

Complaints Handling Procedure Quarterly Report

Introduction

This is the second Glasgow Clyde College Complaints Handling Procedure Quarterly Report for the 2015-16 Academic Year. The report examines collated data relating to complaints received within the period 1 November 2015 – 31 January 2016. Data analysis and attention to emerging and continuing themes assists us to monitor and improve our services.

Performance Indicators 1 November 2015 – 31 January 2016

Total number of complaints received and complaints received per 100 population		
Number of complaints Received	32	
College Population and Number of Complaints received per 100 population	14078	0.2
Number of complaints closed at each stage and as a % of all complaints closed		
Number of complaints closed at Stage 1 and % of total closed	25	78.1%
Number of complaints closed at Stage 2 and % of total closed	6	18.7%
Number of complaints closed after Escalation and % of total closed	1	3.1%
Open	0	0.0%
No. of complaints upheld, partially upheld and not upheld at each stage of complaints closed at that stage		
Stage 1		
Number and % of complaints upheld at Stage 1	10	40.0%
Number and % of complaints not upheld at Stage 1	15	60.0%
Stage 2		
Number and % of complaints upheld at Stage 2	4	66.7%
Number and % of complaints not upheld at Stage 2	2	33.3%
Escalated		
Number and % of complaints upheld after Escalation	1	100.0%
Number and % of complaints not upheld after Escalation	0	0.0%

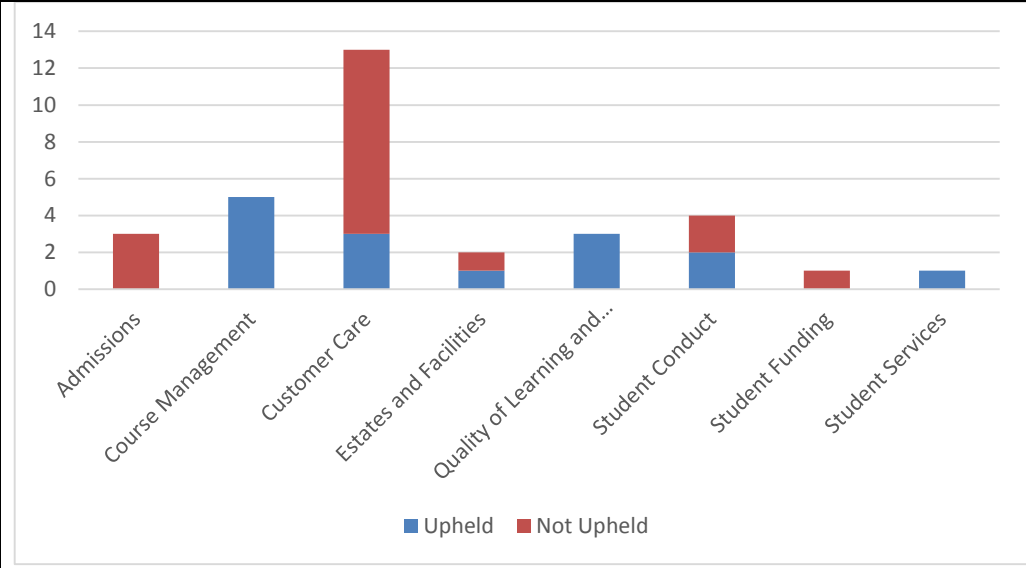
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Performance Indicators 1 November 2015 – 31 January 2016 continued

Total working days and average time in working days to close complaints at each stage		
Total working days and average time in working days to close complaints at Stage 1	154	6.2
Total working days and average time in working days to close complaints at Stage 2	135	22.5
Total working days and average time in working days to close complaints after Escalation	23	23
Number / % complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)		
Number and % of Stage 1 complaints closed within 5 working days	17	68.0%
Number and % of Stage 1 complaints not closed with 5 working days	8	32.0%
Number and % of Stage 2 complaints closed within 20 working days	2	33.3%
Number and % of Stage 2 complaints not closed within 20 working days	4	66.7%
Number and % of Escalated complaints closed within 20 working days	0	0.0%
Number and % of Escalated complaints not closed within 20 working days	1	100.0%
Number and % of complaints closed at each stage where extensions have been authorised		
Number and % of Stage 1 complaints closed within 10 working days (extension)	5	62.5%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	3	37.5%
Number and % of Stage 2 complaints closed within 40 working days (extension)	4	100.0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%
Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%

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Complaints by Category with Themes and Lessons Learned

 <table border="1"> <caption>Complaints by Category with Themes and Lessons Learned</caption> <thead> <tr> <th>Category</th> <th>Upheld</th> <th>Not Upheld</th> </tr> </thead> <tbody> <tr> <td>Admissions</td> <td>0</td> <td>3</td> </tr> <tr> <td>Course Management</td> <td>5</td> <td>0</td> </tr> <tr> <td>Customer Care</td> <td>3</td> <td>10</td> </tr> <tr> <td>Estates and Facilities</td> <td>1</td> <td>1</td> </tr> <tr> <td>Quality of Learning and...</td> <td>3</td> <td>0</td> </tr> <tr> <td>Student Conduct</td> <td>2</td> <td>2</td> </tr> <tr> <td>Student Funding</td> <td>0</td> <td>1</td> </tr> <tr> <td>Student Services</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Category	Upheld	Not Upheld	Admissions	0	3	Course Management	5	0	Customer Care	3	10	Estates and Facilities	1	1	Quality of Learning and...	3	0	Student Conduct	2	2	Student Funding	0	1	Student Services	1	0	<p>Customer Care (13) Of the Customer Care complaints received, three were upheld. All three related to the communication style of staff, and in each case staff development in effective customer care was undertaken.</p> <p>Course Management (5) All complaints received in the Course Management category were upheld. Three complaints arose as a result of ongoing staffing issues within one department and despite the recruitment of additional staff; class cancellations and unsatisfactory temporary cover remained a concern. A number of further resolutions have been introduced; including extending the course length, re-timetabling and offering extra tuition from experienced tutors from sister campuses. It is anticipated that these additional measures will lead to significant improvements.</p>
Category	Upheld	Not Upheld																										
Admissions	0	3																										
Course Management	5	0																										
Customer Care	3	10																										
Estates and Facilities	1	1																										
Quality of Learning and...	3	0																										
Student Conduct	2	2																										
Student Funding	0	1																										
Student Services	1	0																										
<p>Course Management (5) continued The remaining complaints arose due to inappropriate practice in relation to dealing with external contacts. Individuals were immediately instructed to terminate the unfitting practice.</p> <p>Student Conduct (4) Two complaints in this category were upheld. One related to students littering neighbouring streets at lunchtime, leading to extra external bins and increased litter picks. The other complaint arose due to students smoking close to a neighbouring property, resulting in reinforcement of the Student Code of Conduct and targeted Police Scotland talks.</p> <p>Quality of Learning and Teaching (3) All three complaints in this category were upheld. Developments as a result include students being encouraged to provide more feedback, re-opening VLE and improved communication between staff and students.</p>	<p>Admissions (3) Three complaints were received, none of which were upheld.</p> <p>Estates and Facilities (2) One complaint was upheld in relation to contractors working during unsociable hours. Going forward, neighbours will be notified of proposed works, and contractors, of appropriate workings hours.</p> <p>Student Funding (1) The complaint regarding student funding was not upheld.</p> <p>Student Services (1) The upheld complaint in this category arose due to an applicant being provided with inaccurate fee information. An apology was offered for the poor level of service and a payment plan was set up to enable the learner to pay the fees at a manageable rate.</p>																											