

Complaints Handling Procedure 2018-19 Quarter 2 Report

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March 2019

Complaints Handling Procedure Quarterly Report

1. Introduction

This is the second Complaints Handling Procedure Quarterly Report for the 2018-19 Academic Year. The report considers data relating to complaints received within the period 1 November 2018 – 31 January 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 November 2018 – 31 January 2019 (vs 1 November 2017 – 31 January 2018)

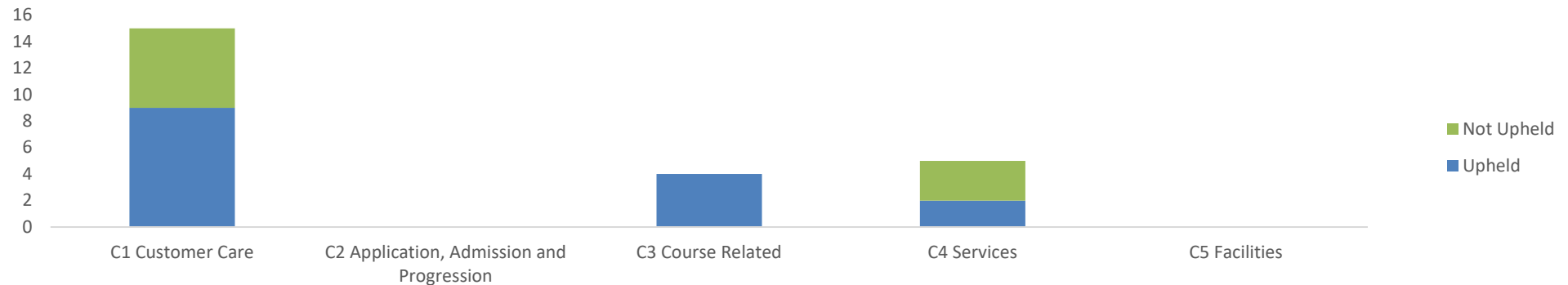
Total number of complaints received and complaints received per 100 population	2018-19	
Number of complaints received	24	
College population and number of complaints received per 100 population	~12,000	0.2%
Number of complaints closed at each stage and as a % of all complaints closed		
Number of complaints closed at Stage 1 and % of total closed	19	79.2%
Number of complaints closed at Stage 2 and % of total closed	3	12.5%
Number of complaints closed after Escalation and % of total closed	2	8.3%
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	13	68.4%
Number and % of complaints not upheld at Stage 1	6	31.6%
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	2	100.0%
Number and % of complaints not upheld after Escalation	0	0.0%

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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	72	3.8
Total working days and average time in working days to close complaints at Stage 2	76	25.3
Total working days and average time in working days to close complaints after Escalation	35	17.5
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	16	84.2%
Number and % of Stage 1 complaints not closed with 5 working days	3	15.8%
Number and % of Stage 2 complaints closed within 20 working days	2	66.7%
Number and % of Stage 2 complaints not closed within 20 working days	1	33.3%
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)	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)	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

Nine of the fifteen complaints in the Customer Care category were upheld; four concerned Student Conduct, three related to Environmental issues and the remaining two complaints involved Staff Conduct. Three of the four Student Conduct complaints came from neighbours of the College; two were unhappy with students loitering, littering, smoking and urinating at private residences and the other with students behaving rudely and graffitiing College walls. The fourth complaint was raised by a current student of Glasgow Clyde College and related to the number of smokers and amount of cigarette litter at the entrance to Cardonald campus. As a result of these complaints, a number of measures were taken, including GCCSA continuing the clean-up campaign and sending out messages on social media regarding student behaviour in the local community, speaking to Community Police representatives to highlight antisocial behaviour, working with College Marketing to create a campaign with the message '*A clean campus is everyone's job*' and also proposing changes to existing smoking shelters to encourage more use, thus moving smokers away from College entrances.

