

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
2020/2021
Quarter 4
(May – July 2021)**

Complaint Volumes

2020/2021 – Quarter 4

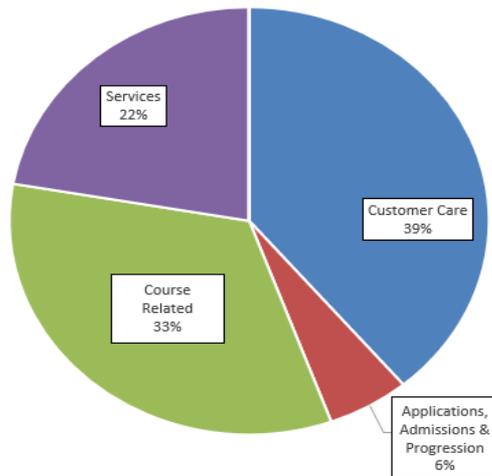
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q4 2020/2021		Q4 2019/2020		YTD 2020/2021		YTD 2019/2020	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	18		36		137		186	
1.2/1a	College Population and Number of Complaints received per 100 population	8915	0.2	8281	0.4	8915	1.5	9937	1.9
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	13	72.2%	29	80.6%	96	70.1%	151	81.2%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	3	16.7%	3	8.3%	18	13.1%	22	11.8%
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	11.1%	4	11.1%	23	16.8%	13	7.0%
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	5	38.5%	9	31.0%	43	44.8%	82	54.3%
3.3/3c	Number and % of complaints not upheld at Stage 1	8	61.5%	20	69.0%	53	55.2%	69	45.7%
3.0	Stage2								
3.4/3d	Number and % of complaints upheld at Stage 2	2	66.7%	3	100.0%	11	61.1%	16	72.7%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	33.3%	0	0.0%	7	38.9%	6	27.3%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	1	50.0%	2	50.0%	14	60.9%	6	46.2%
3.9/3i	Number and % of complaints not upheld after Escalation	1	50.0%	2	50.0%	9	39.1%	7	53.8%
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	73	5.6	119	4.1	493	5.1	547	3.6
4.2	Total working days and average time in working days to close complaints at Stage 2	69	23.0	103	34.3	407	22.6	606	27.5
4b	Escalation	34	17.0	63	15.7	447	19.4	238	18.3
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	8	61.5%	25	86.2%	70	72.9%	128	84.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	38.5%	4	13.8%	26	27.1%	23	15.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	66.7%	0	0.0%	14	77.8%	10	45.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	33.3%	3	100.0%	4	22.2%	12	54.5%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100.0%	4	100.0%	21	91.3%	12	92.3%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	8.7%	1	7.7%
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)	5	100.0%	4	100.0%	23	88.5%	18	78.3%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	3	11.5%	5	21.7%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	3	100.0%	4	100.0%	11	91.7%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	1	8.3%
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%	2	100.0%	1	100.0%

- 18 complaints received, a decrease of 50% from Q4 2019/2020.
- 72% of complaints were handled at stage 1 in Q4 2020/2021, compared to 81% for the same period in 2019/2020.
- 67% of complaints were closed within the target timescale, compared to 81% in Q4 2019/2020.
- 100% of complaints were closed within the extended timescale in Q4 2020/2021, 100% of complaints were also closed within the extended timescale in the same period in 2019/2020.

