

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  
2021/2022  
Quarter 4  
(May – July 2022)**

# Complaint Volumes

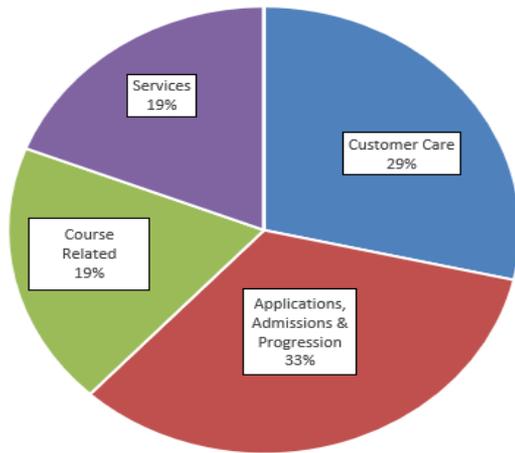
2021/2022 – Quarter 4

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2021/2022		Q4 2020/2021		YTD 2021/2022		YTD 2020/2021	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	21		18		109		137	
1.2/1a	College Population and Number of Complaints received per 100 population	7667	0.3	8915	0.2	9644	1.1	8915	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	15	71.4%	13	72.2%	75	68.8%	96	70.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	9.5%	3	16.7%	25	22.9%	18	13.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	4	19.1%	2	11.1%	9	8.3%	23	16.8%
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	1	6.7%	5	38.5%	14	18.7%	43	44.8%
3.3/3b	Number and % of complaints not upheld at Stage 1	3	20.0%	8	61.5%	23	30.7%	53	55.2%
3.5/3c	Number and % of complaints resolved at Stage 1	11	73.3%	0	0.0%	38	50.6%	0	0.0%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	1	50.0%	2	66.7%	16	64.0%	11	61.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	50.0%	1	33.3%	9	36.0%	7	38.9%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	1	50.0%	1	11.1%	14	60.9%
3.9/3h	Number and % of complaints not upheld after Escalation	4	100.0%	1	50.0%	8	88.9%	9	39.1%
3.11/3i	Number and % of complaints resolved 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	65	4.3	73	5.6	331	4.4	493	5.1
4.2	Total working days and average time in working days to close complaints at Stage 2	80	40.0	69	23.0	764	30.6	407	22.6
4b	Escalation	53	13.2	34	17.0	141	15.7	447	19.4
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	12	80.0%	8	61.5%	57	76.0%	70	72.9%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	20.0%	5	38.5%	18	24.0%	26	27.1%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	50.0%	2	66.7%	14	56.0%	14	77.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	50.0%	1	33.3%	11	44.0%	4	22.2%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	4	100.0%	2	100.0%	9	100.0%	21	91.3%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	2	8.7%
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)	3	100.0%	5	100.0%	18	100.0%	23	88.5%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	3	11.5%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0.0%	1	100.0%	9	81.8%	4	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	1	100.0%	0	0.0%	2	18.2%	0	0.0%
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%	2	100.0%

- 21 complaints received, an increase of 17% from Q4 2020/2021.
- 71% of complaints were handled at stage 1 in Q4 2021/2022, compared to 72% for the same period in 2020/2021.
- 81% of complaints were closed within the target timescale, compared to 67% in Q4 2020/2021.
- 95% of complaints were closed within the extended timescale in Q4 2021/2022, 100% of complaints were also closed within the extended timescale in the same period in 2020/2021.

