

# Complaints Handling Procedure Quarterly Report 3 2017-18

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## Complaints Handling Procedure Quarterly Report

### 1. Introduction

This is the third Complaints Handling Procedure Quarterly Report for the 2017-18 Academic Year. The report examines data relating to complaints logged within the period 1 February – 30 April 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 February – 30 April 2018

<b>Total number of complaints received and complaints received per 100 population</b>		
Number of complaints Received	25	
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	18	72.0%
Number of complaints closed at Stage 2 and % of total closed	3	12.0%
Number of complaints closed after Escalation and % of total closed	4	16.0%
Open	0	0.0%
<b>No. of complaints 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	11	61.1%
Number and % of complaints not upheld at Stage 1	7	38.9%
<b>Stage2</b>		
Number and % of complaints upheld at Stage 2	1	33.3%
Number and % of complaints not upheld at Stage 2	2	66.7%
<b>Escalated</b>		
Number and % of complaints upheld after Escalation	2	50.0%
Number and % of complaints not upheld after Escalation	2	50.0%

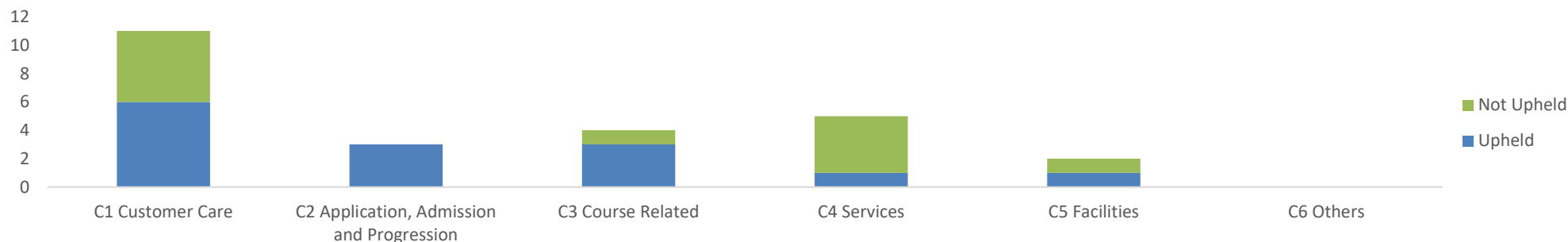
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<b>Total working days and average time in working days to close complaints at each stage</b>		
Total working days and average time in working days to close complaints at Stage 1	88	4.9
Total working days and average time in working days to close complaints at Stage 2	41	13.7
Total working days and average time in working days to close complaints after Escalation	77	19.2
<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	12	66.7%
Number and % of Stage 1 complaints not closed with 5 working days	6	33.3%
Number and % of Stage 2 complaints closed within 20 working days	3	100.0%
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	3	75.0%
Number and % of Escalated complaints not closed within 20 working days	1	25.0%
<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)	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)	NA	
Number and % of Stage 2 complaints not closed within 40 working days (extension)	NA	
Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%

Despite the **average** time taken to respond to complaints at each stage being within SPSO requested timescales, 28% of the complaints received were not responded to within the requested timescale.

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



#### Customer Care

Six of the 11 complaints in the 'Customer Care' category were upheld; five relating to dissatisfaction with the conduct of staff, and the other as a result of inappropriate parking at Anniesland campus. All five staff conduct complaints arose due to poor communication, and in each case once the specific issue had been highlighted through the complaint handling process, immediate action was taken to resolve the matter to the satisfaction of the complainant. With regards inappropriate parking, the Assistant Principal Quality and Performance confirmed that he would continue to work with all staff, students and external partners to ensure they respect College neighbours and behave in a responsible manner.

#### Application, Admission and Progression

All three 'Application, Admission and Progression' complaints received were upheld; two as a result of the conduct of admissions interviews and the other regarding how an application had been handled. One complainant felt his voluntary experience had been inappropriately disregarded during his interview, and whilst the Head of Curriculum did not feel that his experience would be sufficient to enable direct entry at HNC level, agreed that discounting it entirely was unjustified. To resolve the complaint it was agreed that a place would be offered on the PDA course, as it better matched his existing qualifications and experience. The second complainant was unhappy with various aspects of her interview experience, particularly the incorrect dismissal of one of her qualifications. On investigation, the Assistant Principal established that the qualification in question was in fact valid for entry to the course, therefore a place was offered. An administrative error led to the remaining complainant being mistakenly sent an interview letter, which was subsequently withdrawn. Following investigation of the complaint and review of the application form, it was agreed that an excellent application had been submitted and that the complainant should be interviewed.

