

Complaints Handling Procedure Quarterly Report 1 2018-19

Contents

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

Published: January 2018

Complaints Handling Procedure Quarterly Report

1. Introduction

This is the first Complaints Handling Procedure Quarterly Report for the 2018-19 Academic Year. The report examines data relating to complaints received within the period 1 August – 31 October 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 August – 31 October 2018

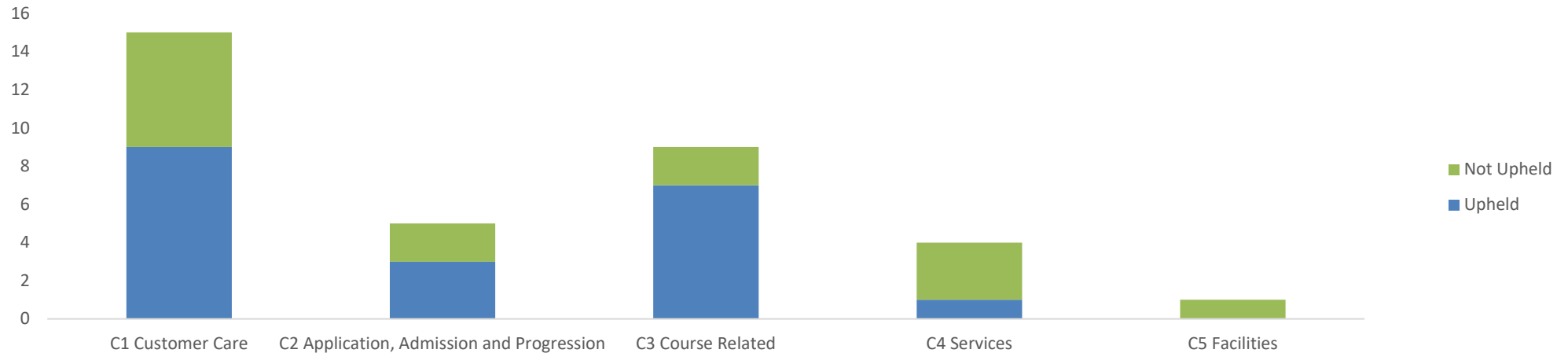
Total number of complaints received and complaints received per 100 population		
Number of complaints Received	34	
College Population and Number of Complaints received per 100 population	~12,000	0.3%
Number of complaints closed at each stage and as a % of all complaints closed		
Number of complaints closed at Stage 1 and % of total closed	28	82.4%
Number of complaints closed at Stage 2 and % of total closed	3	8.8%
Number of complaints closed after Escalation and % of total closed	3	8.8%
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	19	67.9%
Number and % of complaints not upheld at Stage 1	9	32.1%
Stage 2		
Number and % of complaints upheld at Stage 2	0	0.0%
Number and % of complaints not upheld at Stage 2	3	100.0%
Escalated		
Number and % of complaints upheld after Escalation	1	33.3%
Number and % of complaints not upheld after Escalation	2	66.7%

Complaints Handling Procedure Quarterly Report

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	109	3.9
Total working days and average time in working days to close complaints at Stage 2	91	30.3
Total working days and average time in working days to close complaints after Escalation	40	13.3
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	25	89.3%
Number and % of Stage 1 complaints not closed with 5 working days	3	10.7%
Number and % of Stage 2 complaints closed within 20 working days	1	33.3%
Number and % of Stage 2 complaints not closed within 20 working days	2	66.7%
Number and % of Escalated complaints closed within 20 working days	3	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)	3	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)	3	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)	NA	
Number and % of Escalated complaints not closed within 40 working days (extension)	NA	

