



**Complaints Report  
2019/2020  
Quarter 1  
(August – October 2019)**

# Complaint Volumes

2019/2020 – Quarter 1

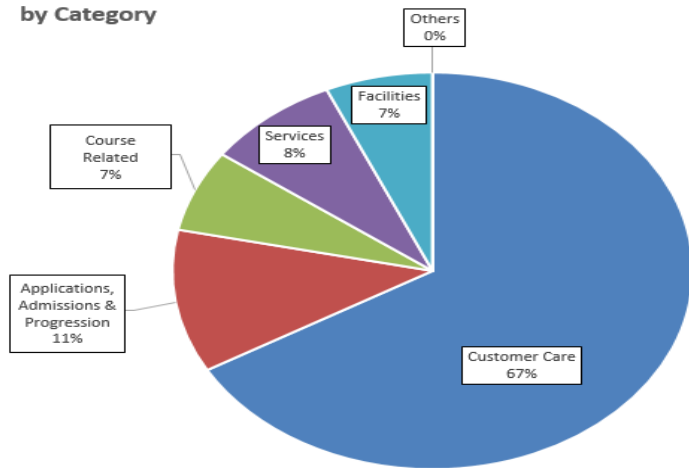
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2019/2020		Q1 2018/2019	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
1.1	Number of complaints Received	60		55	
1.2/1a	College Population and Number of Complaints received per 100 population	9937	0.6	9255	0.6
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>				
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	55	91.7%	53	96.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	1	1.7%	2	3.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed	4	6.7%	0	0.0%
2.4	Open	0	0.0%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>				
3.0	<b>Stage 1</b>				
3.1/3a	Number and % of complaints upheld at Stage 1	37	67.3%	29	54.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	18	32.7%	24	45.3%
3.0	<b>Stage 2</b>				
3.4/3d	Number and % of complaints upheld at Stage 2	1	100.0%	1	50.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	0	0.0%	1	50.0%
3.0	<b>Escalated</b>				
3.7/3g	Number and % of complaints upheld after Escalation	2	50.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	2	50.0%	0	0.0%
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>				
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	175	3.2	213	4.0
4.2	Total working days and average time in working days to close complaints at Stage 2	39	39.0	68	34.0
4b	Escalation	56	14.0	0	0.0
5.0	<b>Number and % of complaints closed within set timescales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>				
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	48	87.3%	42	79.2%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	7	12.7%	11	20.8%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	100.0%	2	100.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	4	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%
6.0	<b>Number and % of complaints closed at each stage where extensions have been</b>				
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	6	85.7%	11	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	1	14.3%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	1	100.0%	2	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days ( extension)	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%

- 60 complaints received, an increase of 9% from Q1 2018/2019.
- 92% of complaints were handled at stage 1 in Q1 2019/2020, compared to 96% for the same period in 2018/2019.
- 87% of complaints were closed within the target timescale, compared to 76% in Q1 2018/2019.
- 98% of complaints were closed within the extended timescale in Q1 2019/2020, compared to 100% closed within the extended timescale in the same period in 2018/2019.

# Complaints Categories

2019/2020 – Quarter 1

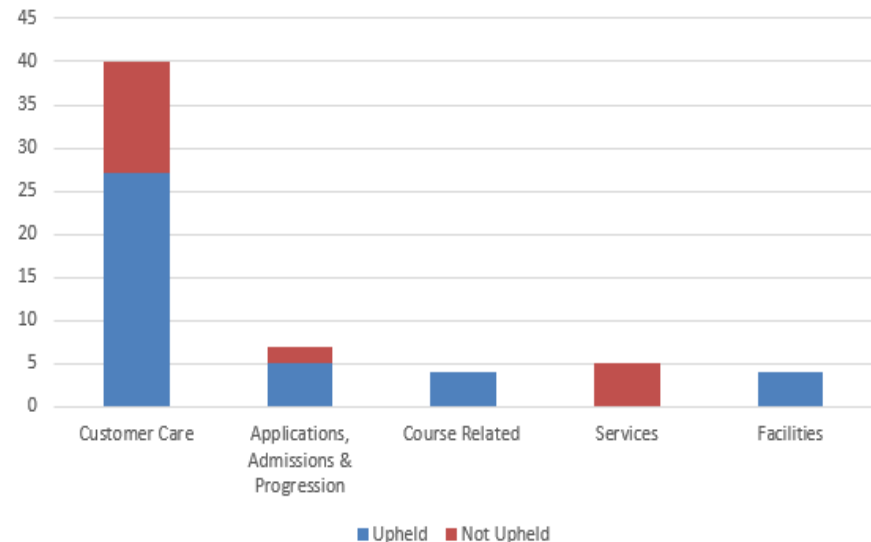
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Course Related and Facilities categories were upheld with 71% upheld that were about Applications, Admissions & Progression. 68% of Customer Care complaints were upheld. 0% of complaints in the Services category were upheld.