Complaints Categories

2020/2021 – Quarter 4

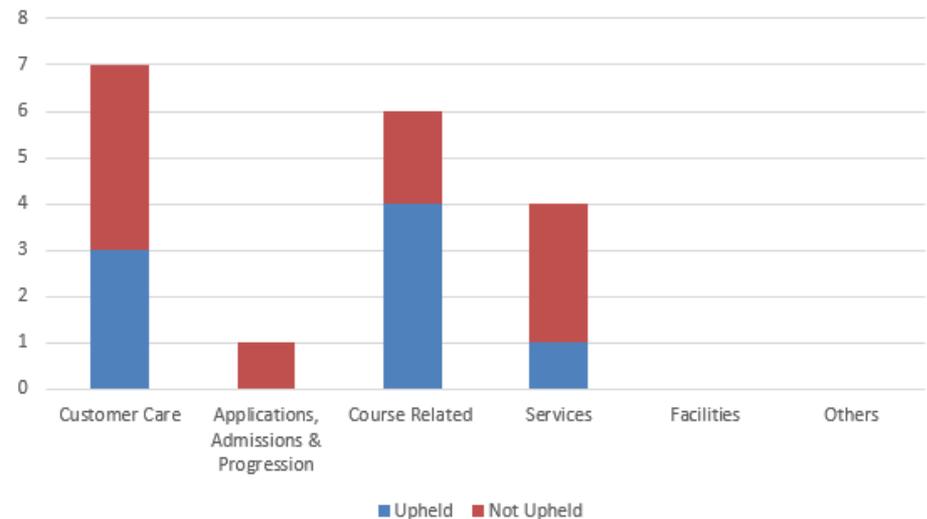
Complaints Received
by Category



The chart on the right shows complaints received, split by category and outcome. 67% of Course Related complaints were upheld, with 43% of complaints in the Customer Care category being upheld. 25% of complaints in the Services category were upheld and 0% of complaints in the Applications, Admissions & Progression category were upheld.

The chart on the left shows complaints received split by category. 7 out of 18 complaints received were about Customer Care, with 6 complaints being Course Related. There were 4 Services complaints and 1 complaint was received in the Applications, Admissions & Progression category. There were no complaints in the Facilities and Others categories.

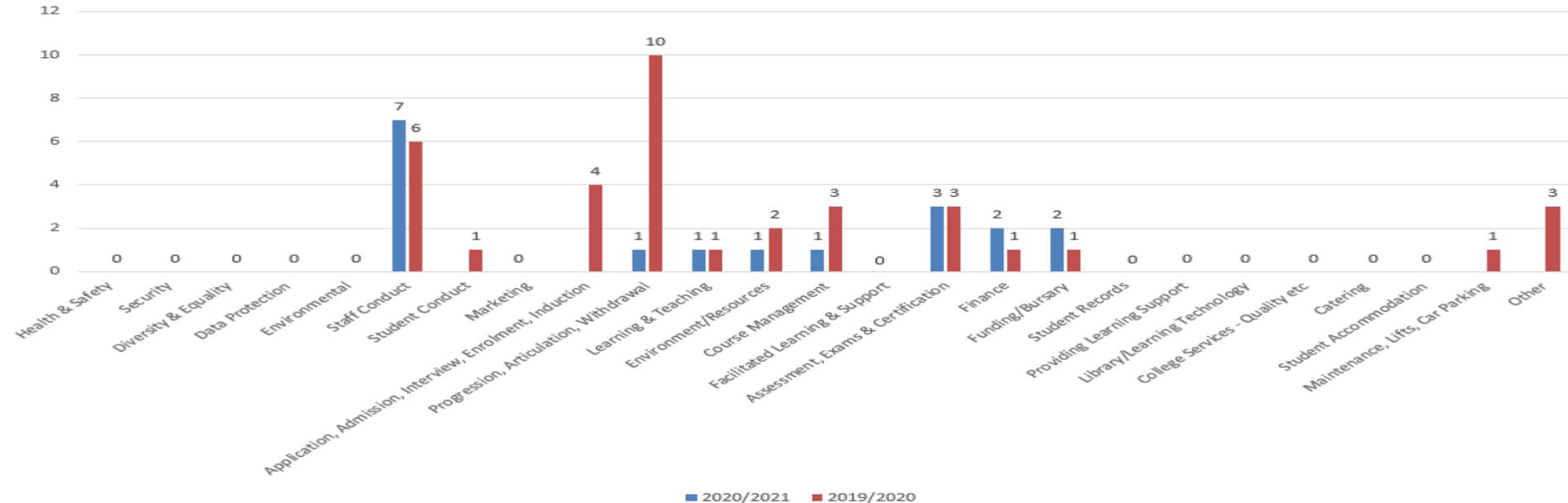
Complaints received by Category and Outcome



Complaints Sub Categories

2020/2021 – Quarter 4

Complaints Received by Sub-category Q4, 2020/2021 vs Q4, 2019/2020



- Decrease in complaints received in the progression, articulation, withdrawal sub-category from 10 in Q4, 2019/2020 to 1 in the same period of 2020/2021. This is mainly due to a decrease in complaints received about students not being offered a place to progress to the next level of course.
- Decrease in complaints received in the application, admission, interview, enrolment, induction sub-category from 4 in Q4, 2019/2020 to 0 in Q4, 2020/2021. Volumes in this area were lower due to a reduction in complaints from students unhappy they did not get a place on the course applied for.
- Decrease in complaints received in the others sub-category from 3 in Q4, 2019/2020 to 0 in the same period of 2020/2021. This is due to decrease in complaints from parents that students would not return to campus and then would only be in campus 1 day per week due to Covid-19 restrictions.
- Complaints in the learning & teaching and assessment, exams & certification sub-categories remain the same from Q4 2019/2020 to Q4 2020/2021.