Complaints Handling Procedure Quarterly Report

3. Complaints by Category with Actions Taken and Lessons Learned



Customer Care

Nine of the 15 complaints in this category were upheld. An environmental complaint arose as a result of a sick member of catering staff washing up at a sinks in food preparation areas. As a result, the Catering Manager instructed an immediate deep clean of the café area and development for the staff member. Three College neighbours were unhappy with noise associated with car park works, particularly early in the morning. It was explained to the complainants that prior to works beginning, contractors had agreed to operate during the hours of 8am to 7pm only, but that a sub-contractor had breached this arrangement. The College reiterated to the contractor the requirement that all works be conducted only within stipulated hours. One neighbour was upset with students loitering and littering at his close and another neighbour with inconsiderate parking. Both complainants were offered apologies and advised that the student association were conducting activities to promote the need for responsible behaviour, as well as liaising with Glasgow City Council community wardens regarding this issue. One complainant felt that a member of staff was being unresponsive to repeat requests for support with course work, and following investigation the lecturer agreed that she had not been checking her email as regularly as required, hence missed the requests. An apology was provided to the student and following further interaction between herself and the lecturer, the complainant indicated that she felt happy that communication channels had been restored. Another student was unhappy with the conduct of a lecturer, and as such, a series of actions were consequently agreed with the staff member, including starting classes on time, providing more structured lesson planning and retaining the expected level of professionalism in class. The remaining complaint arose due to a delay in providing information sought via a Subject Access Request and investigation demonstrated that due to the complexity of the request, additional time was required, but that this had not been effectively communicated to the applicant. To resolve the issue, as much information as had already been gathered was sent immediately, with the rest to follow in due course. An apology was also offered to the complainant for the inconvenience caused.

Complaints Handling Procedure Quarterly Report

Application, Admission and Progression

Three complaints were upheld in this category. One complainant was dissatisfied with the application process, and investigation identified that there had been a delay in processing her application, leading to her being placed on the interview waiting list as opposed to being offered an interview outright. The applicant was subsequently offered an interview. One complainant was unhappy that her son was invited to interview even though the course was already full. It was explained that his interview was for a reserve list place, however it was recognised that the interview invite did not make this clear. An apology was offered, as well as a guaranteed place for the applicant on the January start programme. The remaining complainant was not satisfied with communication regarding his application, and it was established that delays had been brought about because of a change of staffing. The complainant was offered an apology and reassured that he was still a prospective student for the course and that he would be notified of interview dates in due course.

Course Related

Seven of the nine Course Related complaints received were upheld. One complainant was displeased that a timetable had not been provided despite the course starting the following week. An apology was offered and it was explained to the complainant that staffing changes had led to the delay. A timetable was consequently provided on the same day. Another complainant was also dissatisfied with timetabling – specifically late amendments, and to remedy the situation, the student was offered a place on her chosen course, but with a different group who were timetabled on different days. This arrangement was acceptable to the complainant. The remaining five complaints arose as a result of technical issues leading to learners not being able to print from MAC computers. Investigation identified that a recent upgrade to the operating system had inadvertently caused the print issue, and in order to allow the students to work effectively, an interim measure was applied to allow printing from MACs, bypassing the print management solution. With support from the College's external print management company, the problem was thereafter fully resolved.

Services

One complaint in the Services category was upheld, concerning the College Nursery – specifically poor communication and response to enquiries. Following investigation it was concluded that the process for dealing with enquiries when key staff are on leave was not robust enough, and as a result of the complaint, a review of the overall process was undertaken.

Facilities

The complaint in this category was not upheld.

Complaints Handling Procedure Quarterly Report

4. Customer Satisfaction

A post complaint survey was sent to each complainant as appropriate, approximately ten days after their complaint had been closed. 23% responses were received, with results as follows:

	YES	NO
I was aware of the College's Complaints Handling Procedure before I needed to make a complaint	29%	71%
It was easy to access information about the Complaints Handling Procedure	71%	29%
I found it easy to make my complaint	71%	29%
I felt my complaint was taken seriously	43%	57%
I felt my complaint was properly investigated	43%	57%
I was satisfied with the time taken to respond to my complaint	57%	43%
The response I received addressed the content of my complaint	57%	43%
I was dealt with courteously at all times	71%	29%

Further analysis of these responses identifies that:

- All complaints within the sample were received via email to the address complaints@glasgowclyde.ac.uk.
- Six of the seven complaints were upheld, however three complainants who had their complaint upheld still felt that their complaint was neither taken seriously, nor properly investigated. One complainant commented that *'I was not happy with the reply and I felt that my complaint was not investigated correctly, I was given false information and I was not taken at all serious'*. Another commented that *'The College acted in a very unprofessional manner with total disregard for the nearby residents. Many attempts to make contact with the college were ignored until the complaints procedure was used then a considerable time passed before a feeble response was provided'*.
- All complainants in the sample received a response to their complaint within the five or 20 day timescale requested by SPSO, however two complainants were still dissatisfied with the time taken.
- One complainant responded 'No' to every question (their complaint was upheld, however they still remained dissatisfied).