

# Complaints Handling Procedure 2022-23 Quarter 1 Report

## Contents

1. Introduction
2. Performance Indicators
3. Complaints by Category
4. Actions Taken and Lessons Learned
5. General Observations
6. Customer Satisfaction

## Complaints Handling Procedure Quarterly Report

### 1. Introduction

This is the first Complaints Handling Procedure Quarterly Report of 2022-23 Academic Year, and it considers data relating to complaints received within the period 1 August – 31 October 2022.

### 2. Performance Indicators 1 August – 31 October 2022 (vs 1 August – 31 October 2021)

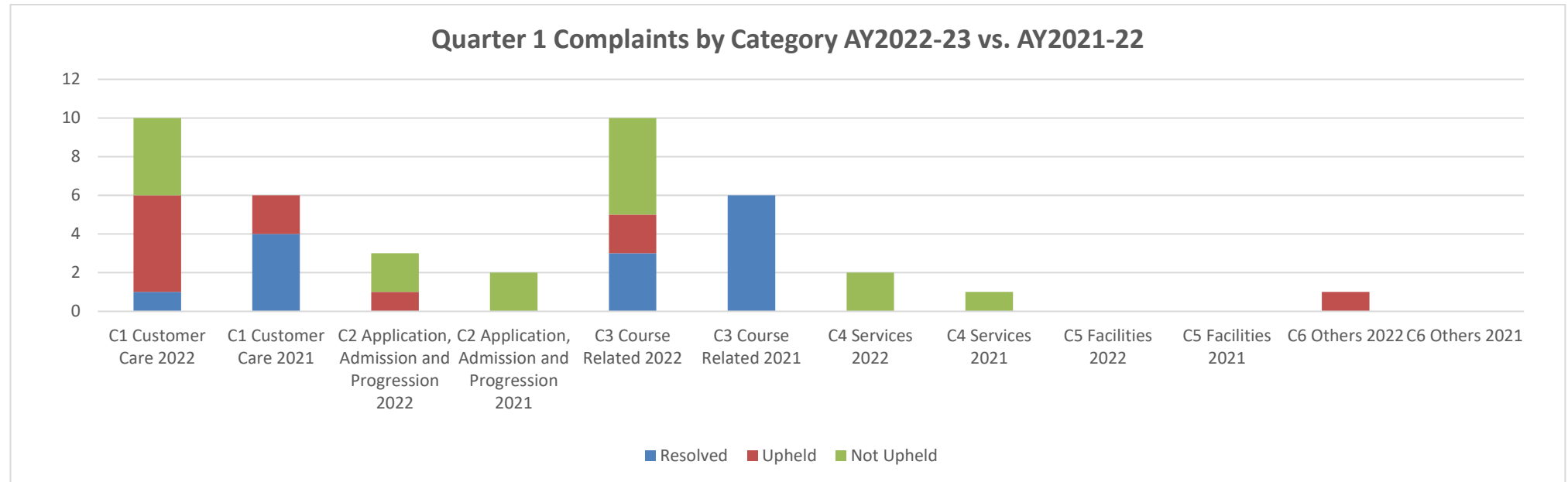
Total number of complaints received	2022-23		2021-22	
Number of complaints received	26		15	
Number of complaints closed at each stage and as a % of all complaints closed				
Number of complaints closed at Stage 1 and % of total closed	23	88.5%	13	86.7%
Number of complaints closed at Stage 2 and % of total closed	3	11.5%	2	13.3%
Number of complaints closed after Escalation and % of total closed	0	0.0%	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 resolved at Stage 1	4	17.4%	10	76.9%
Number and % of complaints upheld at Stage 1	9	39.1%	2	15.4%
Number and % of complaints not upheld at Stage 1	10	43.5%	1	7.7%
Stage 2				
Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%
Number and % of complaints not upheld at Stage 2	3	100.0%	2	100.0%
Escalated				
Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%
Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%
Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%

