

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  
2023/2024  
Quarter 1  
(August – October 2023)**

# Complaint Volumes

2023/2024 – Quarter 1

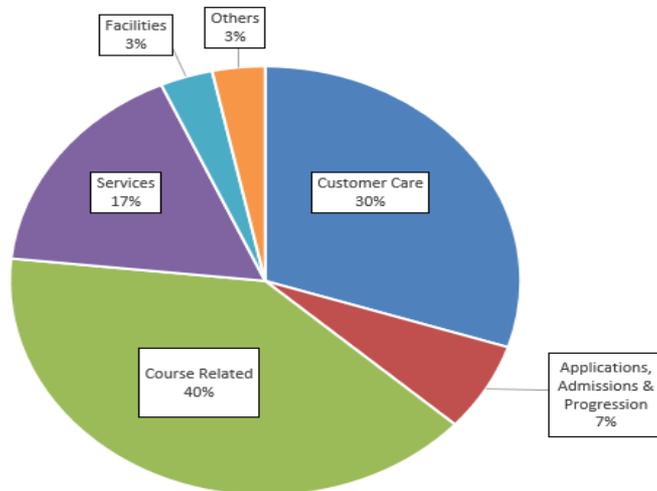
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1 2023/2024		Q1 2022/2023	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
1.1	Number of complaints Received	30		31	
1.2/1a	College Population and Number of Complaints received per 100 population	8498	0.4	9015	0.3
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	20	66.7%	17	54.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	23.3%	7	22.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed	3	10.0%	7	22.6%
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	11	55.0%	2	11.8%
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0%	n/a	n/a
3.3/3c	Number and % of complaints not upheld at Stage 1	5	25.0%	1	5.9%
3.4/3d	Number and % of complaints resolved at Stage 1	4	20.0%	14	82.4%
3.0	<b>Stage 2</b>				
3.5/3e	Number and % of complaints upheld at Stage 2	0	0.0%	2	28.6%
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	14.3%	n/a	n/a
3.7/3g	Number and % of complaints not upheld at Stage 2	6	85.7%	5	71.4%
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
3.0	<b>Escalated</b>				
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0%	2	28.6%
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0%	n/a	n/a
3.11/3k	Number and % of complaints not upheld after Escalation	2	66.7%	5	71.4%
3.12/3l	Number and % of complaints resolved after Escalation	1	33.3%	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	66	3.3	70	4.1
4.2	Total working days and average time in working days to close complaints at Stage 2	160	22.9	163	23.3
4b	Total working days and average time in working days to close complaints after Escalation	59	19.7	107	15.3
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	17	85.0%	15	88.2%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	15.0%	2	11.8%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	4	57.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	3	42.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	100.0%	6	85.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	14.3%
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)	3	100.0%	2	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	3	100.0%	3	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%	1	100.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%

- 30 complaints received, a decrease of 3% from Q1 2022/2023.
- 67% of complaints were handled at stage 1 in Q1 2023/2024, compared to 55% for the same period in 2022/2023.
- 80% of complaints were closed within the target timescale, compared to 81% in Q1 2022/2023.
- 100% of complaints were closed within the extended timescale in Q1 2023/2024, with 100% of complaints also closed within the extended timescale in the same period in 2022/2023.

# Complaints Categories

2023/2024 – Quarter 1

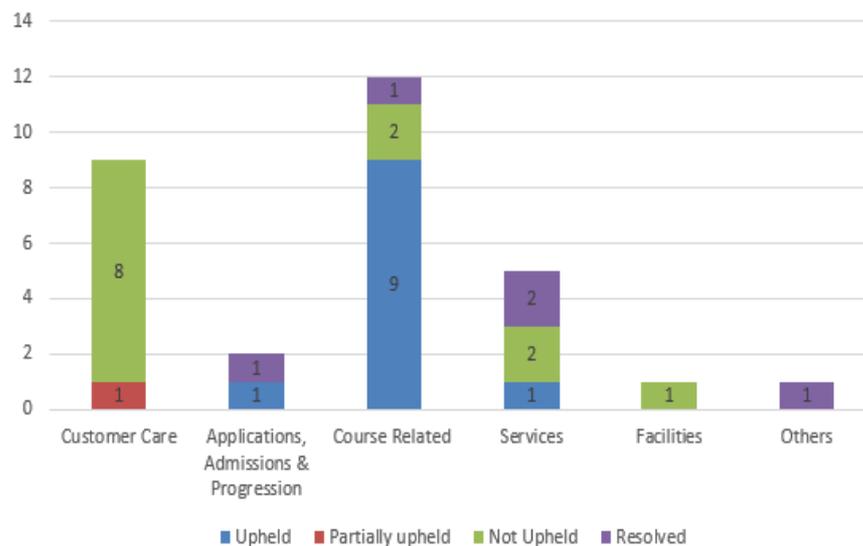
Complaints Received  
by Category



The chart on the left shows complaints received split by category. 12 out of 30 complaints received were Course Related, with 9 complaints being received in the Customer Care category. 5 complaints were received in the Services category and 2 were about Applications, Admissions & Progression. The Facilities and Others categories both received 1 complaint.

