 98% of complaints were closed within the extended timescale in Q2 2018/2019, compared to 97% closed within the extended timescale in the same period in 2017/2018.

Complaints Categories

2018/2019 – Quarter 2

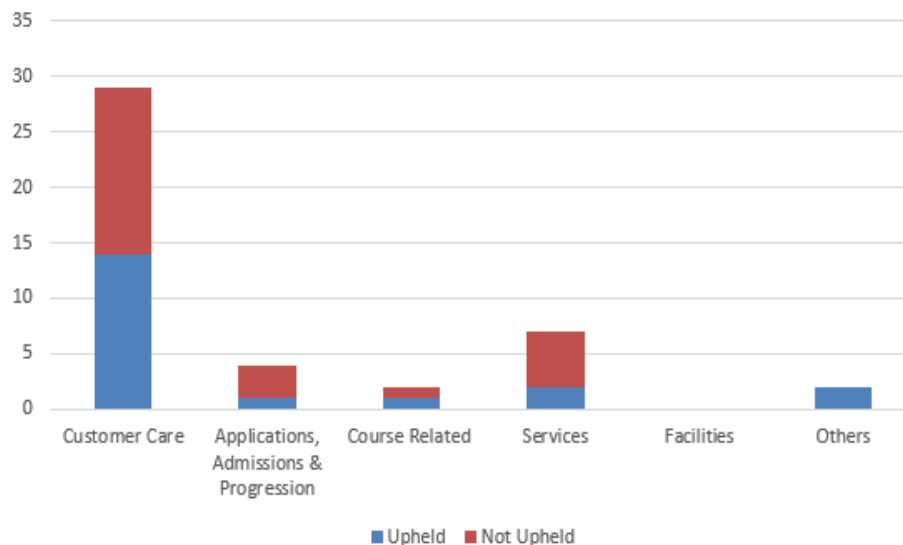
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Others category were upheld with 50% upheld that were Course Related. 48% of Customer Care and 29% of Services complaints were upheld. 25% of complaints in the Applications, Admissions & Progression category were upheld.

The chart on the left shows complaints received split by category. 29 out of 44 complaints received were about Customer Care, with 7 out of 44 being Services related. The Applications, Admissions & Progression category had 4 complaints and the Course Related and Others categories received 2 complaints. No complaints were received in the Facilities category.

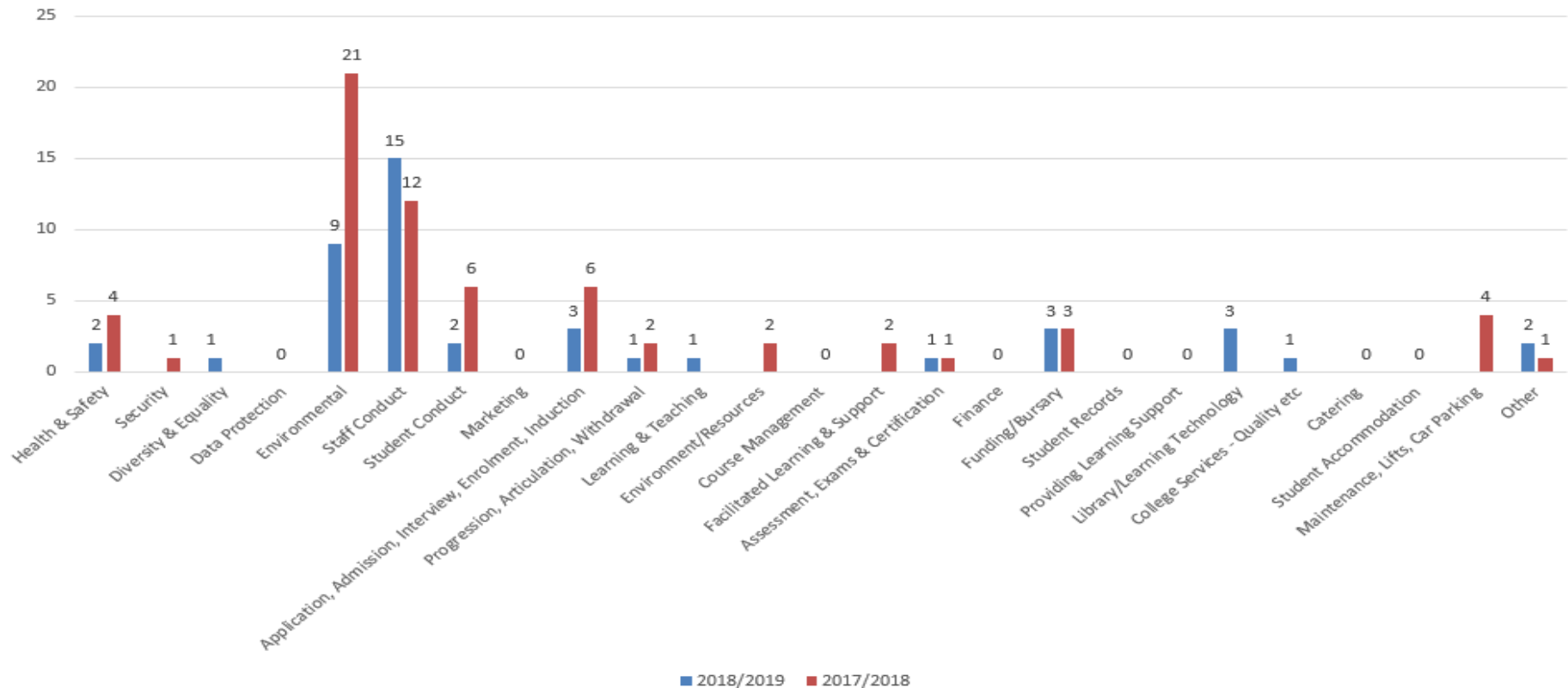
Complaints received by Category and Outcome