## Complaints Handling Procedure Quarterly Report

<b>Total working days and average time in working days to close complaints at each stage</b>	<b>2022-23</b>		<b>2021-22</b>	
Total working days and average time in working days to close complaints at Stage 1	70	3.3	53	4.1
Total working days and average time in working days to close complaints at Stage 2	47	15.7	34	17.0
Total working days and average time in working days to close complaints after Escalation	0	0	0	0
<b>No. and % closed within set timescales (S1=5 days; S2=20 days; Escalated = 20 days)</b>				
Number and % of Stage 1 complaints closed within 5 working days	22	95.7%	11	84.6%
Number and % of Stage 1 complaints not closed with 5 working days	1	4.3%	2	15.4%
Number and % of Stage 2 complaints closed within 20 working days	3	100.0%	2	100.0%
Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%
Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%
Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%
<b>No. 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)	0	0.0%	2	100.0%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	0	0.0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%
Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%

## Complaints Handling Procedure Quarterly Report

### 3. Complaints by Category



### 4. Actions Taken and Lessons Learned

#### C1 Customer Care

There were 10 complaints in the Customer Care category, and five of these related to **Staff Conduct**. Three complaints were not upheld and there was little learning from these complaints. One complaint was upheld, from a student who complained that their guidance during last academic year lacked empathy, as they were being pressured to hand work in with no apparent consideration for their difficult domestic situation. The student was also referred to the wrong department for support, causing them more anxiety. The Curriculum Manager confirmed that they would ensure all tutors providing guidance were made fully aware of the correct help for at risk students. The remaining complainant was happy that their complaint had been resolved simply by someone listening to their issues and providing them with reassurance.

## Complaints Handling Procedure Quarterly Report

### C1 Customer Care continued

A further four complaints fell into the **Student Conduct** subcategory and all four concerned Glasgow Clyde College students parking inconsiderately or illegally in streets neighbouring the campuses. In each instance, an apology was offered, and an explanation provided that the College regularly remind students of their duty to respect neighbouring properties, and the implications of parking illegally. It was also confirmed that the College liaise with Council representatives regarding parking surrounding campuses, and that the College would be seeking further support from Community Wardens to reinforce parking regulations.

The remaining complaint was categorised within **Others** and related to the handling of a disciplinary situation by a member of staff. Overall the majority of issues raised by the complainant were not upheld, as the formal student disciplinary process had been carried out in accordance with College procedure, however it was agreed that for this particular disciplinary situation, the timeframe involved in moving from Stage 1 to Stage 2 investigation was too quick, and that a longer and more in-depth consultation period may have avoided the requirement for a Stage 2 disciplinary hearing. The Curriculum and Quality Leader recommended that the team undertake additional training in disciplinary investigation as part of their continuous professional development, to ensure that investigation timelines are applied effectively to each individual situation.

### C2 Application, Admission and Progression

There were three complaints in the Application, Admission and Progression category, all within the **Application, Admission, Interview, Enrolment and Induction** subcategory. In each instance, the complainant was unhappy that they did not get a place on their course of choice. Two complaints were not upheld, and it was reiterated to one applicant that they did not meet the criteria for progression, based upon academic achievement, attendance of 90% or above, and Tutor feedback/support for progression. In the other case, it was explained to the applicant that the decision not to offer them a place was based solely upon their lack of understanding, knowledge, and experience of the proposed area of study, which was established from their application and during interview. The remaining complaint was upheld, and staff met with the complainant to discuss their course options, resulting in a place on a suitable programme being subsequently offered and accepted.

## Complaints Handling Procedure Quarterly Report

### C3 Course Related

There were 10 complaints in the **Course Related** category; two sub-categorised within **Course Management**. One complainant was unhappy with the organisation of their course during the previous academic year, for reasons including lack of notification that the course would be blended rather than fully face to face, lack of contingency following long term lecturer absence and poor support leading to an unsuccessful attempt at the final examination. This complaint was not upheld, and the complainant was reminded that due to COVID restrictions, all evening classes had been promoted as blended, and would include a mix of online and face to face classes. It was also explained that the long term lecturer absence was unforeseen and that the Curriculum Manager had ensured all classes were covered. The other Course Management complaint was upheld due to two of six of the scheduled leisure classes being cancelled. Staff sicknesses had been notified only on the day of each cancelled session; therefore it had not been possible to organise a replacement lecturer at such short notice. It was agreed that the College had failed to provide the course as described on the website, therefore an apology was offered, and course fees refunded.

