



# Annual Complaint Handling Report 2024-25



**People-centred**



**Pioneering**



**Principled**



**Passionate**

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## **Section 1 Introduction and Overview**

Glasgow Clyde College handles complaints in accordance with the Scottish Public Services Ombudsman's (SPSO's) Model Complaints Handling Procedure. This includes mandatory reporting and publishing of complaints performance statistics, complaints trends, as well as lessons learned, and actions taken to improve services.

In addition to this report (which is published annually on our website) we also report on complaints monthly and quarterly to the Senior Leadership Team.

The purpose of this report is to provide an overview of our performance in handling complaints, and provides information on the following Key Performance Indicators:

- the number of complaints we received (during the period 1 August 2024 to 31 July 2025)
- at what stage we dealt with complaints (Stage 1, Stage 2 or Escalated);
- the time we took to deal with complaints (against five and 20 working day targets); and
- the outcome of complaints (Upheld, Not Upheld, Partially Upheld or Resolved).

In addition, we report on:

- how we learned from and made improvements as a result of considering the complaints we received; and
- what types of complaints we received (using the standardised categories developed by the College Development Network's Complaint Handling Advisory Group).

## **Section 2 Key Performance Indicators**

### **Indicator 1 – The total number of complaints received**

The number of complaints received during the period 1 August 2024 to 31 July 2025 shows a considerable improvement on 2023-24 (largely attributable to a reduction in complaints around industrial action), and a notable improvement on 2022-23, as follows:

| <b>2022-23</b> | <b>No.</b> | <b>%</b>    |
|----------------|------------|-------------|
| Stage 1        | 65         | 67.0%       |
| Stage 2        | 28         | 28.9%       |
| Escalated      | 4          | 4.1%        |
| <b>TOTAL</b>   | <b>97</b>  | <b>100%</b> |

| <b>2023-24</b> | <b>No.</b> | <b>%</b>    |
|----------------|------------|-------------|
| Stage 1        | 80         | 74.1%       |
| Stage 2        | 23         | 21.3%       |
| Escalated      | 5          | 4.6%        |
| <b>TOTAL</b>   | <b>108</b> | <b>100%</b> |

| <b>2024-25</b> | <b>No.</b> | <b>%</b>    |
|----------------|------------|-------------|
| Stage 1        | 58         | 69.1%       |
| Stage 2        | 19         | 22.6%       |
| Escalated      | 7          | 8.3%        |
| <b>TOTAL</b>   | <b>84</b>  | <b>100%</b> |

### **Indicator 2 - Number and % of complaints at each stage, closed within the set timescales of five and 20 working days**

SPSO request that Stage 1 complaints are closed within five working days, and Stage 2/ Escalated complaints are closed within 20 working days. For the most part, this target was met, and whilst not as timeous as 2023-24, was a marginal improvement on 2022-23.

2022-23 total closed within five or 20 working days **80.4%**, and at each stage, as follows:

| <b>2022-23</b>                                         | <b>Number</b> | <b>%</b> |
|--------------------------------------------------------|---------------|----------|
| Stage 1 complaints closed within 5 working days        | 51            | 78.5%    |
| Stage 1 complaints not closed with 5 working days      | 14            | 21.5%    |
| Stage 2 complaints closed within 20 working days       | 23            | 82.1%    |
| Stage 2 complaints not closed within 20 working days   | 5             | 17.9%    |
| Escalated complaints closed within 20 working days     | 4             | 100.0%   |
| Escalated complaints not closed within 20 working days | 0             | 0.0%     |

2023-24 total closed within five or 20 working days **88.9%**, and at each stage, as follows:

| <b>2023-24</b>                                         | <b>Number</b> | <b>%</b> |
|--------------------------------------------------------|---------------|----------|
| Stage 1 complaints closed within 5 working days        | 75            | 93.8%    |
| Stage 1 complaints not closed with 5 working days      | 5             | 6.2%     |
| Stage 2 complaints closed within 20 working days       | 16            | 69.6%    |
| Stage 2 complaints not closed within 20 working days   | 7             | 30.4%    |
| Escalated complaints closed within 20 working days     | 5             | 100.0%   |
| Escalated complaints not closed within 20 working days | 0             | 0.0%     |

2024-25 total closed within five or 20 working days **81.0%**, and at each stage, as follows:

| <b>2024-25</b>                                         | <b>Number</b> | <b>%</b> |
|--------------------------------------------------------|---------------|----------|
| Stage 1 complaints closed within 5 working days        | 49            | 84.5%    |
| Stage 1 complaints not closed with 5 working days      | 9             | 15.5%    |
| Stage 2 complaints closed within 20 working days       | 13            | 68.4%    |
| Stage 2 complaints not closed within 20 working days   | 6             | 31.6%    |
| Escalated complaints closed within 20 working days     | 6             | 85.7%    |
| Escalated complaints not closed within 20 working days | 1             | 14.3%    |

