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## LEARNING AND TEACHING COMMITTEE MEETING

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Date of Meeting	9 November 2016
Paper Title	Complaints Annual Report 2015-2016
Agenda Item	16.41
Paper Number	16.41A
Responsible Officer	Catherine McSkimming/Eric Brownlie – Assistant Principals
Status	Disclosable
Action	For Information

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### 1. Report Purpose

The purpose of this report is to provide a summary of the outcomes of the complaints received and lessons learned by Glasgow Clyde College during the 2015-2016 session.

### 2. Recommendations

The Learning & Teaching Committee are asked to **NOTE** this paper

### 3. Background

3.1. The Public Services Reform (Scotland) Act gave the Scottish Public Services Ombudsman (SPSO) a role in creating standard complaints procedures for each sector under their jurisdiction. This places a number of extended duties on the college, including recording all complaints and a requirement to publish regular statistics and produce an annual report.

3.2. Feedback is a key component of the college quality framework and analysis of complaints is part of a suite of measures which includes surveys, focus groups, local level questionnaires, audit, curriculum meetings and Student Association activities which contribute to providing evidence and information which is used to improve processes, enhance learner engagement and drive up quality.

3.3. All complaints are recorded and reviewed by complaints handlers who then assign them to relevant staff and monitor and support the process of investigation and response. Staff are asked for lessons learned and complainants receive a follow up survey asking about their level of satisfaction with the process. . Overall

- The college employs a robust system to record and monitor complaints which meets legislative and SPSO requirements.

- Complaints are assigned appropriately by Complaints Handlers (Quality Co-ordinators) and written responses are monitored prior to issue.
- Support and advice for those responding to complaints is available through the Quality team and staff development sessions.
- Efforts are made to learn lessons from complaints both at local and college level and there is evidence of changes in processes arising from complaints
- Internal audit is used to identify areas for improvement and results and reports are published on the college website.

Areas for Improvement include:

- Improvement in meeting the recommended time frames for complaints responses
- Further staff development to improve the standard of responses, to ensure that they address all of the issues raised.
- Further analysis is required to identify lessons learned at organisational level
- Improve dissemination of good practice in complaints handling.

3.4. The annual report on Complaints is supplied as Appendix 1 (16.41A).

#### **4. Risk Analysis**

Failure to regularly monitor and evaluate complaints and action plan for improvement could result in loss of student engagement and lead to reductions in recruitment and retention. Referral of complaints to SPSO may also lead to investigation, decisions and recommendations for the college to address in published reports and reputational damage.

#### **5. Legal Implications**

There are no legal implications raised by this paper

#### **6. Financial Implications**

There are no specific financial implications raised by this paper.

#### **7. Regional Outcome Agreement Implications**

There are no current implications for the Regional Outcome Agreement raised by this paper,

#### **8. Has an Equality Impact Assessment been carried out (Y/N/NA)**

n/a