

Complaints Handling Procedure Quarterly Report

Introduction

This is the third Complaints Handling Procedure Quarterly Report for the 2016-17 Academic Year. The report examines data relating to complaints received within the period 1 February – 30 April 2017. Glasgow Clyde College regards an expression of dissatisfaction as an opportunity to review and amend practice where appropriate, therefore data analysis and attention to themes assists us to monitor and improve our services.

Performance Indicators 1 February – 30 April 2017

Total number of complaints received and complaints received per 100 population		
Number of complaints Received	35	
College Population and Number of Complaints received per 100 population	12006	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	29	82.9%
Number of complaints closed at Stage 2 and % of total closed	0	0.0%
Number of complaints closed after Escalation and % of total closed	6	17.1%
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	15	51.7%
Number and % of complaints not upheld at Stage 1	14	48.3%
Stage 2		
Number and % of complaints upheld at Stage 2	0	0.0%
Number and % of complaints not upheld at Stage 2	0	0.0%
Escalated		
Number and % of complaints upheld after Escalation	1	16.7%
Number and % of complaints not upheld after Escalation	5	83.3%

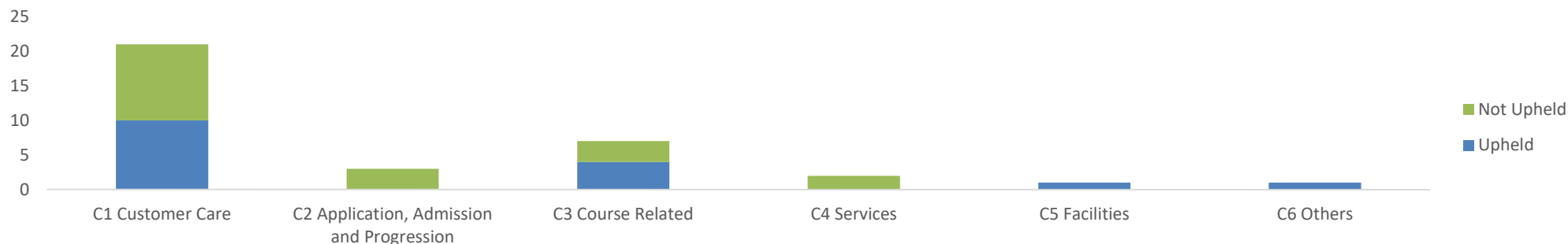
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Performance Indicators 1 November 2016 – 31 January 2017 continued

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	165	5.7
Total working days and average time in working days to close complaints at Stage 2	0	0
Total working days and average time in working days to close complaints after Escalation	64	10.7
Number / % complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)		
Number and % of Stage 1 complaints closed within 5 working days	18	62.1%
Number and % of Stage 1 complaints not closed with 5 working days	11	37.9%
Number and % of Stage 2 complaints closed within 20 working days	0	0.0%
Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%
Number and % of Escalated complaints closed within 20 working days	6	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)	9	81.8%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	18.2%
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0%
Number and % of Escalated complaints closed within 40 working days (extension)	0	0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0%

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Complaints by Category with Themes and Lessons Learned



Ten of the twenty one complaints in the 'Customer Care' category were upheld; three regarding student conduct, two as a result of external transport companies parking across a neighbour's driveway whilst collecting students from College, and the remaining five relating to staff conduct. One of the student conduct complaints concerned a student being bullied, and following investigation, individuals were formally disciplined under the Student Discipline Procedure. The other student conduct complaints were from College neighbours and related to antisocial behaviour by students. Consequently, the Student Association re-emphasised the importance of social responsibility by further promoting the 'Respect your Local Community' campaign. Both complaints relating to buses parking inconsiderately were quickly acted upon, with the bus companies being asked to remind their drivers to respect College neighbours whilst dropping off and collecting students. Five complaints were received as a result of staff not meeting the required level of customer service, and in each case an apology was offered and action was taken to resolve the issue to the satisfaction of the complainant.

Four of the seven complaints in the 'Course Related' category were upheld. A student complained about network issues impacting learning and this was remedied by upgrading and replacing some firewalls. As a result, the reported instances of network dropouts decreased significantly. One student was unhappy with the teaching of a subject and consequently several changes were made, including support from a more experienced tutor, additional resources and student admission to labs during break times to allow greater access to physical equipment. One student did not feel that the classroom supplied was appropriate for the practical subject being taught, therefore the classroom was changed in time for the following lesson to one considered more appropriate. The last complainant was unhappy that a scheduled examination had to be cancelled and that there was not an alternative date which suited her, and she was satisfied to receive a full refund.

The complaint in the 'Facilities' category was upheld and related to a broken cash machine. As a result of the ongoing issues with this particular cash machine, a replacement was installed. In addition, the College have worked with the catering contractor to initiate the installation chip and pin facilities.

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Complaints by Category with Themes and Lessons Learned continued

There was one complaint in the 'Others' category which was upheld and was related to proposed strike action and how it might impact students. The complainant was reassured that the College would make suitable arrangements to support all learners during the period of industrial action.

There were no complaints upheld in the categories for Application, Admission and Progression or Services.

Customer Satisfaction

Post response surveys were emailed to complainants approximately ten days after their complaint was closed, and of those sent, six complainants responded.

Only two of the six respondents were aware of the College Complaints Handling Procedure before they made their complaint and only four of the six found it easy to access the information they required to make their complaint. It is clear that wider promotion of the procedure is necessary. Five of the six respondents indicated that they were able to get help from College staff to make their complaint; whilst the other respondent did not require assistance, however all six agreed that it was easy to make their complaint.

Four of the six complainants were satisfied that their complaint had been taken seriously, properly investigated and that the response they received addressed the issues raised. One respondent commented 'Members of staff kept me informed the whole way through the complaint. I was updated when necessary'. The other two respondents were not satisfied that their complaint had been taken seriously, properly investigated or that the response they received addressed the issues raised. One respondent commented as follows: 'Don't think my complaint was investigated - never got a reply'. It should be noted that all complainants who received an email asking them to provide feedback regarding the Complaints Handling Procedure did so because they had made a complaint to the College, which had been logged and responded to. Unfortunately, the individual who made this comment did not provide their name, so follow up is not possible.

Five of the six complainants were happy with the time taken to investigate and respond to their complaint, and felt that they had been dealt with courteously at all times during the complaint process. One complainant however was unhappy with the time taken and did not feel that they had been dealt with courteously. Again because the complainant did not provide their name, it is difficult to establish exactly how long it took to respond and which members of staff they interacted with. That said, all Complaint Reviewers will be reminded about the timescales required by the procedure.