The chart on the left shows complaints received split by category. 40 out of 60 complaints received were about Customer Care, with 7 complaints received in the Applications, Admissions & Progression category. The Services category had 5 complaints with both the Course Related and Facilities categories receiving 4 complaints. No complaints were received in the Others category.

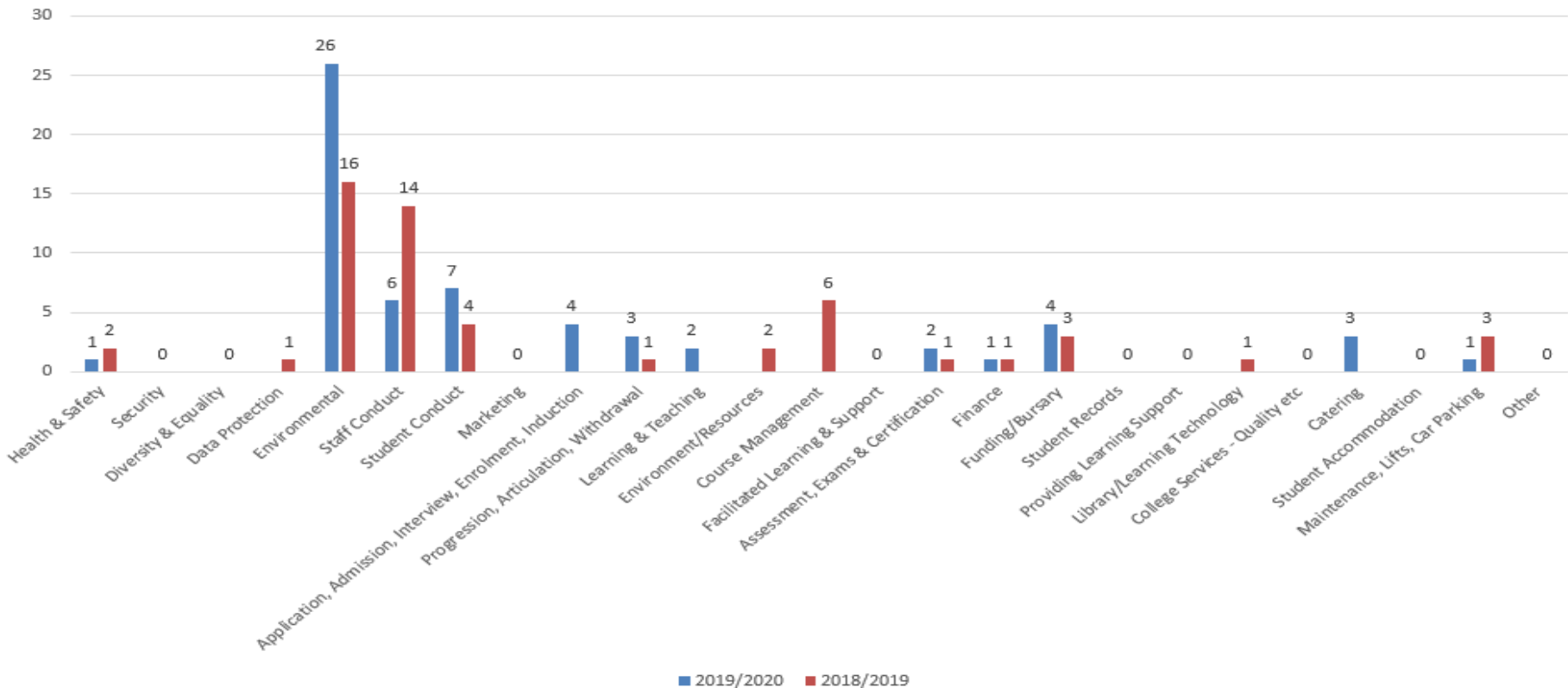
Complaints received by Category and Outcome