The chart on the right shows complaints received, split by category and outcome. 75% of complaints that were Course Related were upheld or partially upheld, with 8% resolved. 50% of complaints that were about Applications, Admissions & Progression were upheld or partially upheld, with 50% resolved. 20% of complaints in the Services category were upheld or partially upheld, with 40% resolved. 11% of complaints in the Customer Care category were upheld or partially upheld, with 0% resolved. 0% of complaints in the Others category were upheld or partially upheld, with 100% resolved and 0% of complaints in the Facilities category were upheld, partially upheld or resolved.

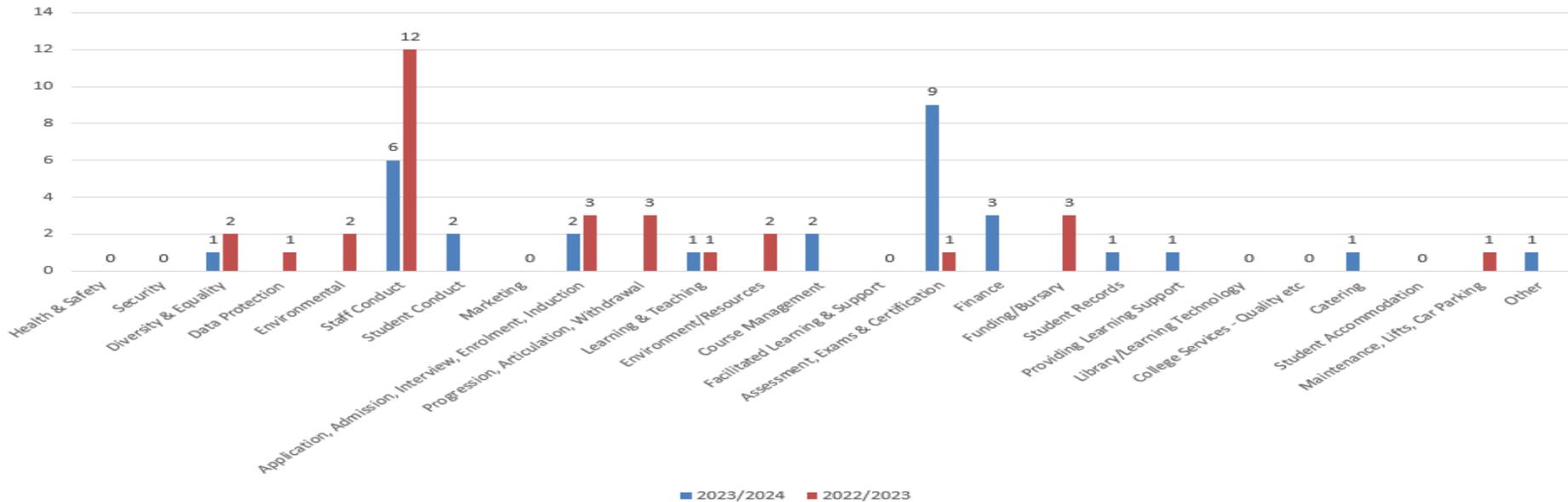
Complaints received by Category and Outcome



# Complaints Sub-Categories

2023/2024 – Quarter 1

Complaints Received by Sub-category Q1, 2023/2024 vs Q1, 2022/2023



- Increase in complaints received in the assessment, exams & certification sub-category from 1 in Q1, 2022/2023 to 9 in Q1, 2023/2024. This is due to an increase in complaints about results not being submitted because of action short of strike.
- Decrease in complaints received in the staff conduct sub-category from 12 in Q1, 2022/2023 to 6 in Q1, 2023/2024. This is mainly due to a reduction in complaints about the treatment of students by staff.
- Increase in complaints received in the finance sub-category from 0 in Q1, 2022/2023 to 3 in the same period of 2023/2024. This is due to an increase in complaints about being asked to pay fees when not achieved a qualification.
- Decrease in complaints received in the progression, articulation, withdrawal sub-category from 3 in Q1, 2022/2023 to 0 in Q1, 2023/2024. This is due to a decrease in complaints about not receiving a place on the next level of course or being withdrawn.
- Decrease in complaints received in the funding/bursary sub-category from 3 in Q1, 2022/2023 to 0 in the same period of 2023/2024. This is mainly due to a decrease in complaints about delays in receiving funding. 4

# Lessons Learned

2023/2024 – Quarter 1

## Category – Customer Care

Issue	Outcome	Actions
<p>Students unhappy desks in the classroom are too low for wheelchair access, there is only one table in LRC that can be adjusted and no adjustable desks in the open space, cannot adjust the table height in the Refectory and Still Room and the doors in the campus are too heavy.</p>	<p>Partially upheld</p>	<p>Two electric rise and fall desks installed in the open space on level 2 and one installed in the LRC.</p> <p>Risers installed at a table in the Refectory and Still Room that can now be accessed by a wheelchair user.</p> <p>More crank handle keys for the rise and fall desks in the classroom in the process of being ordered. Process updated so that wheelchair users will be issued with crank handle key as part of PLSP to be kept until it is no longer needed.</p>
<p>Parent unhappy student asked to attend a meeting to discuss a miscommunication and was then informed it was a misconduct meeting and a misconduct form was completed. No check into their background or current issues was discussed with them.</p>	<p>Not upheld</p>	<p>Review of Student Conduct Policy, and the forms used, being carried out.</p>

