

Complaints Handling Procedure Quarterly Report

Introduction

This is the fourth 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 May – 31 July 2016. Data analysis and attention to emerging and continuing themes assists us to monitor and improve our services.

Performance Indicators 1 May – 31 July 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	20	62.5%
Number of complaints closed at Stage 2 and % of total closed	6	18.7%
Number of complaints closed after Escalation and % of total closed	6	18.7%
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	50.0%
Number and % of complaints not upheld at Stage 1	10	50.0%
Stage 2		
Number and % of complaints upheld at Stage 2	1	16.7%
Number and % of complaints not upheld at Stage 2	5	83.3%
Escalated		
Number and % of complaints upheld after Escalation	2	33.3%
Number and % of complaints not upheld after Escalation	4	66.7%

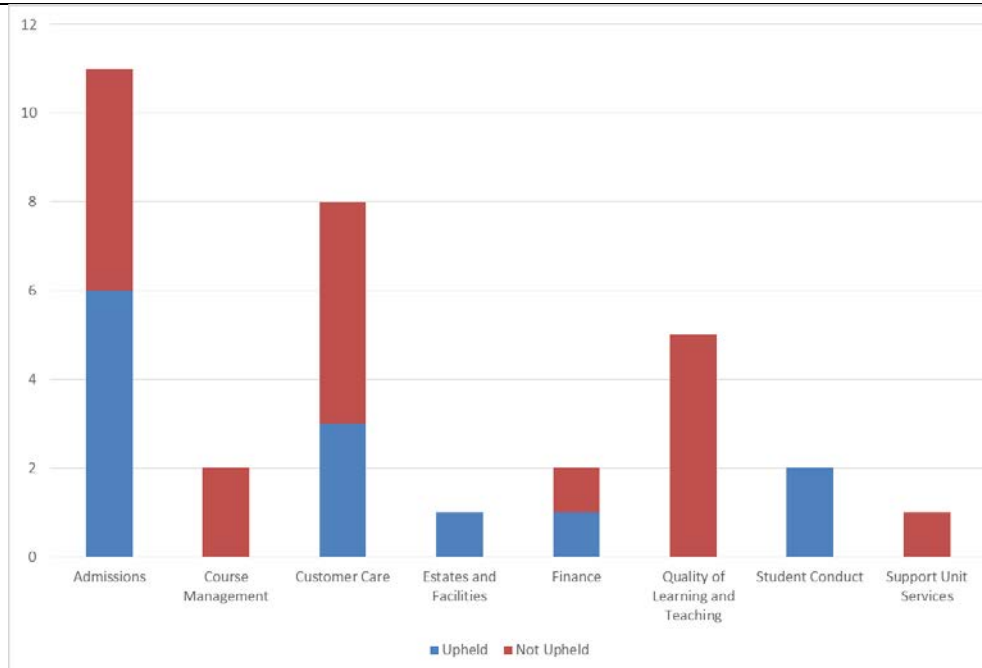
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Performance Indicators 1 May – 31 July 2016 continued

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	98	4.9
Total working days and average time in working days to close complaints at Stage 2	150	25.0
Total working days and average time in working days to close complaints after Escalation	119	19.8
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	13	65.0%
Number and % of Stage 1 complaints not closed with 5 working days	7	35.0%
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	4	66.7%
Number and % of Escalated complaints not closed within 20 working days	2	33.3%
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)	6	85.7%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	14.3%
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)	2	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



Admissions (11)

Six of the eleven complaints received in this category were upheld; four resulting from administrative error, the other two regarding dissatisfaction with the admissions interview process. Some of the actions taken to resolve these complaints included second review of the application, a personal meeting to discuss concerns and unconditional offer awarded for the chosen course. In all cases the complainants were provided with an apology.

Customer Care (8)

Of the eight Customer Care complaints received, three were upheld. These arose as a result of either poor communication or lack of action by staff, and in each case apologies were provided and appropriate action was taken to resolve the issue.

Quality of Learning and Teaching (5)

None of the five complaints regarding Course Management were upheld.

Course Management (2)

Neither complaint regarding Course Management was upheld.

Finance (2)

One complaint was upheld in this category which related to a breach of data protection. The complaint occurred as a result of human error and as a result staff have been reminded to take more care and double check information before it is released to a third party.

Support Unit Services (1)

The complaint in this category was not upheld.

Student Conduct (2)

Both complaints in this category were upheld; one relating to vehicles idling on a public road and students leaving litter on footpaths surrounding the College. The College continues to reinforce the Student Code of Conduct to highlight these issues.

Estates and Facilities (1)

The complaint upheld in this category related to unauthorised vehicles parking in blue badge spaces. As a result, College campus staff regularly monitor parking bays and note any vehicles who park without a badge. Disciplinary action is invoked as appropriate.