Complaints Report
2019/2020
Quarter 3 (February – April 2020)

Ayrshire
College

Complaint Volumes

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q3 2019/2020		Q3 2018/2019		YTD 2019/2020		YTD 2018/20919	
1.0 Total number of complaints received & complaints received per 100 population								
1.1 Number of complaints Received	39		47		150		146	
1.2/1a College Population and Number of Complaints received per 100 population	9517	0.4	9697	0.5	9937	1.5	9697	1.5
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	29	74.4%	35	74.5%	122	81.3%	122	83.6%
2.2/2b Number of complaints closed at Stage 2 and % of total closed	7	17.9%	7	14.9%	19	12.7%	18	12.3%
2.3/2c Number of complaints closed after Escalation and % of total closed	3	7.7%	5	10.6%	9	6.0%	6	4.1%
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	15	51.7%	24	68.6%	73	59.8%	67	54.9%
3.3/3c Number and % of complaints not upheld at Stage 1	14	48.3%	11	31.4%	49	40.2%	55	45.1%
3.0 Stage2								
3.4/3d Number and % of complaints upheld at Stage 2	6	85.7%	5	71.4%	13	68.4%	11	61.1%
3.6/3f Number and % of complaints not upheld at Stage 2	1	14.3%	2	28.6%	6	31.6%	7	38.9%
3.0 Escalated								
3.7/3g Number and % of complaints upheld after Escalation	1	33.3%	2	40.0%	4	44.4%	3	50.0%
3.9/3i Number and % of complaints not upheld after Escalation	2	66.7%	3	60.0%	5	55.6%	3	50.0%
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	4.7	94	2.7	428	3.5	442	3.6
4.2 Total working days and average time in working days to close complaints at Stage 2	168	24.0	231	33.0	503	26.5	548	30.4
4b Escalation	53	17.7	105	21.0	175	19.4	123	20.5
5.0 Number and % of complaints closed within set timecales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)								
5.1/5a Number and % of Stage 1 complaints closed within 5 working days	21	72.4%	32	91.4%	103	84.4%	103	84.4%
5.2/5b Number and % of Stage 1 complaints not closed with 5 working days	8	27.6%	3	8.6%	19	15.6%	19	15.6%
5.3/5c Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	4	57.1%	10	52.6%	9	50.0%
5.4/5d Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	3	42.9%	9	47.4%	9	50.0%
5.5/5e Number and % of Escalated complaints closed within 20 working days	3	100.0%	3	60.0%	8	88.9%	4	66.7%
5.6/5f Number and % of Escalated complaints not closed within 20 working days	0	0.0%	2	40.0%	1	11.1%	2	33.3%
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	62.5%	3	100.0%	14	73.7%	19	100.0%
6.2/6b Number and % of Stage 1 complaints not closed within 10 working days (extension)	3	37.5%	0	0.0%	5	26.3%	0	0.0%
6.3/6c Number and % of Stage 2 complaints closed within 40 working days (extension)	3	100.0%	2	66.7%	8	88.9%	7	77.8%
6.4/6d Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	33.3%	1	11.1%	2	22.2%
6.5/6e Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	2	100.0%	0	0.0%	2	100.0%
6.6/6f Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	100.0%	0	0.0%

❯ 39 complaints received, a decrease of 17% from Q3 2018/2019.

❯ 74% of complaints were handled at stage 1 in Q3 2019/2020, which is the same as Q3 2018/2019.

❯ 72% of complaints were closed within the target timescale, compared to 83% in the same period in 2019/2020.