Of the three upheld complaints pertaining to Environmental issues, one related to a nuisance noise coming from Cardonald campus, and investigation established that the source was a recently installed AH Unit. In order to abate the problem, the installation contractor returned to site to re-programme the timing clocks to ensure the unit only operates during core hours. The second complaint came from a Cardonald student, as a result of lack of water and heating. It was determined that a failure in the College's mechanical plant led to an issue with water supply, and on the same date, a localised issue caused a heating problem on the 6th floor. The problems encountered led to the building being temporarily closed, and both issues were remedied as soon as possible. The remaining complaint arose as a result of fly tipping at Anniesland campus, and inspection confirmed a number of items in an area of College land overgrown with trees and shrubs. Campus staff quickly cleared the debris and cut back the shrubbery to try and prevent this issue recurring.

Both upheld Staff Conduct complaints arose due to less than acceptable treatment of students. In both instances it was agreed to consider training the members of staff to adopt more insightful classroom management techniques and develop greater emotional intelligence.

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Course Related

Four Course Related complaints were upheld. Two complaints related to frequent cancellation of classes due lack of appropriate staff, and a number of measures were put in place to improve the situation, including quickly appointing a new full time permanent lecturer, re-advertising for additional permanent employees, recruiting additional temporary staff, supporting the learning process via extra materials on VLE and delaying the Graded Unit examination by two weeks. Further measures were also suggested, should the need arise later in the academic year, including providing extra classes in Block 3, extending the College day so that there would be twilight options available to students and extending the academic year, if required.

One complaint arose due to lack of structure in the teaching of a revised qualification, and in response, the member of staff was asked to quickly provide the class with a written structure, including handouts clearly explaining the requirements of the updated course, both in terms of project and final examination.

The remaining complaint concerned poor lesson planning and unsuitable accommodation, as well as the basic nature of a leisure course versus how it was advertised on the College website. It was established that although the course description was accurate, not enough time had been spent assessing participant prior knowledge for this particular group, leading to a longer than usual time being spent teaching fundamental techniques. It was agreed that better initial assessment of participant skills would be undertaken for future class groups. It was also agreed that the room used was not entirely fit for purpose, and as such did not meet the standards that the College normally strives to provide. The complainant was offered an apology, as well as a refund of course fee or offer a place on an alternative course of similar value.

Services

Two complaints were upheld in the Services category, both relating to inadequate advertising of the Higher Education Discretionary Fund. It was ascertained that the fund was open from 23 October until 16 November 2018 and that this had been advertised via Facebook and Twitter, however it was conceded that for some students, this might not have been a suitable form of advertising. As a result of the complaints, it was agreed that the Marketing Team be instructed to provide further advice to the Student Funding team to assist them in circulating such messages to students more widely in future.

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4. Customer Satisfaction

A post complaint survey was sent to each complainant as appropriate, approximately ten days after their complaint had been closed. 21% 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	40%	60%
It was easy to access information about the Complaints Handling Procedure	100%	0%
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	80%	20%
I was dealt with courteously at all times	80%	20%

Further analysis of these responses identifies that:

- Three complaints within the sample were received via email to the address complaints@glasgowclyde.ac.uk, one was emailed to info@glasgowclyde.ac.uk and the remaining complaint was emailed directly to the Assistant Principal for Student Experience.
- All five complainants found it easy to access information about the complaints procedure and only one indicated that it was not easy to make a complaint.
- All five complaints within the sample were upheld. Four of the five complainants appeared wholly satisfied with the complaint handling process, however one indicated overall dissatisfaction with nearly every aspect the process.
- One complainant commented that *'I felt that my complaint was handled very efficiently and professionally by all involved. I felt my points raised were taken seriously and appreciated as the user's perspective of the service provided. I am very grateful of the outcome and appreciate the time taken by all to deal with my complaint'*. Another simply commented *'Satisfied'*. One complainant who indicated overall satisfaction did however comment *'I would like some more feedback about how the issues will be addressed'*. The complainant who was unhappy with the way their complaint was handled commented *'The final response from the Assistant Principal was handled extremely well. I would like to make that known they were effective at answering my full complaint and I was happy to resolve it with their response, as they acknowledged my email fully... This was unlike the initial response from the Manager who failed to acknowledge my complaint and ignored my points... If my rating was based on the Assistant Principal's response, I would have rated well, but because I had to deal with the Manager first, it has a lower rate'*.
- All complainants in the sample received a response to their complaint within the five or 20 day timescale requested by SPSO, and only the complaint responded to at Stage 2 (within 15 working days) was unhappy with the time taken to address the complaint.