

# Complaints Handling Procedure Quarterly Report 2 2017-18

## **Contents**

1. Introduction
2. Performance Indicators
3. Complaints by Category with Actions Taken and Lessons Learned
4. Customer Satisfaction

Published:

## Complaints Handling Procedure Quarterly Report

### 1. Introduction

This is the second Complaints Handling Procedure Quarterly Report for the 2017-18 Academic Year. The report examines data relating to complaints received within the period 1 November 2017 – 31 January 2018. 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.

### 2. Performance Indicators 1 November 2017 – 31 January 2018

<b>Total number of complaints received and complaints received per 100 population</b>		
Number of complaints Received	27	
College Population and Number of Complaints received per 100 population	~12,000	0.2%
<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	24	88.9%
Number of complaints closed at Stage 2 and % of total closed	3	11.1%
Number of complaints closed after Escalation and % of total closed	0	0%
Open	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	14	58.3%
Number and % of complaints not upheld at Stage 1	10	41.7%
<b>Stage2</b>		
Number and % of complaints upheld at Stage 2	0	0%
Number and % of complaints not upheld at Stage 2	3	100%
<b>Escalated</b>		
Number and % of complaints upheld after Escalation	0	0%
Number and % of complaints not upheld after Escalation	0	0%

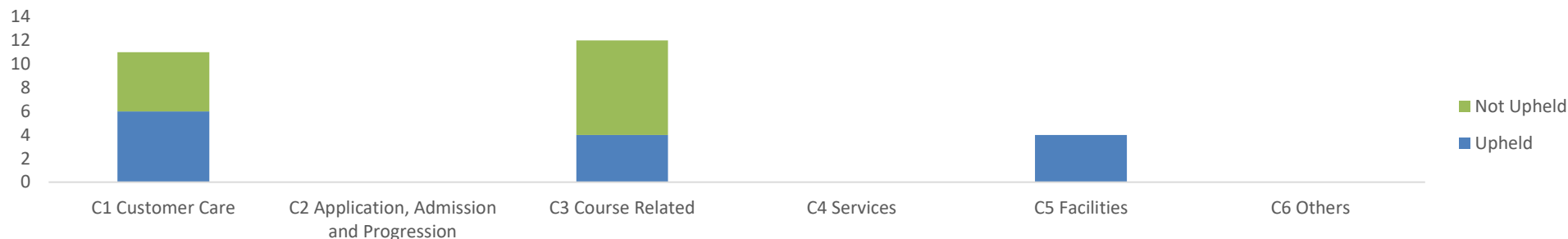
## Complaints Handling Procedure Quarterly Report

<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	113	4.7
Total working days and average time in working days to close complaints at Stage 2	57	19
Total working days and average time in working days to close complaints after Escalation	NA	
<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	19	79.2%
Number and % of Stage 1 complaints not closed with 5 working days	5	20.8%
Number and % of Stage 2 complaints closed within 20 working days	3	100%
Number and % of Stage 2 complaints not closed within 20 working days	0	0%
Number and % of Escalated complaints closed within 20 working days	0	0%
Number and % of Escalated complaints not closed within 20 working days	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)	5	100%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0%
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%

Although the average time taken to respond to complaints at each stage was within SPSO requested timescales, more than 20% of the complaints received at Stage 1 were not responded to within the requested 5 day timescale.

## Complaints Handling Procedure Quarterly Report

### 3. Complaints by Category with Actions Taken and Lessons Learned



#### Customer Care

Six of the eleven complaints in the 'Customer Care' category were upheld; three related to 'Environmental', two regarding 'Staff Conduct' and the other pertained to 'Student Conduct'. All three 'Environmental' complaints were received from a neighbour of the Anniesland Campus and related to parking issues including engine idling, noise pollution and inconsiderate parking. On each occasion, an apology was offered to the complainant, and the issue of inconsiderate parking reinforced with external partners. One of the 'Staff Conduct' complaints arose due to poor communication by a member of staff, both in class and via email. As a result, the member of staff was asked to consider the actions which led to the complaint, and amend practice as applicable. The remaining 'Staff Conduct' complaint concerned a member of staff not providing an acceptable level of customer service, and an apology was offered to the complainant for the action which caused offence. The 'Student Conduct' complaint pertained to Glasgow Clyde College students driving dangerously around Langside campus. An apology was offered and the Respect the Local Community campaign was reinforced with all students via the Student Association and through various media.