❯ 92% of complaints were closed within the extended timescale in Q3 2019/2020, compared to 98% closed within the extended timescale in Q3 in 2018/2019.
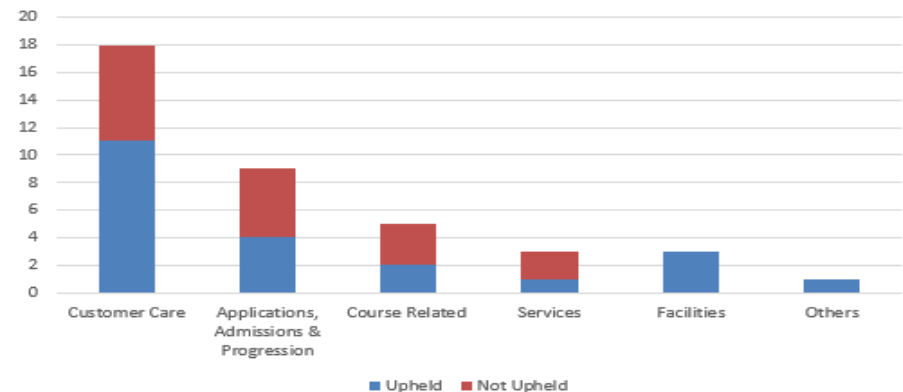
Complaints Categories

Complaints Received by Category
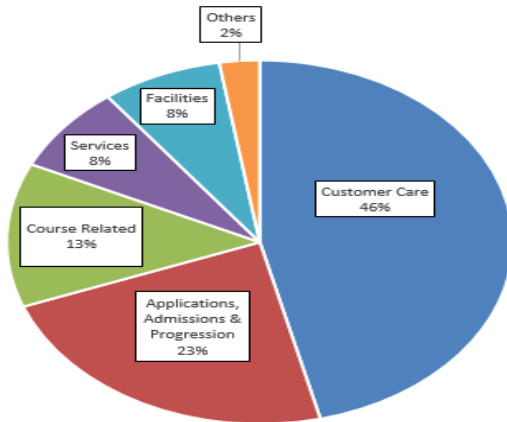
The chart on the left shows complaints received split by category. 18 out of 39 complaints received were about Customer Care, with 9 out of 39 in the Applications, Admissions & Progression category and 5 complaints were Course Related. The Services and Facilities categories had 3 complaints each and 1 complaint was received in the Others category.

The chart on the right shows complaints received, split by category and outcome. 100% of complaints in the Facilities and Others categories were upheld, with 61% upheld that were Customer Care related. 44% of complaints in the Application, Admissions & Progression category were upheld, with 40% upheld that were Couse Related. 33% of complaints in the Services category were upheld.