# Complaints Sub Categories

2019/2020 – Quarter 1

Complaints Received by Sub-category Q1, 2019/2020 vs Q1, 2018/2019



- Significant increase in complaints received in the environmental sub-category from 16 in Q1, 2018/2019 to 26 in Q1, 2019/2020 this is due to an increase in complaints about parking from local residents neighbouring the Kilmarnock and Ayr campuses.
- Decrease in complaints received in the staff conduct sub-category from 14 in Q1, 2018/2019 to 6 in the same period for 2019/2020 due to a reduction in complaints received about the conduct of members of staff and the lack of response.
- Decrease in the complaints in the course management sub-category from 6 in Q1, 2018/2019 to 0 in Q1, 2019/2020. This is due to complaints received in 2018/2019 about a change in lecturer for an evening class.
- Increase in complaints in the student conduct sub-category from 4 in Q1, 2018/2019 to 7 in the same period in 2019/2020. There is no specific reason for this increase.

# Lessons Learned

2019/2020 – Quarter 1

## Category – Customer Care

Issue	Outcome	Actions
Local resident unhappy students & staff are parking in their residents' carpark.	Upheld	No parking signs, similar to those in the College carpark, ordered and placed at the bottom of the residents' drive to try and prevent students and staff from parking in the residents' carpark.
Local resident unhappy that bollards at the end of the street, to prevent through access, will not be replaced.	Partially upheld	Bollards reinstated at the end of the street.

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Student had problems trying to enrol and felt barriers were continually put in their way preventing them from enrolling.	Upheld	Process amended so, in exceptional circumstances, a student can walk into any campus at any time to be enrolled.
Parent of student feels we are putting obstacles in the students way to prevent them attending College and that we do not want the student to attend College.	Partially upheld	Review of the chaser emails sent to students from the admin team to ensure they are clear that a reference and confirmation from the employer they can be observed in the work place are required as part of the conditions of the offer.

# Lessons Learned

2019/2020 – Quarter 1

## Category – Course Related

Issue	Outcome	Actions
Parent unhappy student's foundation apprenticeship and NPA course not showing on the student's certificate.	Upheld	<p>Feedback given to the Manager that the correct code must be resulted for Foundation Apprenticeships to ensure correct result issued.</p> <p>Feedback also given that when enrolling students on a qualification that can be certificated at two different levels, the course set up should include the group award code for both levels. The students should not be attached to either group award until it is determined which level they will be working at. Once this is decided the students should then be attached to the appropriate group award.</p>

## Category – Facilities

Issue	Outcome	Actions
Students were unhappy there were only two cups at the water coolers during evening class in the Ayr campus.	Upheld	The Estates Team checked all water coolers in the campus and ensured they were filled with cups and will continue to monitor them.

# Customer Satisfaction

2019/2020 – Quarter 1

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 60 complaints received this quarter, surveys were sent to 33 of these. We had a 18% 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



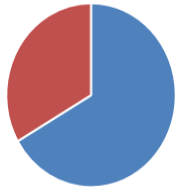
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



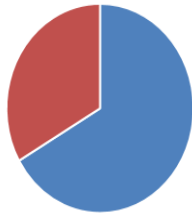
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



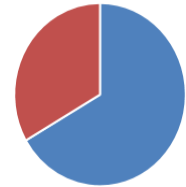
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



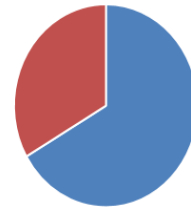
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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