



Complaints Report 2019/2020

Complaint Volumes

2019/2020

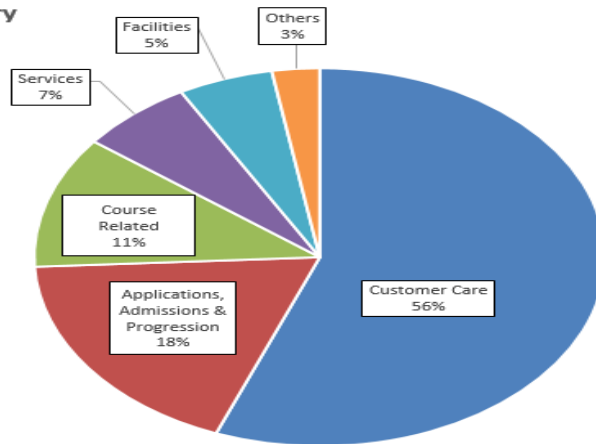
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD		2018/2019	
1.0	Total number of complaints received & complaints received per 100 population												
1.1	Number of complaints Received	60		51		39		36		186		173	
1.2/1a	College Population and Number of Complaints received per 100 population	9937	0.6	9762	0.5	9517	0.4	8281	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	55	91.7%	38	74.5%	29	74.4%	29	80.6%	151	81.2%	142	82.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	1	1.7%	11	21.6%	7	17.9%	3	8.3%	22	11.8%	23	13.3%
2.3/2c	Number of complaints closed after Escalation and % of total closed	4	6.7%	2	3.9%	3	7.7%	4	11.1%	13	7.0%	8	4.6%
2.4	Open	0	0.0%	0	0.0%	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	37	67.3%	21	55.3%	15	51.7%	9	31.0%	82	54.3%	73	51.4%
3.3/3c	Number and % of complaints not upheld at Stage 1	18	32.7%	17	44.7%	14	48.3%	20	69.0%	69	45.7%	69	48.6%
3.0	Stage 2												
3.4/3d	Number and % of complaints upheld at Stage 2	1	100.0%	6	54.5%	6	85.7%	3	100.0%	16	72.7%	14	60.9%
3.6/3f	Number and % of complaints not upheld at Stage 2	0	0.0%	5	45.5%	1	14.3%	0	0.0%	6	27.3%	9	39.1%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	2	50.0%	1	50.0%	1	33.3%	2	50.0%	6	46.2%	3	37.5%
3.9/3i	Number and % of complaints not upheld after Escalation	2	50.0%	1	50.0%	2	66.7%	2	50.0%	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	175	3.2	118	3.1	135	4.7	119	4.1	547	3.6	543	3.8
4.2	Total working days and average time in working days to close complaints at Stage 2	39	39.0	296	26.9	168	24.0	103	34.3	606	27.5	638	27.7
4b	Escalation	56	14.0	66	33.0	53	17.7	63	15.7	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	48	87.3%	34	89.5%	21	72.4%	25	86.2%	128	84.8%	117	82.4%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	7	12.7%	4	10.5%	8	27.6%	4	13.8%	23	15.2%	25	17.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	6	54.5%	4	57.1%	0	0.0%	10	45.5%	12	52.2%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	100.0%	5	45.5%	3	42.9%	3	100.0%	12	54.5%	11	47.8%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	4	100.0%	1	50.0%	3	100.0%	4	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%	1	50.0%	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 authorised												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	6	85.7%	3	75.0%	5	62.5%	4	100.0%	18	78.3%	24	96.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	14.3%	1	25.0%	3	37.5%	0	0.0%	5	21.7%	1	4.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	4	80.0%	3	100.0%	3	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%	1	20.0%	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%	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%	1	100.0%	0	0.0%	0	0.0%	1	100.0%	0	0.0%

- 186 complaints received, an increase of 8% from 2018/2019.
- 81% of complaints were handled at stage 1 in 2019/2020, compared to 82% in 2018/2019.
- 81% of complaints were closed within the target timescale, compared to 78% for the previous academic year.
- 96% of complaints were closed within the extended timescale in 2019/2020, compared to 98% in 2018/2019.