#### Course Related

Of the twelve 'Course Related' complaints received, four were upheld; two regarding 'Learning and Teaching', one concerning 'Environment and Resources' and the other 'Course Management'. Both 'Learning and Teaching' complaints related to lack of structured teaching within a course. The class lecturer was consequently asked to provide a clearer learning structure and regularly remind learners of assignments due and requirements for each assignment. It was also agreed that the lecturer would offer personalised feedback to everyone in the group. The 'Environment and Resources' complaint pertained to a classroom deemed too small for the number of learners in the group. In addition the Smartboard in the room was found to be faulty, with the temporary replacement too awkwardly positioned for most students to view effectively. It was agreed that longer term there would be a proposal to extend the room to accommodate larger class groups, but that for the short term an alternative room would be sought for the second teaching block. In the meantime the temporary Smartboard would be raised to make it easier to view. The 'Course Management' complaint arose due to lack of organisation during a temporary period of staff absence. Following investigation, it was established that the main issue related to block release timetabling, and as a result the Head of Curriculum quickly intervened to resolve the problem to the satisfaction of the complainant.

## Complaints Handling Procedure Quarterly Report

### Facilities

All four complaints received in the 'Facilities' category were upheld; two related to lack of student recreational space, one pertained to a non disabled badge holder parking in a disabled space and the last complaint was in connection to lack of sanitary vending machines in one of the ladies toilets. As a result of the complaints pertaining to lack of recreational space, the Head of Curriculum agreed that students could use a designated classroom during specific times, as long as they were willing to take responsibility for looking after the space. Longer term it was agreed that a suitable recreational space would be requested during the College Planning Process. Following the complaint regarding disabled parking, there was increased monitoring of disabled spaces by Estates staff, as well as a communication to staff and students explaining that disabled spaces should not be occupied unless a valid blue badge is displayed. The remaining complaint upheld in this category concerned lack of sanitary vending machines in one of the ladies toilets. It was explained to the complainant that the College is currently in the process of changing supplier for hygiene services, and that new vending machines would be installed in all toilets once the new contract is live.

### 4. Customer Satisfaction

Post response surveys were sent by email to complainants approximately 10 days after their complaint had been closed. Five returns (19%) were received with responses as follows:

	YES	NO
I was aware of the College's Complaints Handling Procedure before I needed to make a complaint	60%	40%
It was easy to access information about the Complaints Handling Procedure	80%	20%
I found it easy to make my complaint	80%	20%
I felt my complaint was taken seriously	80%	20%
I felt my complaint was properly investigated	80%	20%
I was satisfied with the time taken to respond to my complaint	80%	20%
The response I received addressed the content of my complaint	60%	40%
I was dealt with courteously at all times	100%	0%

Further analysis of responses received identifies that:

- Four of the five complaints received were via email to the address [complaints@glasgowclyde.ac.uk](mailto:complaints@glasgowclyde.ac.uk), and the other was emailed directly to a Faculty Administrator.
- Three of the five complaints were upheld, and all three complainants responded positively to each question within the survey; one commenting 'very pleased this matter was dealt with respectfully and professionally'.

## Complaints Handling Procedure Quarterly Report

- Two of the five complaints were not upheld, with one complainant responding mainly positively to each question, however felt the response received did not address the content of their complaint. The other complainant responded negatively to the majority of questions and commented 'Dissatisfied with outcome of investigation'.
- Two of the four Stage One complainants did not receive a response within the five day timescale requested by SPSO, however both responded positively to the 'time taken to respond to my complaint' question. The Stage Two complainant did receive a response within the 20 day timescale requested by SPSO, however indicated they were still dissatisfied with the time taken to respond.
- All complainants feel they were dealt with courteously at all times during the investigation of their complaint.
- Compared to last quarter, there appears to be an improvement in customer satisfaction based on the figures demonstrated.