Complaints received by Category and Outcome

Complaints Sub Categories

Complaints Received by Sub-category Q3, 2019/2020 vs Q3, 2018/2019
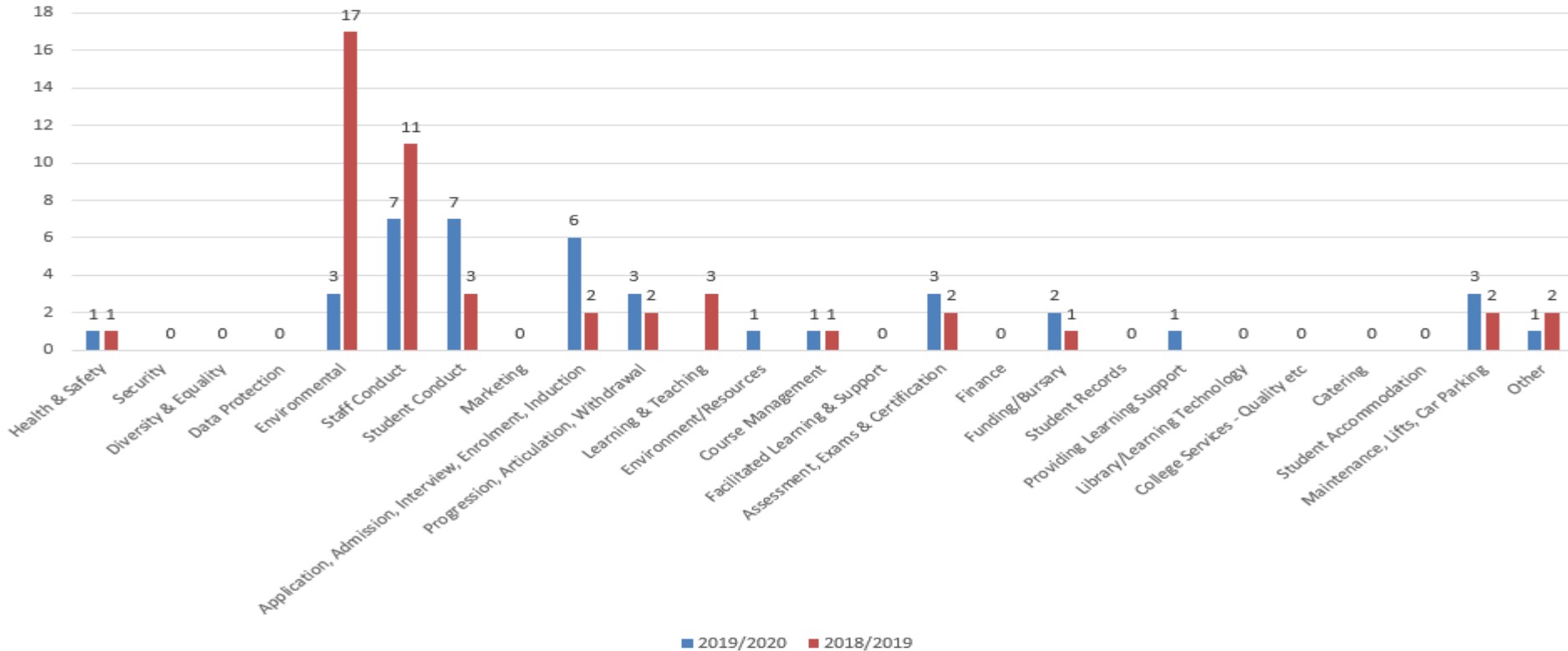
❯ Decrease in complaints received in the environmental sub-category from 17 in Q3, 2018/2019 to 3 in the same period for 2019/2020. This is due to a reduction in complaints about parking from local residents neighbouring the Kilmarnock campus. The campus was either closed or there were reduced students and staff on campus, due to Covid-19 restrictions.

❯ Increase in complaints received in the application, admission, interview, enrolment, induction sub-category from 2 in Q3, 2018/2019 to 6 in Q3, 2019/2020. Volumes in this area were higher due to an increase in complaints from students unhappy they did not get a place on the course applied for.

❯ Increase in complaints in the student conduct sub-category from 3 received in Q3, 2018/2019 compared to 7 received in the same period for 2019/2020. This was partly due to complaints about a student's behaviour.

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Lessons Learned

Category – Customer Care

Issue	Outcome	Actions
Unhappy class were told to stop completing work, as SQA announcement was coming and now being chased for work. Students should get more support and not had any information about placements.	Upheld	Curriculum Manager gathered a list of those students facing significant challenges so that allowances can be made and lecturers can take personal circumstances into account and offer flexibility for deadlines. Curriculum Manager provided the class group with a clear revised realistic schedule of assessments required for sufficient evidence to achieve their award.

Category – Course Related

Issue		
Unhappy equipment not clean and no batteries in scales.	Upheld	Scales to be kept aside for evening class and non-digital scales will be on stand by.

Category – Services

Issue	Outcome	Actions
Unhappy with the content of the Educational Psychologist's report, as feels information has been misinterpreted, information is inaccurate and some information copy and pasted from another report.	Upheld	The Educational Psychologist will not be used again for student assessments.

Lessons Learned

Category – Facilities

Issue	Outcome	Actions
Environmental Health received a complaint about a bin in the Ayr campus carpark overflowing with dog waste bags.	Upheld	Estates staff emptied the bins and will regularly empty them during lockdown.

Category – Others

Issue	Outcome	Actions
Unhappy with their haircut in the training salon and that this caused head to bleed.	Partially upheld	Procedure reviewed for checking clippers for rebalancing before being used.

Customer Satisfaction

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 39 complaints received this quarter, surveys were sent to 32 of these. We had an 34% 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.

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