Complaints Categories

2019/2020

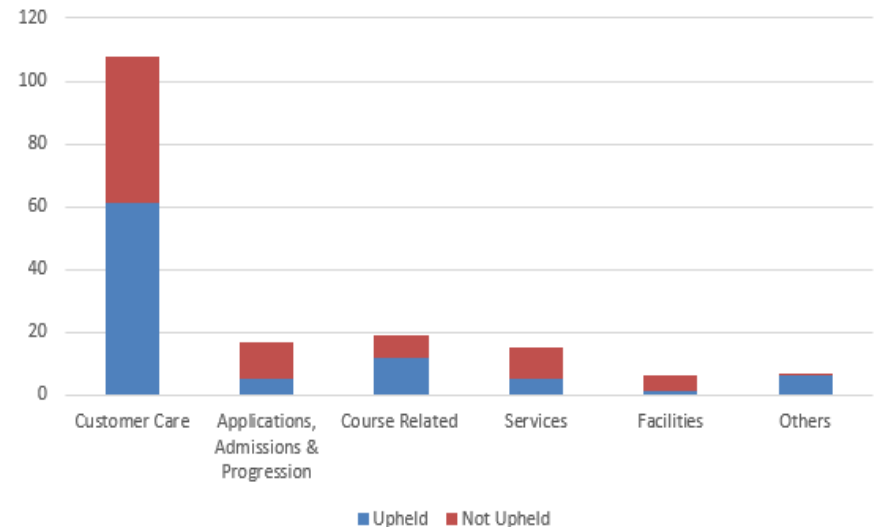
Complaints Received by Category



The chart on the right shows complaints received, split by category and outcome. 80% of complaints in the Facilities category were upheld, with 63% upheld that were about Customer Care. 57% of complaints that were Course Related were upheld, with 40% of complaints in the Others category upheld. 38% of Applications, Admissions & Progression complaints were upheld and 33% of Services complaints were upheld.

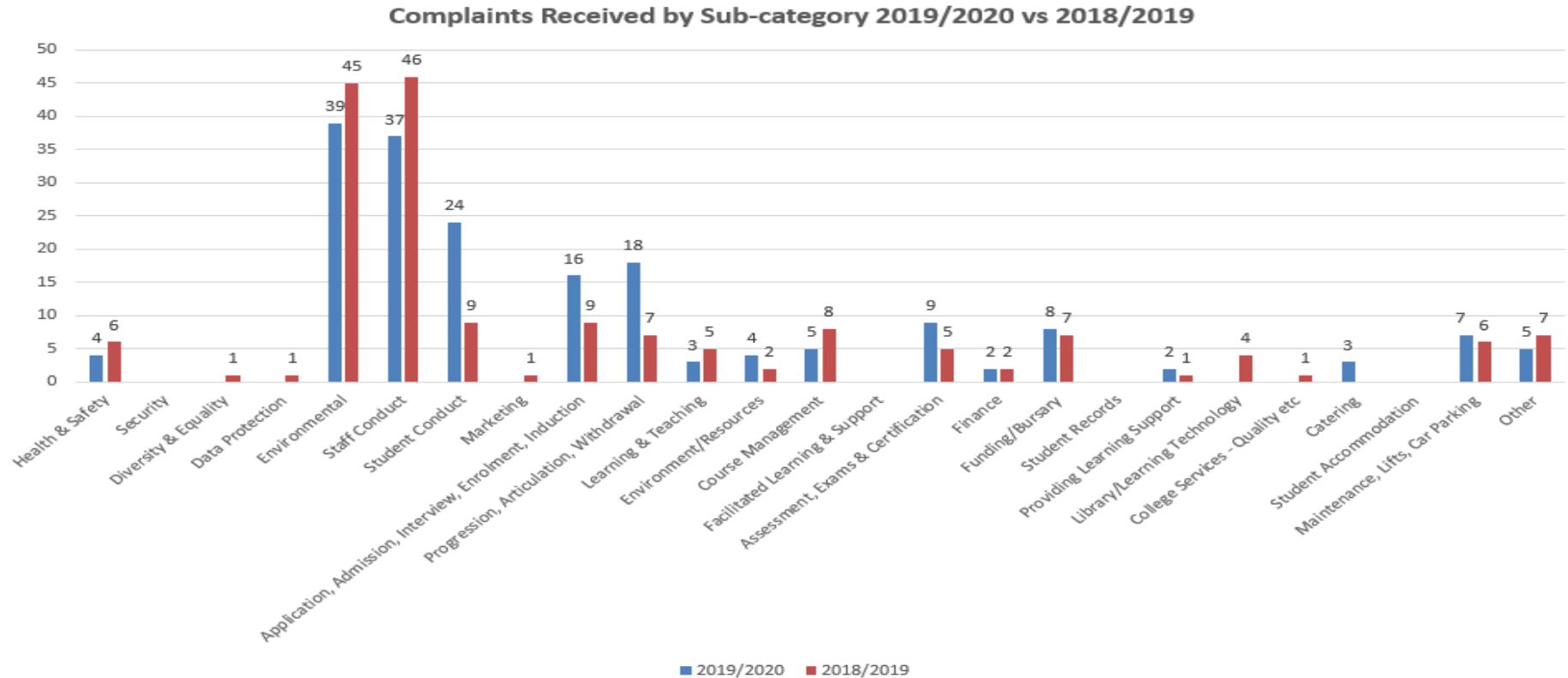
The chart on the left shows complaints received split by category. 104 out of 186 complaints received were about Customer Care, with 34 out of 186 being received in the Applications, Admissions & Progression category. 21 complaints were Course Related and a further 12 were about Services. The Facilities category had 10 complaints and 5 were received in the Others category.