Complaints Sub Categories

2018/2019 – Quarter 2

Complaints Received by Sub-category Q2, 2018/2019 vs Q2, 2017/2018



- Significant decrease in complaints received in the environmental sub-category from 21 in Q2, 2017/2018 to 9 in Q2, 2018/2019 this is due to a decrease in complaints about parking from local residents neighbouring the Kilmarnock campus.
- Increase in complaints received in the library/learning technology sub-category from 0 in Q2, 2017/2018 to 3 in the same period for 2018/2019. This is due to complaints received in 2018/2019 about the eating of food and noise in the LRC and lack of study space.
- Decrease in the complaints in the maintenance, lifts, car parking sub-category from 4 in Q2, 2017/2018 to 0 in Q2, 2018/2019 due to a decrease in complaints about not being able to park in a disabled bay as they were occupied by cars not displaying disabled badges.
- Complaints in the funding/bursary and the assessment, exams & certification sub-categories have remained the same from Q2 2017/2018 to Q2, 2018/2019.

Lessons Learned

2018/2019 – Quarter 2

Category – Customer Care

Issue	Outcome	Actions
Support worker unhappy with the way she was spoken to and that when they asked where the cash machine was the staff member only pointed her in the general direction.	Not upheld	Staff induction for catering staff now includes information on the location of available services.
Student representative unhappy with the way the student was treated by another student and that no action was taken when this issue was raised. A meeting was arranged for the student with the class, with support from Student Services, but this did not take place.	Partially upheld	Process reviewed when a Student Services Adviser is absent so that support in meetings/discussions is provided by another member of the team.

Category – Course Related

Issue		
Student unhappy with the way an assessment is carried out and having to do this outwith College hours is unfair.	Not upheld	<p>Candidates applying for the HND will be made explicitly aware that that evening work is expected as part of the course. This will be communicated at induction sessions as not all candidates are interviewed.</p> <p>The assessment requirements, specifically evening work expectations, will be explained to students at the start of the unit.</p>

Lessons Learned

2018/2019 – Quarter 2

Category – Services

Issue	Outcome	Actions
Student unhappy bursary payment placed on hold due to an unauthorised absence but they were on placement that day.	Partially upheld	Staff were unable to get a hold of the salon owner. Process updated so that calls will now be made by another member of staff on a Friday and the register updated the following Monday.
Student unhappy they are not allowed to consume hot food in the Learning Resource Centre but allowed to eat cold food, which can also smell.	Not upheld	Policy updated to reflect that no food or drink should be consumed in the Learning Resource Centres and therefore no ambiguity.

Category – Others

Issue	Outcome	Actions
Student unhappy they were not advised College would be closed for Graduation until 2 days before and missed out on a shift at work.	Upheld	Process updated so that in future, an email will be sent to all students to advise of the campus closures for graduation.

Customer Satisfaction

2018/2019 – Quarter 2

We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 44 complaints received this quarter, surveys were sent to 31 of these. We had a 19% response rate.

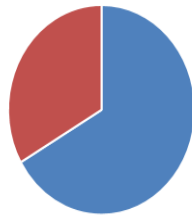
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

I was aware of the complaints procedure before I needed to make a complaint



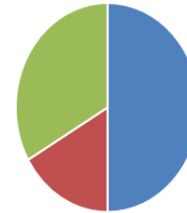
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints form easy to use



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was able to access information and assistance in making my complaint where this was required



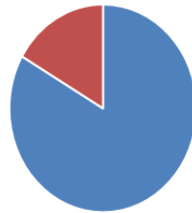
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



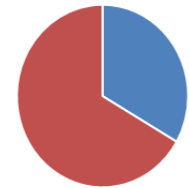
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



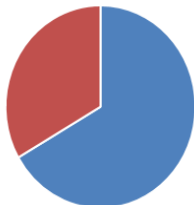
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



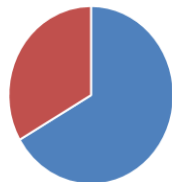
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



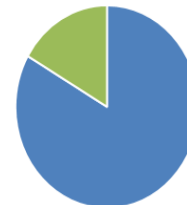
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a response to my complaint within an appropriate timescale



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was dealt with courteously at all times



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A