

Complaints Handling Procedure Quarterly Report

Introduction

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

Total number of complaints received and complaints received per 100 population		
Number of complaints Received	37	
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	30	81.1%
Number of complaints closed at Stage 2 and % of total closed	3	8.1%
Number of complaints closed after Escalation and % of total closed	4	10.8%
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	60.0%
Number and % of complaints not upheld at Stage 1	12	40.0%
Stage 2		
Number and % of complaints upheld at Stage 2	1	33.3%
Number and % of complaints not upheld at Stage 2	2	66.7%
Escalated		
Number and % of complaints upheld after Escalation	1	25.0%
Number and % of complaints not upheld after Escalation	3	75.0%

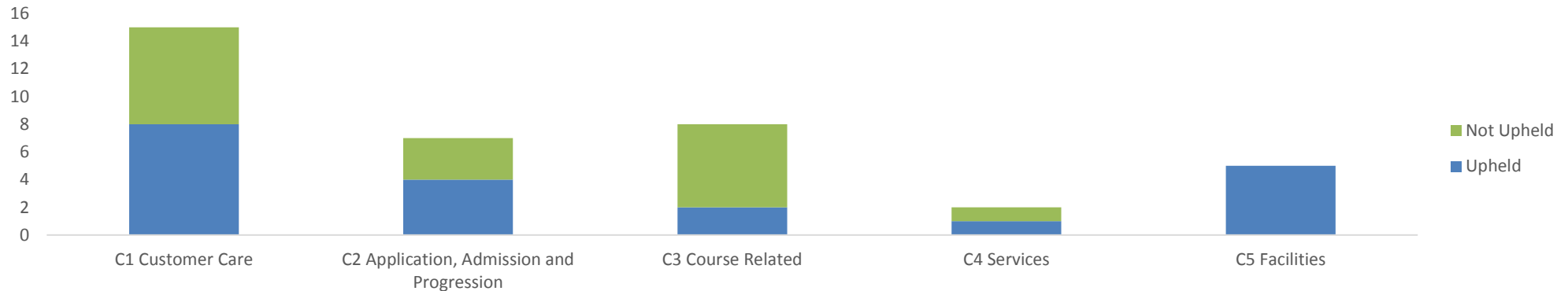
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Performance Indicators 1 August – 31 October 2016 continued

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	131	4.4
Total working days and average time in working days to close complaints at Stage 2	59	19.7
Total working days and average time in working days to close complaints after Escalation	87	21.7
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	24	80.0%
Number and % of Stage 1 complaints not closed with 5 working days	6	20.0%
Number and % of Stage 2 complaints closed within 20 working days	2	66.7%
Number and % of Stage 2 complaints not closed within 20 working days	1	33.3%
Number and % of Escalated complaints closed within 20 working days	3	75.0%
Number and % of Escalated complaints not closed within 20 working days	1	25.0%
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)	6	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)	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)	1	100.0%

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Complaints by Category with Themes and Lessons Learned



Seven of the fifteen complaints in the Customer Care category were upheld; five relating to student conduct and two staff conduct. The student conduct complaints were mainly from neighbours complaining about student lack of respect for the local community (e.g. littering, inconsiderate parking, speeding and smoking). As a result, the College is currently working in partnership with Glasgow City Council Community wardens to reinforce the individual responsibility that all students have to respect the local environment. In addition the student association are highlighting the importance of social responsibility at induction talks and through their elected class representatives. Both staff conduct complaints upheld resulted from poor communication and lack of lecturer action, and in each case once the specific issue was highlighted through the complaint handling process, immediate action was taken to resolve the matter to the satisfaction of the complainant.

Four complaints were upheld in the Application, Admission and Progression category. One complainant was unhappy with the decision not to allow him to progress from NC to HND, and after meeting with the student to hear his perspective, the Head of Curriculum decided to offer the student a place on the HND course. Similarly, another complainant was unhappy with the delay in receiving confirmation that he was able to progress from NC Level 5 to HND and after review, the student was offered an alternative NC level 6 course, which was a satisfactory resolution for him. The third complainant was unhappy with the differing entry criteria for the same course at two of the Glasgow Clyde College campuses, and although the complainant was not offered a place on the course, the entry criteria has now been standardised to ensure consistency and fairness to future applicants. The last complainant was unhappy with lack of clarity regarding entry requirements for a course, and it was acknowledged that information on the college website lacked specific detail, therefore would be updated for next academic year.

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Complaints by Category with Themes and Lessons Learned continued

Of the eight Course Related complaints received, the two which were upheld related to delay in certification as a result of late addition of a mandatory unit to a specific awarding body framework. The College supported the complainants by providing written evidence to universities that the students had achieved their HND qualification, and worked with the awarding body to guarantee that the appropriate unit was swiftly added to the framework to enable full certification to take place. Staff must ensure that frameworks are checked at commencement of study and intervene much earlier if there appears to be an issue with units or awards.

One complaint was upheld in the Services category regarding delay in processing a refund for a course which would not be undertaken. On investigation it was established that the student had initially been calling an unused telephone extension and had then used the email address of a member of the finance team who was absent for a couple of weeks, hence the request lay dormant. As a result, improvements have been implemented to ensure that refund requests are treated with a matter of urgency. It is now standard practice that another member of the finance team is cc'd in refund emails to ensure intervention should the main contact be absent and an improved level of communication has been established to ensure the requester is informed of progress at all times.

All five Facilities complaints were upheld. Two related to contractors working noisily on College grounds during unsociable hours, and as a result the Head of Estates now issues instructions to contractors that work must only take place within regulated hours, and that contractors who contravene have this taken into consideration when further contracts are being negotiated. One complainant was unhappy being stuck in a lift for over 20 minutes and as well as apologising for this, it was explained to the complainant that the College are currently in the process of undertaking a major refurbishment programme which will improve the long term reliability and efficiency of the passenger lifts. Another complainant was unhappy that she was unable to park in a disabled bay in the evening due to the number of non blue badge holders using the spaces, and as a result Estates staff now regularly monitor the area, sticker any offending vehicles and report any vehicles parked without displaying a blue badge. In addition lecturers were asked to read out a note to evening students to highlight the issue. The last complainant was unhappy with the poor reliability of the cash machine located in the Anniesland campus, as well as the lack of availability of contactless to pay for services. It was explained that the Anniesland catering service is provided by an external contractor who confirmed that parts had been ordered to resolve the recurring cash machine issues. It was also confirmed that the College are currently in discussions with the contractor in respect of installing chip and pin services, which are expected to be put in place as soon as possible.

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Customer Satisfaction

Post response surveys were sent by email to complainants ten days after their complaint had been closed. Unfortunately only one return was received, which is a very poor response rate. The complainant who did respond to the questionnaire indicated that she was not aware of the College's Complaints Handling Procedure before needing to make a complaint, but that it was easy to access information about the College Procedure and easy to make a complaint. The complainant felt her complaint was taken seriously and properly investigated but that the response did not address the content of her complaint. The complainant was satisfied with the time taken to respond to her complaint and she felt that she was dealt with courteously at all times.

An improved mechanism for obtaining information regarding customer satisfaction with complaints handling is required and will be considered throughout the coming academic year.