Complaints received by Category and Outcome



Complaints Sub Categories

2019/2020



- Increase in complaints received in the student conduct sub-category from 9 in 2018/2019 to 24 in 2019/2020. This was due to an increase in complaints from local residents about student behaviour, while parking, and complaints about student behaviour towards other students.
- Increase in complaints in the progression, articulation, withdrawal sub-category from 7 in 2018/2019 to 18 in 2019/2020. This was mainly due to an increase in complaints from students unhappy they did not secure a place on a progression course.
- Decrease of 20% in complaints in the staff conduct sub-category received in 2019/2020 compared to 2018/2019. There is no specific reason for this decrease.
- Decrease in complaints in the environmental sub-category from 45 in 2018/2019 to 39 in 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.

Lessons Learned

2019/2020

Category – Customer Care		
Issue	Outcome	Actions
Local resident unhappy students & staff are parking in their residents' carpark.	Upheld	No parking signs, similar to those in the College carpark, ordered and placed at the bottom of the residents' drive to try and prevent students and staff from parking in the residents' carpark.
Local resident unhappy that bollards at the end of the street, to prevent through access, will not be replaced.	Partially upheld	Bollards reinstated at the end of the street.
Student unhappy that students were not always receiving breaks.	Partially upheld	Discussions about the running of the salon on a Thursday and actions agreed, with breaks part of this.
Student unhappy with lecturer, as feels they are unprepared and unhelpful and there is lack of knowledge of the units being taught.	Partially upheld	Review of timetabling and the use of lecturers appropriate skill sets. Reviewed the support provided for lecturers delivering units for the first time.
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.

Lessons Learned

2019/2020

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Student had problems trying to enrol and felt barriers were continually put in their way preventing them from enrolling.	Upheld	Process amended so, in exceptional circumstances, a student can walk into any campus at any time to be enrolled.
Parent of student feels we are putting obstacles in the students way to prevent them attending College and that we do not want the student to attend College.	Partially upheld	Review of the chaser emails sent to students from the admin team to ensure they are clear that a reference and confirmation from the employer they can be observed in the work place are required as part of the conditions of the offer.
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.

Lessons Learned

2019/2020

Category – Course Related		
Issue	Outcome	Actions
Parent unhappy student's foundation apprenticeship and NPA course not showing on the student's certificate.	Upheld	<p>Feedback given to the Manager that the correct code must be resulted for Foundation Apprenticeships to ensure correct result issued.</p> <p>Feedback also given that when enrolling students on a qualification that can be certificated at two different levels, the course set up should include the group award code for both levels. The students should not be attached to either group award until it is determined which level they will be working at. Once this is decided the students should then be attached to the appropriate group award.</p>
Student unhappy with the current toilet facilities on a Thursday night.	Partially upheld	Meeting arranged with Estates team at the venue. Head of and Director visited the campus and spoke to all students. Refurbished toilets completed and students now have access to these.
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.
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.

Lessons Learned

2019/2020

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.

Category – Facilities

Issue	Outcome	Actions
Students were unhappy there were only two cups at the water coolers during evening class in the Ayr campus.	Upheld	The Estates Team checked all water coolers in the campus and ensured they were filled with cups and will continue to monitor them.
Environmental Health received a complaint about an outdoor blocked drain at the Ayr campus.	Upheld	The drain is not blocked but as this is on a slope is not draining the water away. A soak away drain was fitted to complement existing drain and drain the water away.
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.
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.

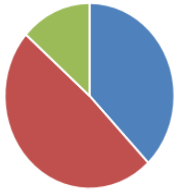
Customer Satisfaction

2019/2020

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 186 complaints received this year, surveys were sent to 128 of these. We had a 29% 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



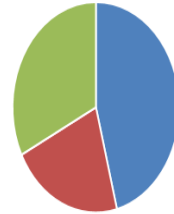
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



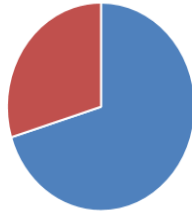
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



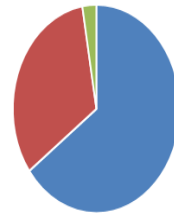
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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