

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

**Complaints Report
2019/2020
Quarter 4 (May – July 2020)**

Complaint Volumes

2019/2020 – Quarter 4

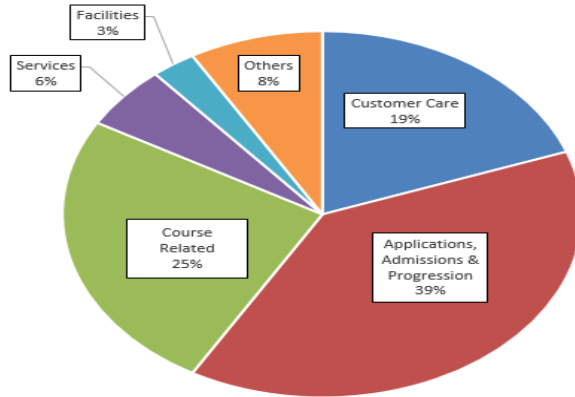
| COMPLAINTS HANDLING PROCEDURE INDICATORS | | Q4 2019/2020 | | Q4 2018/2019 | | YTD 2019/2020 | | YTD 2018/2019 | |
|--|---|-----------------|--------|-----------------|--------|------------------|--------|------------------|--------|
| 1.0 | Total number of complaints received & complaints received per 100 population | | | | | | | | |
| 1.1 | Number of complaints Received | 36 | | 27 | | 186 | | 173 | |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 8281 | 0.4 | 7691 | 0.4 | 9937 | 1.9 | 9697 | 1.8 |
| 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 | 80.6% | 20 | 74.1% | 151 | 81.2% | 142 | 82.1% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 3 | 8.3% | 5 | 18.5% | 22 | 11.8% | 23 | 13.3% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 4 | 11.1% | 2 | 7.4% | 13 | 7.0% | 8 | 4.6% |
| 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 | 9 | 31.0% | 6 | 30.0% | 82 | 54.3% | 73 | 51.4% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 20 | 69.0% | 14 | 70.0% | 69 | 45.7% | 69 | 48.6% |
| 3.0 | Stage 2 | | | | | | | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 3 | 100.0% | 3 | 60.0% | 16 | 72.7% | 14 | 60.9% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 0 | 0.0% | 2 | 40.0% | 6 | 27.3% | 9 | 39.1% |
| 3.0 | Escalated | | | | | | | | |
| 3.7/3g | Number and % of complaints upheld after Escalation | 2 | 50.0% | 0 | 0.0% | 6 | 46.2% | 3 | 37.5% |
| 3.9/3i | Number and % of complaints not upheld after Escalation | 2 | 50.0% | 2 | 100.0% | 7 | 53.8% | 5 | 62.5% |
| 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 | 119 | 4.1 | 101 | 5.0 | 547 | 3.6 | 543 | 3.8 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 103 | 34.3 | 90 | 18.0 | 606 | 27.5 | 638 | 27.7 |
| 4b | Escalation | 63 | 15.7 | 38 | 19.0 | 238 | 18.3 | 161 | 20.1 |
| 5.0 | Number and % of complaints closed within set timescales (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 | 25 | 86.2% | 14 | 70.0% | 128 | 84.8% | 117 | 82.4% |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 4 | 13.8% | 6 | 30.0% | 23 | 15.2% | 25 | 17.6% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 0 | 0.0% | 3 | 60.0% | 10 | 45.5% | 12 | 52.2% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 3 | 100.0% | 2 | 40.0% | 12 | 54.5% | 11 | 47.8% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 4 | 100.0% | 2 | 100.0% | 12 | 92.3% | 6 | 75.0% |
| 5.6/5f | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% | 1 | 7.7% | 2 | 25.0% |
| 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) | 4 | 100.0% | 5 | 83.3% | 18 | 78.3% | 24 | 96.0% |
| 6.2/6b | Number and % of Stage 1 complaints not closed within 10 working days (extension) | 0 | 0.0% | 1 | 16.7% | 5 | 21.7% | 1 | 4.0% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days (extension) | 3 | 100.0% | 2 | 100.0% | 11 | 91.7% | 9 | 81.8% |
| 6.4/6d | Number and % of Stage 2 complaints not closed within 40 working days (extension) | 0 | 0.0% | 0 | 0.0% | 1 | 8.3% | 2 | 18.2% |
| 6.5/6e | Number and % of Escalated complaints closed within 40 working days (extension) | 0 | 0.0% | 0 | 0.0% | 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% |

- 36 complaints received, an increase of 33% from Q4 2018/2019.
- 81% of complaints were handled at stage 1 in Q4 2019/2020, compared to 74% for the same period in 2018/2019.
- 81% of complaints were closed within the target timescale, compared to 70% in Q4 2018/2019.
- 100% of complaints were closed within the extended timescale in Q4 2019/2020, compared to 96% closed within the extended timescale in the same period in 2018/2019.