Five Course Related complaints pertained to **Assessment, Exams and Certification** issues. The three upheld complaints were from students unhappy that they had not received their full HND certificate. Investigation highlighted that an administrative error led to the class group not being attached to the SQA Group Award and when this was identified, the students were immediately attached to the award and full certification quickly proceeded.

The remaining two complaints were not upheld. In one case, the learner did not achieve their full group award due to failing a unit, and whilst their complaint was not upheld; in order to help them achieve their qualification, they were offered the opportunity to return to the course to undertake the outstanding unit at the start of the 2022-23 session. The other complainant was unhappy that they had not been given feedback on the Higher examination they undertook last academic year to enable them to improve their chances of passing this year. It was explained to the complainant that the College could not provide further information on their performance in the exam due to it being externally assessed by the awarding body SQA. The complainant was however reissued a copy of their marked prelim paper, which contained detailed feedback, to assist them with areas for improvement should they attempt the exam again.

There were three complaints categorised within the **Others** subcategory. One complainant was unhappy that they did not receive a response to an enquiry regarding the content of one of the advertised leisure courses. An apology was offered as the course administrator was unable to provide sufficient information on programme content at the time of the complainant's initial enquiry. The course lecturer subsequently provided feedback and offered the complainant support in finding a course which suited their specific requirements. Another complainant was unhappy that the Level 2 BSL course delivered at Glasgow Clyde is not Signature certified, thus felt it not to be a transferable qualification. It was explained to the complainant that their credential is a certified and recognised SQA qualification at SCQF Level 5, which comes from the recognised qualification authority of Scotland, and that Signature qualifications are delivered in England and recognised and certified by Ofqual, which is the English private qualifications regulator.

## Complaints Handling Procedure Quarterly Report

### C3 Course Related

The remaining complaint came from a former student who had been suspended last academic year for comments they made about Muslims and Homophobia. It was explained to the complainant that College Procedure was followed in suspending them pending investigation, and due to the offensive nature of the comments, which were a breach of the Student Code of Conduct. The context for making offensive and inflammatory comments was deemed to be inappropriate and unacceptable and this complaint was not upheld.

### C4 Services

Two complaints were received from bursary applicants regarding issues they had encountered whilst making their applications. Neither complaint was upheld, as in both instances, further information had been requested from the applicants which had not been provided, therefore the Student Awards department were unable to assess their eligibility. Both complainants were reminded of the outstanding information required to enable their applications to be assessed.

### C5 Facilities

There were no complaints in this category.

### C6 Others

The complaint in this category was from a former student who was unhappy with the interruption to their learning and poor communication during the period of lecturer industrial action last academic year. The complaint was upheld, and an apology offered for the disruption caused.

## 5. General Observations

- There were more complaints handled than during the same quarter in 2021-22.
- There were no complaints Escalated from Stage 1, suggesting complainant satisfaction with the initial response received to their complaint.
- Average response times for Stage 1 complaints was fairly similar to 2021-22, and all but one was responded to within the five day target, which is an improvement. Although Stage 2 response times increased, all three were responded to within the 20 day target.

## Complaints Handling Procedure Quarterly Report

### 6. Customer Satisfaction

Feedback on the complaint handling process was requested from each complainant via an online survey. Four responses were received, which equates to about 15% of complaints handled. The responses were as follows:

Statement	YES	NO
It was easy to make my complaint	100%	0%
My complaint was taken seriously and investigated properly	50%	50%
The response to my complaint addressed the issue(s) raised	50%	50%
I was satisfied with the time taken to respond to my complaint	100%	0%
I was dealt with courteously during the handling of my complaint	100%	0%

The following comments were also made to support the responses provided:

- *'I don't think my complaint was fully addressed and it appears to be a copy and paste answer as I would imagine there were many people who complained about the strikes taking place.'*
- *'I feel content with the fact I did gain my full HNC certificate after all. I was told I would not receive my full HNC certificate, and this caused me much distress... lecturer did not offer me any support and I felt badly let down... I honestly feel my situation could have been handled much better...'*
- *'Part of my complaint wasn't dealt with - the issue of the abuse I took off the other students...'*