

Complaints Handling Procedure Quarterly Report 4 2017-18

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Complaints Handling Procedure Quarterly Report

1. Introduction

This is the fourth and final Complaints Handling Procedure Quarterly Report for the 2017-18 Academic Year. The report examines data relating to complaints logged within the period 1 May – 31 July 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 May – 31 July 2018

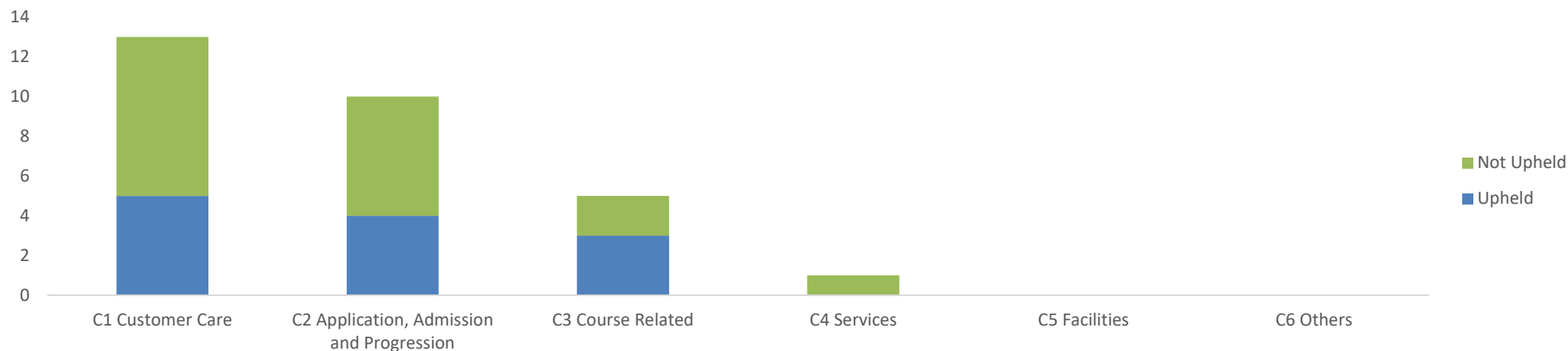
Total number of complaints received and complaints received per 100 population		
Number of complaints Received	29	
College Population and Number of Complaints received per 100 population	-12,000	0.2%
Number of complaints closed at each stage and as a % of all complaints closed		
Number of complaints closed at Stage 1 and % of total closed	22	75.9%
Number of complaints closed at Stage 2 and % of total closed	1	3.4%
Number of complaints closed after Escalation and % of total closed	6	20.7%
Open	0	0.0%
No. of complaints upheld and not upheld at each stage of complaints closed at that stage		
Stage 1		
Number and % of complaints upheld at Stage 1	8	36.4%
Number and % of complaints not upheld at Stage 1	14	63.6%
Stage2		
Number and % of complaints upheld at Stage 2	1	100.0%
Number and % of complaints not upheld at Stage 2	0	0.0%
Escalated		
Number and % of complaints upheld after Escalation	3	50.0%
Number and % of complaints not upheld after Escalation	3	50.0%

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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	98	4.5
Total working days and average time in working days to close complaints at Stage 2	40	40.0
Total working days and average time in working days to close complaints after Escalation	108	18.0
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	18	81.8%
Number and % of Stage 1 complaints not closed with 5 working days	4	18.2%
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	1	100.0%
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)	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)	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)	0	0.0%

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3. Complaints by Category with Actions Taken and Lessons Learned



Customer Care

Five of the 13 complaints in the 'Customer Care' category were upheld; three relating to 'Environmental' issues and two as a result of 'Staff Conduct'. One neighbour was unhappy with overgrown grass, weeds, trees and shrubs at the boundary between the College and their property and it was agreed that staff would trim back the offending vegetation and generally tidy up the area. Another neighbour was dissatisfied with loud music coming from the dance studio at Anniesland campus and it was agreed that when doors are open during warm weather, music would be kept to a level which would not cause a disturbance. The remaining complaint related to engine idling and smoking witnessed around College grounds, and it was agreed that wrongdoers would be reminded that these practices are not acceptable and the issue brought to the attention of GCCSA and the College Health and Safety Committee. Two complaints relating to 'Staff Conduct' were upheld and resulted from poor communication. Apologies were offered in both instances and staff concerned were asked to reflect upon the actions which necessitated a complaint being made.