Complaints Categories

2019/2020 – Quarter 4

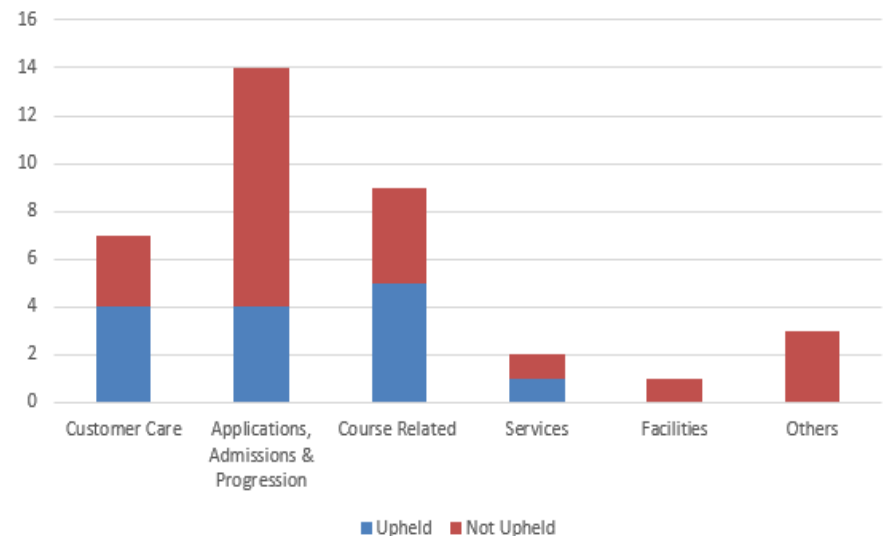
Complaints Received by Category



The chart on the right shows complaints received, split by category and outcome. 57% of complaints in the Customer Care category were upheld, with 56% upheld that were Course Related. 50% of complaints in the Services category were upheld and 29% of Application, Admissions & Progression related complaints were upheld. 0% of complaints were upheld in both the Facilities and Others categories.

The chart on the left shows complaints received split by category. 14 out of 36 complaints received were about Applications, Admissions & Progression, with 9 out of 36 received in the Course Related category. 7 complaints were Customer Care related and 3 were received in the Others categories. 2 complaints were Service related and 1 was about Facilities.

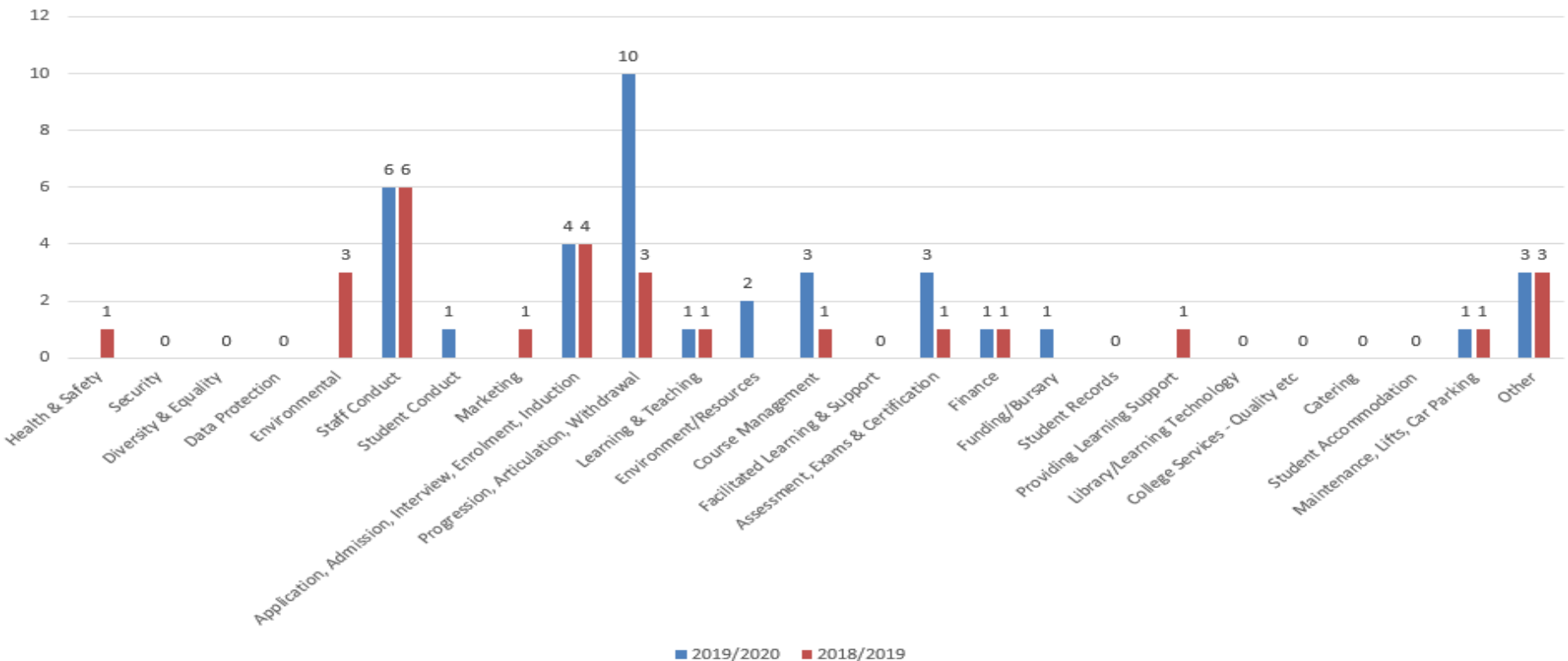
Complaints received by Category and Outcome