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
<p>Parent unhappy applicant offered a waiting list place back in June but clearing page of website still shows places available on the course. Also went into Kilwinning campus about another course, spaces were available on the clearing site, but was told the course was full.</p>	<p>Upheld</p>	<p>Feedback given to Curriculum Manager that Head of available during the summer and can carry out interviews and close courses in their absence. Curriculum Manager will now have a detailed plan of actions to be taken when they are on leave.</p> <p>Student Records made aware that in the absence of the Curriculum Manager during the summer, they should contact the Head of to carry out interviews.</p>

# Lessons Learned

2023/2024 – Quarter 1

## Category – Course Related

Issue	Outcome	Actions
Student unhappy with the learning and teaching from one of their lecturers, as they just plays videos in class. When they ask for support they don't get this and are unsure of what they are supposed to be doing.	Upheld	Lecturer reviewed the delivery of the unit and discussed with the students their preferred models and explained why they were delivering in the method they were. Video use reduced but still available as a teaching aid if students require it.

## Category – Services

Issue	Outcome	Actions
Student unhappy they have been asked to pay course fees. Does not feel they are liable for the fees, as they were withdrawn from the course.	Not upheld	Review the wording of the Student Fees and Debt Recovery Policy. The policy confirms that if a student withdraws after attending more than 50% of the course no refund is due. This should be clearer that this is based on the amount of time the course has been running and not the student's actual attendance on the course.

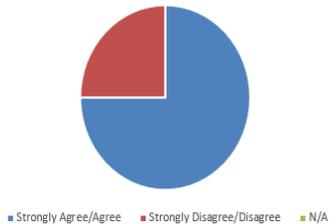
# Customer Satisfaction

2023/2024 – Quarter 1

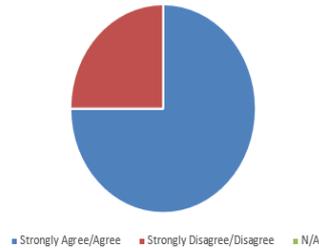
We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Out of the 30 complaints received this quarter, surveys were sent to 23 of these. We had a 17% response rate.

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.

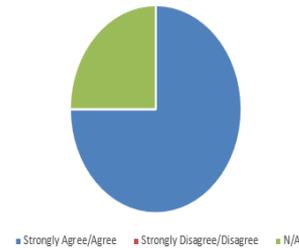
I was aware of the complaints procedure before I needed to make a complaint



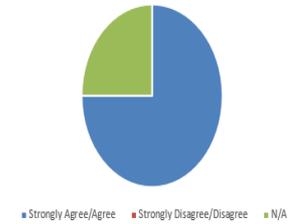
I found the complaints process easy to access



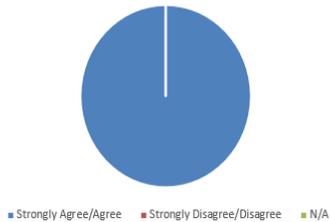
I found the complaints form easy to use



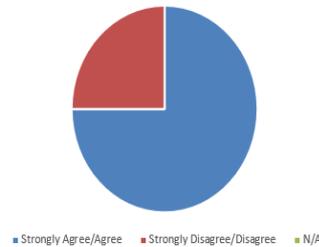
I was able to access information and assistance in making my complaint where this was required



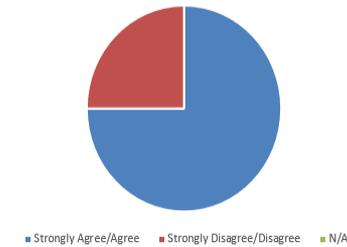
I received a prompt acknowledgement of my complaint



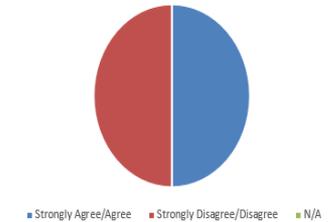
I felt my complaint was taken seriously



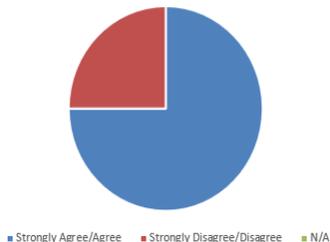
I felt my complaint was thoroughly investigated



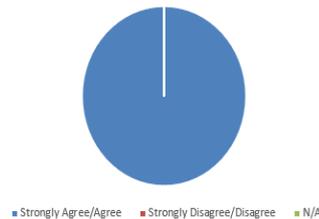
I received a fair and objective response to my complaint



I received a clear response to my complaint



I received a response to my complaint within an appropriate timescale



I was dealt with courteously at all times