#### Course Related

Of the four 'Course Related' complaints received, three were upheld and related to dissatisfaction with the quality of learning and teaching. With the first complaint, dissatisfaction resulted from poor class management and preparation, as well as lack of feedback provided by two evening lecturers, who were new to teaching.

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After the issues were highlighted, in order to improve student experience for the remainder of the course, more experienced lecturers from another campus were brought in to work with the class group, as well as the members of staff involved. The complainant was also offered a 50% course fee refund. Similarly, the second complaint arose due to some teaching approaches being employed by less experienced lecturers, and as a result, the Head of Curriculum agreed that the members of staff in question would be provided with additional training and also more support in regards to their learning and teaching approaches. The remaining complaint resulted from student perception of minimal teaching and delayed feedback on assessment for certain units. Further to investigating the complaint, the Head of Curriculum provided the lecturer with a deadline for returning all outstanding assessment submissions, as well as requesting that he ensures class comments are taken on board when learners indicate that they don't understand what is being taught and require more tuition.

### Services

One 'Services' complaint was upheld, and it arose due to a delay in processing a course refund. Following investigation, it was established that a combination of teething problems with new Finance software, a two week College shut down and the absence of a member of staff led to the delay. Action was quickly taken and the complainant was refunded. In addition, the main department involved were tasked with improving their procedure for dealing with enquiries during the prolonged absence of key staff members.

### Facilities

One complaint in the 'Facilities' category was upheld and related to the poor quality of a sandwich purchased from the College canteen. The complainant was offered an apology and a full refund, as well as a free lunch for the inconvenience caused. The catering production team were also asked to carry out additional checks on finished products before sealing and labelling, to ensure consistency.

## 4. Customer Satisfaction

Post response surveys were sent by email to complainants approximately 10 days after their complaint had been closed. Six returns (24%) 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	17%	83%
It was easy to access information about the Complaints Handling Procedure	50%	50%
I found it easy to make my complaint	83%	17%
I felt my complaint was taken seriously	33%	67%
I felt my complaint was properly investigated	17%	83%
I was satisfied with the time taken to respond to my complaint	50%	50%
The response I received addressed the content of my complaint	17%	83%
I was dealt with courteously at all times	50%	50%

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Further analysis of responses received identifies that:

- Four of the six complaints received were via email to the address [complaints@glasgowclyde.ac.uk](mailto:complaints@glasgowclyde.ac.uk), one was received via email to the address [info@glasgowclyde.ac.uk](mailto:info@glasgowclyde.ac.uk) and the remaining complaint was a letter handed directly to a Quality Coordinator.
- None of the six complainants who responded to the survey had their complaint upheld.
- Five of the six complainants received a response to their complaint within either five days at Stage 1 or 20 days at Stage 2 as requested by SPSO but despite this, three were still unhappy with the time taken to respond to their complaint. The complainant who received a late Stage 1 response (one day late) indicated that he was satisfied with the extension.
- Only one of six complainants responded positively to the questions 'I was aware of the College's Complaints Handling Procedure before I needed to make a complaint', 'I felt my complaint was properly investigated' and 'The response I received addressed the content of my complaint' and only two responded positively to 'I felt my complaint was taken seriously'. Comments received which support dissatisfaction included *'said they don't have enough evidence to act on, I then have the facts and was invited in to a meeting which hasn't took place yet'*, *'I don't think it was taken seriously... someone else should have dealt with it'* and *'this complaint had no real resolution... in future class will not be willing to give any feedback as they felt misrepresented'*.
- Most complainants found it easy to make their complaint.
- Only half of the respondents felt 'It was easy to access information about the Complaints Handling Procedure' or that they were 'Dealt with courteously at all times'. One complainant stated that *'During the complaints procedure I was not contacted once'* regardless of having received an acknowledgement and various emailed updates throughout the life of her complaint, a number of which she had responded to.