Complaints Sub Categories

2019/2020 – Quarter 4

Complaints Received by Sub-category Q4, 2019/2020 vs Q4, 2018/2019



- Increase in complaints received in the progression, articulation, withdrawal sub-category from 3 in Q4, 2018/2019 to 10 in Q4, 2019/2020. Volumes in this area were higher mainly due to an increase in complaints from students unhappy they did not secure a place on a progression course.
- Decrease in complaints received in the environmental sub-category from 3 in Q4, 2018/2019 to 0 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.
- Complaints in the staff conduct; application, admission, interview, enrolment, induction; learning & teaching; finance; maintenance, lifts, car parking and other categories remain the same from Q4 2018/2019 to Q4 2019/2020.

Lessons Learned

2019/2020 – Quarter 4

Category – Applications, Admissions, Progression

| Issue | | |
|---|------------------|---|
| Unhappy not been offered a place on the schools course for next year and no explanation given in the email. Email referred to an interview but an interview did not take place. | Partially upheld | Standard letter amended to ensure this does not refer to an interview taking place, when there has not been an interview. |

Category – Course Related

| Issue | | |
|--|------------------|---|
| Unhappy funding has been withdrawn for external course. | Partially upheld | Curriculum Manager contacted all students on the course to ensure they have understood the updated message that funding has not been withdrawn but paused, due to Covid-19 restrictions. Curriculum Manager will also confirm which students meet the criteria for the funding. |
| Not been certificated for NC group award, as unable to complete one unit due to Covid-19 lockdown. | Not upheld | Reviewed the wording of the course on the College website to make it clear there is no group award for this course. |

Category – Others

| Issue | Outcome | Actions |
|--|------------|--|
| Unhappy with decision that students will not return until September 2020 and that they will only be in College one day a week. | Not upheld | Updated our systems and are ensuring that we send letters, for supported learning students, to parents and students, as well as the texts and emails students normally receive as updates during Covid-19. |

Customer Satisfaction

2019/2020 – Quarter 4

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 36 complaints received this quarter, surveys were sent to 34 of these. We had an 35% 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



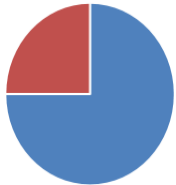
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



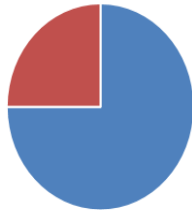
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



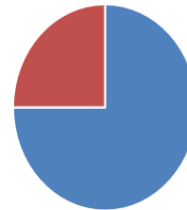
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



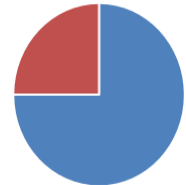
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



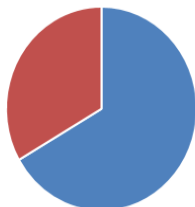
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



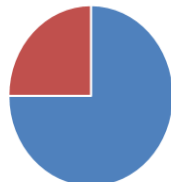
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



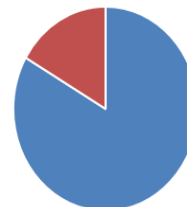
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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