

Complaints Handling Procedure Quarterly Report

Introduction

This is the first 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 August – 31 October 2015. Data analysis and attention to emerging and continuing themes assists us to monitor and improve our services.

Performance Indicators 1 August – 31 October 2015

Total number of complaints received and complaints received per 100 population		
Number of complaints Received	49	
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	37	75.5%
Number of complaints closed at Stage 2 and % of total closed	10	20.4%
Number of complaints closed after Escalation and % of total closed	2	4.1%
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	18	48.6%
Number and % of complaints not upheld at Stage 1	19	51.4%
Stage2		
Number and % of complaints upheld at Stage 2	7	70.0%
Number and % of complaints not upheld at Stage 2	3	30.0%
Escalated		
Number and % of complaints upheld after Escalation	0	0.0%
Number and % of complaints not upheld after Escalation	2	100.0%

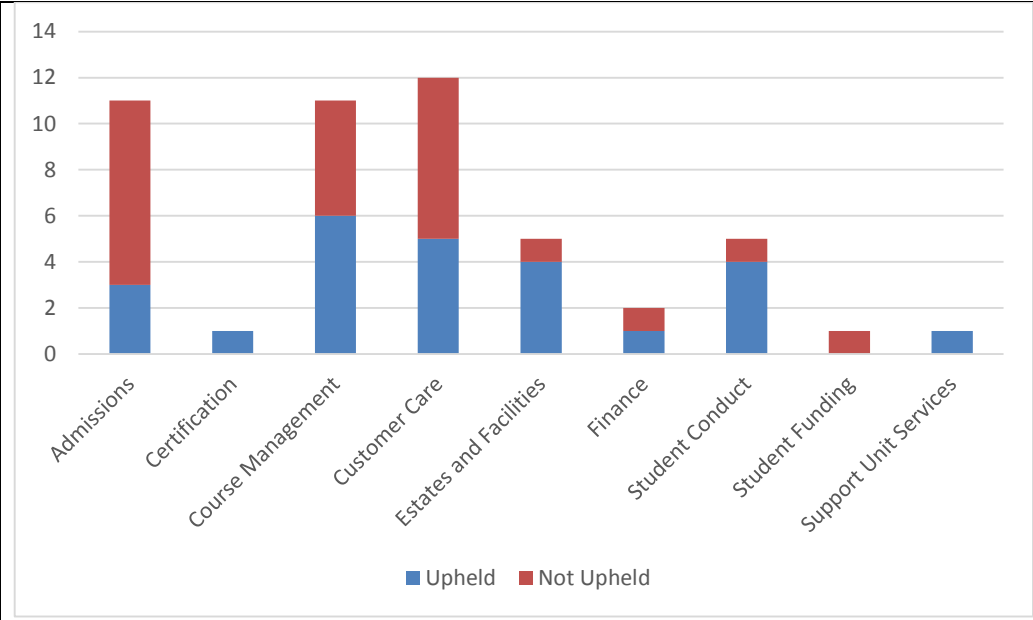
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Performance Indicators 1 August – 31 October 2015 continued

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	191	5
Total working days and average time in working days to close complaints at Stage 2	168	17
Total working days and average time in working days to close complaints after Escalation	38	19
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	75.7%
Number and % of Stage 1 complaints not closed with 5 working days	9	24.3%
Number and % of Stage 2 complaints closed within 20 working days	8	80.0%
Number and % of Stage 2 complaints not closed within 20 working days	2	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)	8	88.9%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	11.1%
Number and % of Stage 2 complaints closed within 40 working days (extension)	2	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"> <caption>Complaints by Category</caption> <thead> <tr> <th>Category</th> <th>Upheld</th> <th>Not Upheld</th> </tr> </thead> <tbody> <tr> <td>Admissions</td> <td>3</td> <td>8</td> </tr> <tr> <td>Certification</td> <td>1</td> <td>0</td> </tr> <tr> <td>Course Management</td> <td>6</td> <td>5</td> </tr> <tr> <td>Customer Care</td> <td>5</td> <td>7</td> </tr> <tr> <td>Estates and Facilities</td> <td>4</td> <td>1</td> </tr> <tr> <td>Finance</td> <td>1</td> <td>1</td> </tr> <tr> <td>Student Conduct</td> <td>4</td> <td>1</td> </tr> <tr> <td>Student Funding</td> <td>0</td> <td>1</td> </tr> <tr> <td>Support Unit Services</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	Category	Upheld	Not Upheld	Admissions	3	8	Certification	1	0	Course Management	6	5	Customer Care	5	7	Estates and Facilities	4	1	Finance	1	1	Student Conduct	4	1	Student Funding	0	1	Support Unit Services	1	0	<p>Course Management (6) Due to staff shortage / specialist knowledge and issues with timetabling, one school received five of the six upheld complaints in this category. As a result, additional staff have been recruited to ensure the learning experience is more satisfactory for learners going forward. The remaining complaint resulted from poor classroom practice concerning latecomers, and as a result of this complaint, the practice has now been stopped.</p> <p>Customer Care (5) Three complaints arose from problems with the College telephone system, which ultimately required support from an external contractor and has now been resolved. The other complaints related to the manner of College employees and action has been taken to prevent recurrences.</p>
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Student Conduct	4	1																													
Student Funding	0	1																													
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<p>Student Conduct (4) The majority of complaints in this category arose from neighbours complaining about lack of respect for surrounding properties and as a result the College has engaged with Glasgow City Council litter wardens, highlighted the issue on social media and reinforced the student code of conduct.</p> <p>Estates and Facilities (4) All four complaints regarded a contractor working noisily on College grounds during unsociable hours, and as a result of the complaints, the contractor was quickly reminded that work should only take place within regulated hours to ensure minimal disruption to local residents. In addition, this message will be emphasised to other weekend contractors.</p>	<p>Admissions (3) All three complaints upheld in this category resulted from poor communication. Improvements have since been implemented for specific courses, including reducing the number of applications on hold for extended periods, reviewing the interview process and checking administrative processes on a more regular basis.</p> <p>Others(1 each) Certification, Finance and Support Unit Services each had one complaint upheld, and in all cases the cause of the issue which led to the complaint, was administrative error. Action has been taken to improve administrative processes in these areas and apologies have been offered to each of the complainants.</p>																														