

Complaints Handling Procedure Quarterly Report

Introduction

This is the third 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 February – 30 April 2016. Data analysis and attention to emerging and continuing themes assists us to monitor and improve our services.

Performance Indicators 1 February – 30 April 2016

Total number of complaints received and complaints received per 100 population		
Number of complaints Received	40	
College Population and Number of Complaints received per 100 population	14078	0.3
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	33	82.5%
Number of complaints closed at Stage 2 and % of total closed	5	12.5%
Number of complaints closed after Escalation and % of total closed	2	5.0%
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	30.3%
Number and % of complaints not upheld at Stage 1	23	69.7%
Stage 2		
Number and % of complaints upheld at Stage 2	2	40.0%
Number and % of complaints not upheld at Stage 2	3	60.0%
Escalated		
Number and % of complaints upheld after Escalation	2	100.0%
Number and % of complaints not upheld after Escalation	0	0.0%

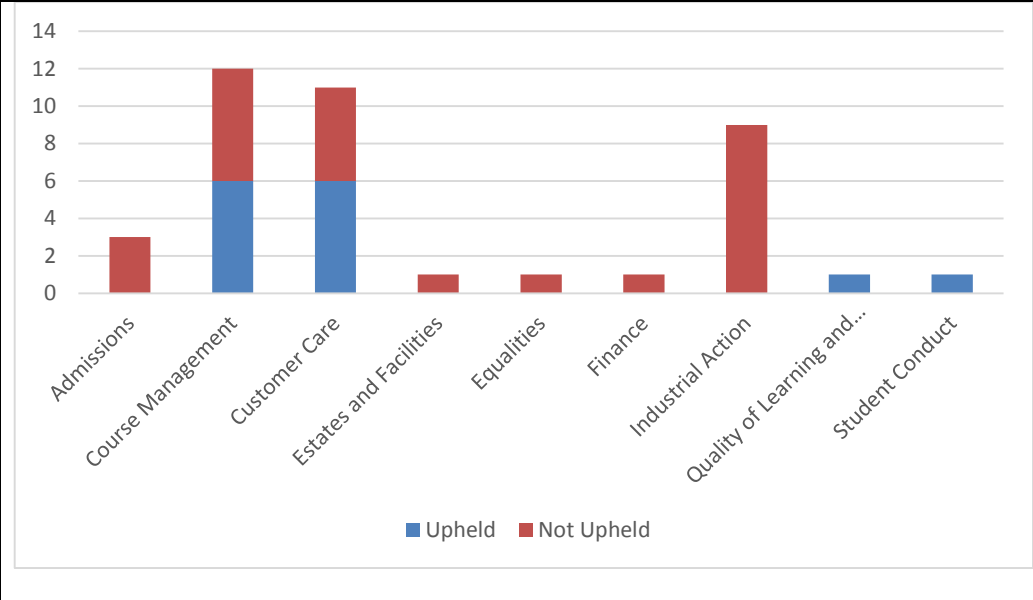
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Performance Indicators 1 February – 30 April 2016continued

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	125	3.8
Total working days and average time in working days to close complaints at Stage 2	83	16.6
Total working days and average time in working days to close complaints after Escalation	35	17.5
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	28	84.8%
Number and % of Stage 1 complaints not closed with 5 working days	5	15.2%
Number and % of Stage 2 complaints closed within 20 working days	4	80.0%
Number and % of Stage 2 complaints not closed within 20 working days	1	20.0%
Number and % of Escalated complaints closed within 20 working days	2	100.0%
Number and % of Escalated complaints not closed within 20 working days	0	0.0%
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)	4	80.0%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	20.0%
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	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)	0	0.0%
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"> <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>6</td> <td>6</td> </tr> <tr> <td>Customer Care</td> <td>6</td> <td>5</td> </tr> <tr> <td>Estates and Facilities</td> <td>0</td> <td>1</td> </tr> <tr> <td>Equalities</td> <td>0</td> <td>1</td> </tr> <tr> <td>Finance</td> <td>0</td> <td>1</td> </tr> <tr> <td>Industrial Action</td> <td>0</td> <td>9</td> </tr> <tr> <td>Quality of Learning and...</td> <td>1</td> <td>0</td> </tr> <tr> <td>Student Conduct</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Category	Upheld	Not Upheld	Admissions	0	3	Course Management	6	6	Customer Care	6	5	Estates and Facilities	0	1	Equalities	0	1	Finance	0	1	Industrial Action	0	9	Quality of Learning and...	1	0	Student Conduct	1	0	<p>Course Management (12) Half of the complaints received in the Course Management category were upheld. Four complaints arose as a result of ongoing staffing issues within one department. Several resolutions have been implemented including offering extra tuition and extending the duration of the course to ensure students have sufficient time to complete coursework. Senior management are aware of the issues and plans have been put in place to ensure that the issues do not continue into 2016-17.</p> <p>Customer Care (11) Of the Customer Care complaints received, six were upheld. The majority of complaints were as a result of poor communication by staff, and in each case apologies were provided and appropriate action taken as required.</p>
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Admissions	0	3																													
Course Management	6	6																													
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Quality of Learning and...	1	0																													
Student Conduct	1	0																													
<p>Industrial Action (9) Nine complaints were received as a result of proposed industrial action by lecturing staff. The complaints were not upheld as the proposed strike action was called off therefore did not impact the complainants as anticipated.</p> <p>Admissions (3) None of the complaints regarding admissions were upheld.</p> <p>Student Conduct (1) The complaint in this category related to students parking in a residents designated disabled bay. The complaint was upheld and both staff and students were contacted to reinforce the need for appropriate and considerate parking in the local community surrounding the campus.</p>	<p>Quality of Learning and Teaching (1) The complaint in this category regarded dissatisfaction with course content. The complaint was upheld and the title of course has been changed on the website to ensure that prospective applicants are aware that the course is introductory level.</p> <p>Estates and Facilities (1) The complaint regarding estates and facilities was not upheld.</p> <p>Finance (1) The complaint regarding finance was not upheld.</p>																														