

Complaints Handling Procedure 2018-19 Quarter 3 Report

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June 2019

Complaints Handling Procedure Quarterly Report

1. Introduction

This is the third Complaints Handling Procedure Quarterly Report for the 2018-19 Academic Year. The report considers data relating to complaints received within the period 1 February to 30 April 2019. 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 to 30 April 2019

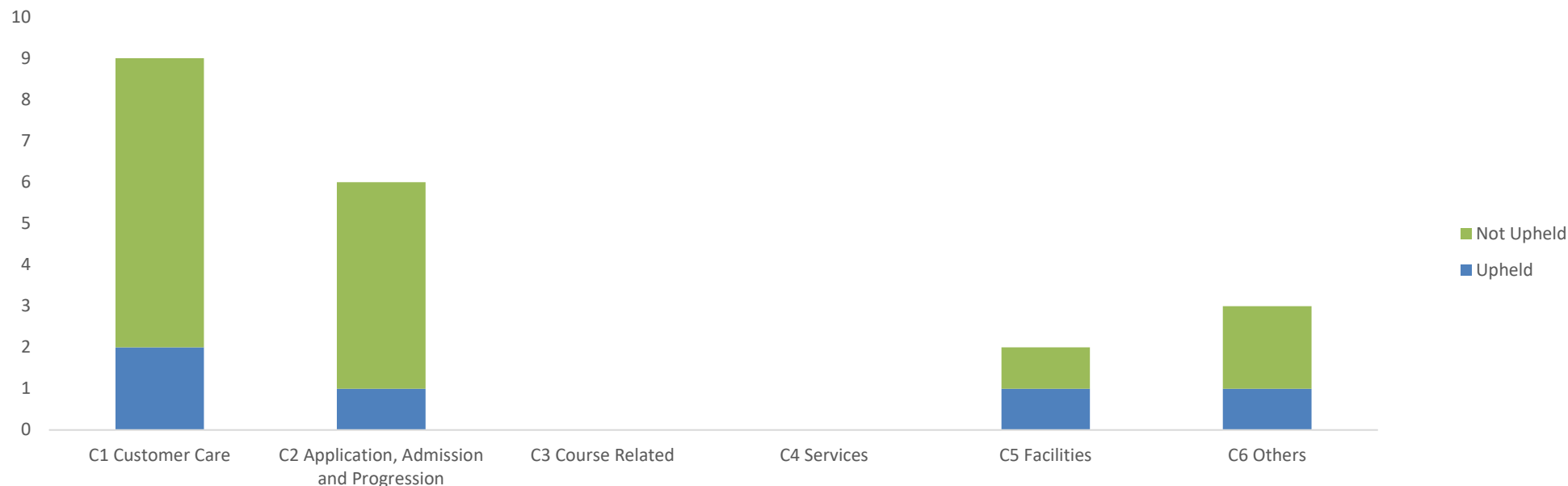
Total number of complaints received and complaints received per 100 population	2018-19	
Number of complaints received	20	
College population and number of complaints received per 100 population	~12,000	0.2%
Number of complaints closed at each stage and as a % of all complaints closed		
Number of complaints closed at Stage 1 and % of total closed	13	65.0%
Number of complaints closed at Stage 2 and % of total closed	5	25.0%
Number of complaints closed after Escalation and % of total closed	2	10.0%
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	4	30.8%
Number and % of complaints not upheld at Stage 1	9	69.2%
Stage 2		
Number and % of complaints upheld at Stage 2	0	0.0%
Number and % of complaints not upheld at Stage 2	5	100.0%
Escalated		
Number and % of complaints upheld after Escalation	1	50.0%
Number and % of complaints not upheld after Escalation	1	50.0%