Lessons Learned

2020/2021 – Quarter 4

Category – Customer Care		
Issue	Outcome	Actions
Student unhappy as they were told they would not need to pay full fees if they withdrew from the course but then received an invoice for payment of fees.	Partially upheld	Future queries about finance/fees to be referred to Finance rather than using Curriculum Admin to answer these queries.
Student unhappy with the conduct of a member of staff, unsupportive, not taking into account current circumstances and lack of access to materials due to the pandemic. Not working with other lecturers.	Partially upheld	<p>Lecturer will ask students for feedback to confirm that their instructions are clear and have been understood.</p> <p>Teaching team will openly discuss student concerns at team meetings and with their Curriculum Manager to resolve issues sooner.</p> <p>The Curriculum Manager will carry out a short focus group or survey in the middle of each semester, with the intention of resolving issues earlier.</p>
Parent unhappy student called and was on hold for 3 hours and nobody answered.	Upheld	<p>Voicemail activated for those extensions that have a dedicated user extension.</p> <p>If voicemail cannot be activated the call will be forwarded to another number.</p> <p>Feedback to staff to introduce a call before transferring so they can be sure it is answered before transferring.</p>

Lessons Learned

2020/2021 – Quarter 4

Category – Course Related		
Issue	Outcome	Actions
Student unhappy with how the course had been run.	Upheld	<p>Staff have developed clear teaching schedules with benchmarked dates for progression checks.</p> <p>Teams page will be used for communication but there is a planned on campus presence for staff and students to liaise in person.</p> <p>Staff delivering the same units will meet more regularly to support their delivery and standardise schedules and progress of delivery.</p> <p>Implemented planned feedback sessions throughout the year with Curriculum Managers and lecturers seeking feedback from students on a regular basis.</p>

Lessons Learned

2020/2021 – Quarter 4

Category – Course Related		
Issue	Outcome	Actions
<p>Student unhappy with the level of teaching from their lecturers. They felt there was lazy teaching, poor methods of teaching, lecturers had poor communication and poor attitudes, lack of support and engagement. Felt they were mostly self teaching and there was a lack of resources. Felt overlooked for being able to progress to the next level.</p>	<p>Partially upheld</p>	<p>All staff will be reminded of the 40 notional hours teaching per unit.</p> <p>All staff will be reminded that they are expected to make contact with their class face to face or virtually each week.</p> <p>All staff reminded to highlight their availability within their MyLearning and Teams pages to help manage expectations.</p> <p>All staff reminded that they need to be available to students during their class time.</p> <p>All staff will be reminded of clear and early communication particularly if a class is postponed.</p> <p>Staff will be reminded that blended learning should not be just providing tasks.</p> <p>Course teams will meet to discuss delivery to ensure they are meeting student expectations.</p> <p>Individual/group tasks to be encouraged but the class should be delivered for the scheduled time with an introduction and an end where students can feedback and learning can be assessed.</p> <p>Guidance lecturers will be reminded that contact with any unsuccessful applicant should make them fully aware of the reasons that they have been unsuccessful in applying for their course. This should also be part of their ongoing guidance meetings throughout the year.</p>

Customer Satisfaction

2020/2021 – 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 17 complainants and we had a 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



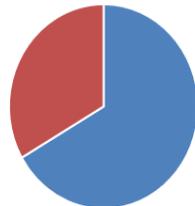
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



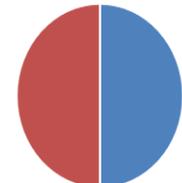
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



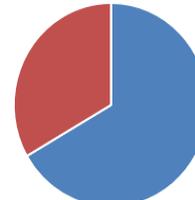
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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