Application, Admission and Progression

Four 'Application, Admission and Progression' category complaints were upheld from the 10 received, all within the 'Application, Admission, Interview, Enrolment and Induction' sub-category. One complainant was unhappy with arrangements for his son's interview for a supported learning course, and following investigation, the applicant was offered a place and staff were reminded of due process for organising interviews for applicants with additional needs. Another complainant was dissatisfied with lack of information provided in advance of her interview, and following investigation, staff were asked to reconsider the application and were also reminded to notify all future applicants that a written task would be included as part of the interview process.

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Application, Admission and Progression continued

Similarly, another applicant was unhappy with the organisation of his interview and lack of information in response to enquiries regarding the admissions process. An apology was offered for the lack of communication and another interview arranged for the applicant. Staff were also reminded of the importance of responding to enquiries in a timely manner. The remaining complaint arose as a result of an administrative error, with an applicant mistakenly being given an unconditional offer for HNC, which was subsequently withdrawn. When the issue was identified, the applicant was given an apology for the human error which led to the situation and an alternative option for accessing the HNC – either on a part time basis or full time with additional support.

Course Related

Three of the five 'Course Related' complaints received were upheld; two in the 'Assessment, Exams and Certification' sub-category and one in 'Learning and Teaching'. One 'Assessment, Exams and Certification' complaint related to sub-standard arrangements for a student with additional needs, during an external exam. Investigation identified errors made by the invigilator, so as well as offering an apology to the complainant, the invigilator was reminded of agreed practice. Another complaint arose because a student's graded unit result was changed following verification. It was evident that the lecturer had not made it clear enough to learners that their grade could change following verification therefore all staff within the department were reminded to make it clearer to students that grades are subject to verification, and as such, may be modified. The Learning and Teaching complaint related to a one day course, which the complainant felt lacked effective training and used poor equipment. As a result, learning materials were reviewed and resources for future courses reconsidered.

4. Customer Satisfaction

Post response surveys were sent by email to complainants after their complaint had been closed. Seven 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	57%	43%
It was easy to access information about the Complaints Handling Procedure	57%	43%
I found it easy to make my complaint	100%	0%
I felt my complaint was taken seriously	29%	71%
I felt my complaint was properly investigated	0%	100%
I was satisfied with the time taken to respond to my complaint	43%	57%
The response I received addressed the content of my complaint	14%	86%
I was dealt with courteously at all times	71%	29%

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Further analysis of responses received identified that:

- All complaints received were via email; four to the address complaints@glasgowclyde.ac.uk, one to info@glasgowclyde.ac.uk, one directly to the Head of Curriculum and the remaining complaint directly to the Commercial department.
- Three of the seven complainants who responded to the survey had their complaint upheld.
- Five of the seven complainants received a response to their complaint within either five days at Stage 1 or 20 days at Stage 2, as requested by SPSO. Two of the Stage 1 complainants who received a late response indicated that they were unhappy with the time taken and the Stage 2 complainant, despite receiving a response within 12 days, indicated dissatisfaction with the time taken to respond.
- Just four of the seven complainants indicated that they were 'aware of the College's Complaints Handling Procedure before needing to make a complaint' and that 'it was easy to access information about the Complaints Handling Procedure', but despite this, all seven complainants 'found it easy to make their complaint'.
- Only two complainants responded positively to the question 'I felt my complaint was taken seriously', and one to the question 'the response I received addressed the content of my complaint' however none of the complainants felt that their 'complaint was properly investigated'. Comments received which support dissatisfaction included '*I have complained in relation to a number of areas but nothing has happened*', '*Felt my complaint was dismissed and the response very generic*' and '*I did get the response I expected, but feel very let down*'.
- Two complainants indicated that they were not 'Dealt with courteously at all times' but did not specify any reasons why they felt this was the case.