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Total working days and average time in working days to close complaints at each stage	2018-19	
Total working days and average time in working days to close complaints at Stage 1	47	3.6
Total working days and average time in working days to close complaints at Stage 2	72	14.4
Total working days and average time in working days to close complaints after Escalation	38	19
No./% closed within set timescales (S1=5 days; S2=20 days; Escalated = 20 days)		
Number and % of Stage 1 complaints closed within 5 working days	11	84.6%
Number and % of Stage 1 complaints not closed with 5 working days	2	15.4%
Number and % of Stage 2 complaints closed within 20 working days	4	80.0%
Number and % of Stage 2 complaints not closed within 20 working days	1	20.0%
Number and % of Escalated complaints closed within 20 working days	2	100.0%
Number and % of Escalated complaints not closed within 20 working days	0	0.0%
No. and % of complaints closed at each stage where extensions have been authorised		
Number and % of Stage 1 complaints closed within 10 working days (extension)	2	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)	NA	
Number and % of Escalated complaints not closed within 40 working days (extension)	NA	

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3. 2018-19 Complaints by Category with Actions Taken and Lessons Learned



Customer Care

Two Customer Care complaints were upheld, both from neighbours complaining about student conduct. One neighbour was unhappy with students loitering at, and littering his close. Investigation established the identity of one of the offending students, who was consequently disciplined and reminded of his responsibilities to the neighbouring community. The second complainant was unhappy with students parking inconsiderately and throwing litter from their vehicles onto the street outside her residence. Again investigation identified one of the offenders and the student was issued with a warning regarding his conduct, and advised that in the future he must respect our local community.

Application, Admission and Progression

The complaint upheld in this category related to the way an application was handled, the conduct of the subsequent interview and the complainant not being offered a place on her course of choice. An initial review established that an error on the College Website regarding mode of attendance had led to the initial confusion, and contributed to the disadvantage in the complainant not being offered a place. Further investigation ascertained that two applicants who had applied at a later date than the complainant, had been offered conditional places, therefore the original decision not to offer a conditional place to the complainant was reversed.

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Facilities

One Facilities complaint was upheld, as a result of a Pupil Support Assistant (taxiing four supported learning students), waiting over ten minutes for the Langside security barrier to be opened, ultimately by a member of staff exiting her car and using her own security badge to let the vehicle through. It was discovered that a technical fault had caused a communication issue to the barrier, and upon discovery, this was immediately resolved. The complainant was also advised that there would be a review of the technical element which caused the problem.

Others

One complaint was upheld in the Others category, which related to teaching staff industrial action and how it might affect learning and preparedness to pass assessments. The complainant was reassured that the College would do everything possible to minimise impact on students and get them completed in time to take up further study offers or employment.

4. Customer Satisfaction

A post complaint survey was sent to each complainant after their complaint had been closed. 33% responses were received, as follows:

	YES	NO
I was aware of the College's Complaints Handling Procedure before I needed to make a complaint	14%	86%
It was easy to access information about the Complaints Handling Procedure	71%	29%
I found it easy to make my complaint	86%	14%
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	43%	57%
I was dealt with courteously at all times	43%	57%

Further analysis of these responses identifies that:

- Six complaints in the sample were received via email to the address complainants@glasgowclyde.ac.uk and the other directly by the Principal.
- Only one complainant was aware of the procedure before making their complaint, however five found it easy to access information about making a complaint and all but one indicated that it was easy to make their complaint.

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- Two complaints within the sample were upheld and both complainants were wholly satisfied with the complaint handling process. One complainant who did not have their complaint upheld also indicated overall satisfaction. One commented 'Thank you very much. I was very pleased with the handling and outcome.' Another stated 'I felt my complaint was handled extremely well by the complaint handler, who was prompt and professional, but helpful, in her replies. The investigator was also extremely prompt, professional, and friendly.'
- The remaining four complainants did not have their complaint upheld, and indicated overall dissatisfaction with almost every aspect the process. One commented 'The investigator was clearly biased, and tended to consider opinion rather than fact when making decisions...' Another stated 'While my complaint was reactionary, which I conceded and chose to let the matter lie, I was ultimately dismissed...' A third remarked 'I was not happy as the incident happened in class, yet none of the class were spoken to...' The final declared 'Absolute joke...'
- Six complainants in the sample received a response to their complaint within the five or 20 day timescale requested by SPSO, however three were still unhappy with the time taken to address the complaint (including the individual whose timescale required an extension).