# Complaints Categories

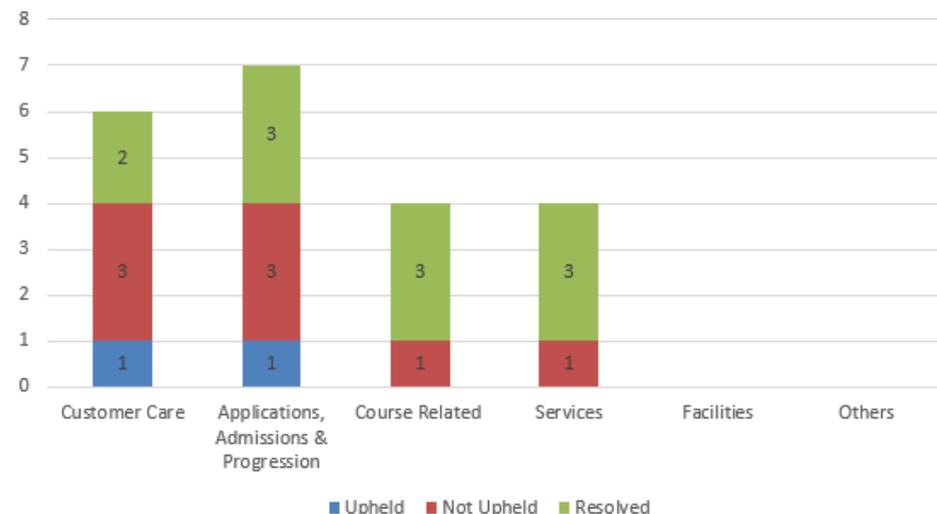
Complaints Received  
by Category



The chart on the right shows complaints received, split by category and outcome. 17% of complaints in the Customer Care category were upheld, with a further 33% resolved. 14% of complaints that were about Applications, Admissions & Progression were upheld, with 43% resolved. 0% of complaints in the Course Related and Services categories were upheld, with 75% resolved in each category.

The chart on the left shows complaints received split by category. 7 out of 21 complaints received were in the Applications, Admissions & Progression category, with 6 being about Customer Care. There were 4 complaints received in each of the Course Related and Services categories. There were no complaints in the Facilities and Others categories.

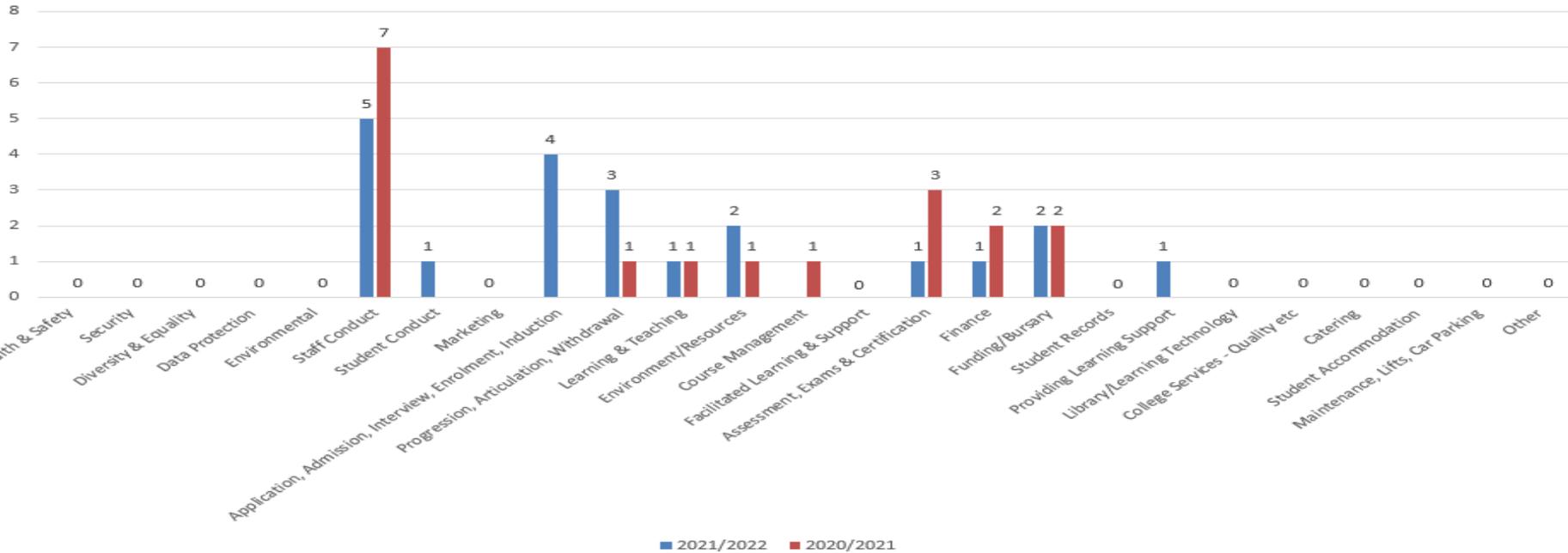
Complaints received by Category and Outcome



# Complaints Sub Categories

2021/2022 – Quarter 4

Complaints Received by Sub-category Q4, 2021/2022 vs Q4, 2020/2021



➤ Increase in complaints received in the application, admission, interview, enrolment, induction sub-category from 0 in Q4 2020/2021 to 4 in the same period of 2021/2022. This is mainly due to complaints received about not being offered a place on a course and inductions being unorganised.

