

## Complaints Handling Procedure Quarterly Report

### Introduction

This is the second Complaints Handling Procedure Quarterly Report for the 2016-17 Academic Year. The report examines data relating to complaints received within the period 1 November 2016 – 31 January 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 November 2016 – 31 January 2017

<b>Total number of complaints received and complaints received per 100 population</b>		
Number of complaints Received	<b>32</b>	
College Population and Number of Complaints received per 100 population	12006	0.3
<b>Number of complaints closed at each stage and as a % of all complaints closed</b>		
Number of complaints closed at Stage 1 and % of total closed	26	81.2%
Number of complaints closed at Stage 2 and % of total closed	4	12.5%
Number of complaints closed after Escalation and % of total closed	2	6.2%
Open	0	0.0%
<b>No. of complaints upheld, partially upheld and not upheld at each stage of complaints closed at that stage</b>		
<b>Stage 1</b>		
Number and % of complaints upheld at Stage 1	17	65.4%
Number and % of complaints not upheld at Stage 1	9	34.6%
<b>Stage 2</b>		
Number and % of complaints upheld at Stage 2	0	0.0%
Number and % of complaints not upheld at Stage 2	4	100.0%
<b>Escalated</b>		
Number and % of complaints upheld after Escalation	0	0.0%
Number and % of complaints not upheld after Escalation	2	100.0%

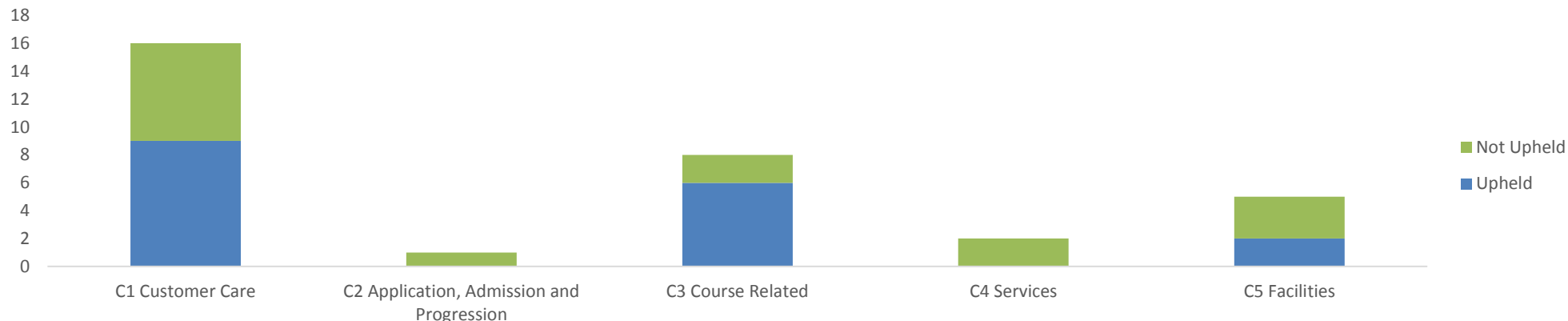
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### Performance Indicators 1 November 2016 – 31 January 2017 continued

<b>Total working days and average time in working days to close complaints at each stage</b>		
Total working days and average time in working days to close complaints at Stage 1	120	4.6
Total working days and average time in working days to close complaints at Stage 2	75	18.7
Total working days and average time in working days to close complaints after Escalation	5	2.5
<b>Number / % complaints closed within set timescales ( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)</b>		
Number and % of Stage 1 complaints closed within 5 working days	22	84.6%
Number and % of Stage 1 complaints not closed with 5 working days	4	15.4%
Number and % of Stage 2 complaints closed within 20 working days	3	75.0%
Number and % of Stage 2 complaints not closed within 20 working days	1	25.0%
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%
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>		
Number and % of Stage 1 complaints closed within 10 working days (extension)	4	100.0%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	100.0%
Number and % of Escalated complaints closed within 40 working days (extension)	NA	
Number and % of Escalated complaints not closed within 40 working days (extension)	NA	

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### Complaints by Category with Themes and Lessons Learned



Nine of the sixteen complaints in the Customer Care category were upheld; four relating to student conduct, four to staff conduct and the other concerning the actions of a contractor. All four student conduct complaints were received from College neighbours; two in relation to inconsiderate parking and the other two regarding engine idling. As a result, the College Student Association have initiated and are promoting a 'Respect your Local Community' campaign, which aims to highlight the importance of social responsibility and issues that impact upon the community. In addition, the College continues to work in partnership with Glasgow City Council Community Wardens, who have the power to issue on the spot sanctions where appropriate. The contractor complaint also arose as a result of inconsiderate parking; with a bus collecting school students from the College on behalf of a local authority, blocking a local resident's driveway. Action was quickly taken by both the local authority and the bus company to highlight this issue to all drivers, and request that they respect the neighbours of Glasgow Clyde College whilst picking up school pupils. All staff conduct complaints upheld resulted from poor communication, and in each case apologies were offered and appropriate action was taken to resolve issues to the satisfaction of the complainants. In one case, the member of staff agreed to undertake additional training to ensure a similar incident would not reoccur.

Six of the eight complaints in the Course Related category were upheld, five of those relating to network issues impacting the work of Computing students. After thorough investigation, the issue was traced to the server where student files are stored, and both the Head of ICT and the Head of Computing met with the class representatives to explain how the issue arose, offer apologies for the inconvenience caused and reassure students that there would be ongoing monitoring in case of further problems. The remaining complaint concerned a student who had not received her awarding body certificate. When this issue was highlighted, investigation identified an administrative error as the source of the problem. The error was quickly rectified which enabled the student to receive her certificate.

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### Complaints by Category with Themes and Lessons Learned continued

Two of the five complaints in the Facilities category were upheld. One complaint was received from a student who was accidentally overcharged in the College canteen, and when it was established that an error had occurred, the complainant was quickly refunded and an apology was offered. The other complaint was received from a neighbour of the College and related to work taking place on College grounds during unsociable hours. It was explained to the complainant that all contractors are provided with clear instructions regarding work practices, including early and weekend work, so as a result of this incident, the College removed the contractor from the approved contractor list.

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 Complaint Handling Procedure before they made their complaint, so it is clear that better publicity is required. That said; five of the six complainants said it was easy to find information about making a complaint and all six agreed that it was easy to make a complaint to the College.

Five of the six complainants were satisfied that their complaint had been taken seriously, investigated effectively and that the response they received addressed the issues raised by their complaint. The other complainant did not feel their complaint was taken seriously, investigated effectively or that the response received addressed the content of their complaint.

All six complainants were happy with the time taken to investigate and respond to their complaint, and all six felt that they had been dealt with courteously at all times during the complaint process.