➤ Increase in complaints received in the progression, articulation, withdrawal sub-category from 1 in Q4, 2020/2021 to 3 in the same period of 2021/2022. This is mainly due to an increase in complaints from students unable to complete their course.

➤ Decrease in complaints received in the assessment, exams & certification sub-category from 3 in Q4, 2020/2021 to 1 in Q4, 2021/2022. There is no specific reason for a reduction in complaints in this sub-category.

➤ Complaints in the learning & teaching and funding/bursary sub-categories remain the same from Q4 2020/2021 to Q4 2021/2022.

# Lessons Learned

2021/2022 – Quarter 4

## Category – Customer Care

Issue	Outcome	Actions
Employer unhappy with assessor, failing to deliver on promises to provide information or reply to candidates, communication is confusing, felt the assessor was intimidating and not appreciating restrictions staff still need to comply with.	Partially upheld	<p>Investigating widening the use of skills scan in the work-based learning team at the sign up point to create consistency and gain better understanding of candidates' starting points. Though this should also become less of an issue as Covid related restrictions ease.</p> <p>Assessor was asked to reflect on and review their communication style. This is particularly relevant with regards to candidates who are new to the SVQ process and more susceptible to increased anxiety about this.</p>

## Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Parent unhappy that student came for induction and nobody was there. Student has now withdrawn from the course because of this.	Resolved	<p>All students will be notified by email (where we have valid details) information relating to their induction. Where students cannot be contacted via email clear instructions will be provided verbally.</p> <p>All students will be met at reception at the appropriate time and then taken to their room for induction.</p> <p>Reception will be provided with the information relating to rooms being used to ensure students are sent to the correct room.</p>

# Lessons Learned

2021/2022 – Quarter 4

## Category – Course Related

Issue	Outcome	Actions
Student unhappy they were asked to return parts of their kit.	Resolved	Staff made aware that items from kits may be retained as noted in the Scottish Funding Council policy.  As part of student induction/kit distribution clear guidance will be provided on who the kit belongs to and that items may be retained by the college at any point.

## Category – Services

Issue		
Student unhappy we have said we will not submit their results to the awarding body until their outstanding fees have been paid. Also unhappy that we threatened to send debt to a debt recovery agency and did not contact them by email to request payment of fees.	Not upheld	Monthly statements will be emailed to students.

# Customer Satisfaction

2021/2022 – 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. Surveys were sent to 21 complainants and we had a 19% response rate.

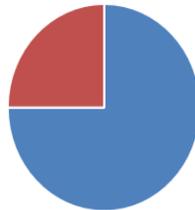
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



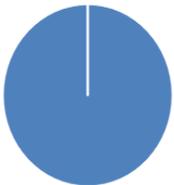
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



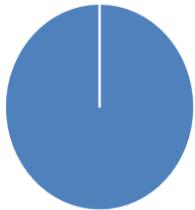
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



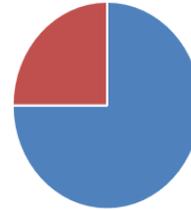
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



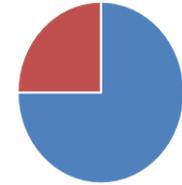
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



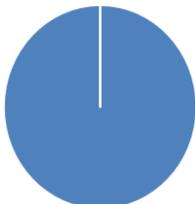
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



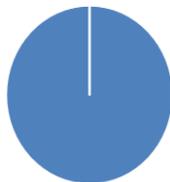
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



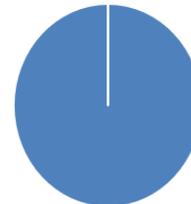
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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