## **Section 2 Key Performance Indicators continued**

### **Indicator 3 - Average time in working days for a full response at each stage**

The average number of days to close complaints at each stage fell within SPSO's targets of five or 20 working days, which was also the case during the previous two academic years, as follows:

| <b>2022-23</b> | <b>Average no. days</b> |
|----------------|-------------------------|
| Stage 1        | 3.7                     |
| Stage 2        | 17.2                    |
| Escalated      | 15.2                    |

| <b>2023-24</b> | <b>Average no. days</b> |
|----------------|-------------------------|
| Stage 1        | 3.3                     |
| Stage 2        | 17.1                    |
| Escalated      | 4.8                     |

| <b>2024-25</b> | <b>Average no. days</b> |
|----------------|-------------------------|
| Stage 1        | 3.9                     |
| Stage 2        | 19.7                    |
| Escalated      | 14.6                    |

### **Indicator 4 - The outcome of complaints at each stage**

In responding to complaints, our goal is always to resolve each complaint to the satisfaction of both the complainant and the College. Where this is not possible, a decision must be taken on whether the complaint is Upheld, Partially Upheld or Not Upheld. The following outcomes were observed during the past three academic years:

| <b>Outcome</b>                               | <b>2022-23</b> |          | <b>2023-24</b> |          | <b>2024-25</b> |          |
|----------------------------------------------|----------------|----------|----------------|----------|----------------|----------|
|                                              | <b>No.</b>     | <b>%</b> | <b>No.</b>     | <b>%</b> | <b>No.</b>     | <b>%</b> |
| Complaints Resolved at Stage 1               | 31             | 47.7%    | 34             | 42.5%    | 27             | 46.6%    |
| Complaints Upheld at Stage 1                 | 18             | 27.7%    | 26             | 32.5%    | 12             | 20.7%    |
| Complaints Partially Upheld at Stage 1       | 0              | 0.0%     | 1              | 1.2%     | 1              | 1.7%     |
| Complaints Not Upheld at Stage 1             | 16             | 24.6%    | 19             | 23.8%    | 18             | 31.0%    |
| Complaints Resolved at Stage 2               | 4              | 14.3%    | 5              | 21.7%    | 7              | 36.8%    |
| Complaints Upheld at Stage 2                 | 10             | 35.7%    | 1              | 4.4%     | 3              | 15.8%    |
| Complaints Partially Upheld at Stage 2       | 0              | 0.0%     | 8              | 34.8%    | 4              | 21.1%    |
| Complaints Not Upheld at Stage 2             | 14             | 50.0%    | 9              | 39.1%    | 5              | 26.3%    |
| Complaints Resolved after Escalation         | 1              | 25.0%    | 2              | 40.0%    | 0              | 0.0%     |
| Complaints Upheld after Escalation           | 0              | 0.0%     | 0              | 0.0%     | 4              | 57.1%    |
| Complaints Partially Upheld after Escalation | 0              | 0.0%     | 0              | 0.0%     | 1              | 14.3%    |
| Complaints Not Upheld after Escalation       | 3              | 75.0%    | 3              | 60.0%    | 2              | 28.6%    |
| Complaints Resolved at all stages            | 36             | 37.1%    | 41             | 38.0%    | 34             | 40.5%    |
| Complaints Upheld at all stages              | 28             | 28.9%    | 27             | 25.0%    | 19             | 22.6%    |
| Complaints Partially Upheld at all stages    | 0              | 0.0%     | 9              | 8.3%     | 6              | 7.1%     |
| Complaints Not Upheld at all stages          | 33             | 34.0%    | 31             | 28.7%    | 25             | 29.8%    |

Whilst there has been a gradual increase in the % of complaints being resolved over the past three academic years, we aspire to further improve this outcome therefore will continue to strive to resolve all complaints.

### **Section 3 – Learning and Actions Taken**

Monitoring complaints information and the preparation and sharing of regular reports, including monthly and quarterly updates to members of the Senior Leadership Team as well as this annual report, helps to provide Glasgow Clyde College, and the public, with information on how complaints are handled and used to identify learning.

Glasgow Clyde College categorises complaints in accordance with the standardised categories developed by the College Development Network's Complaint Handling Advisory Group (CHAG). The categories are:

- Customer Care
- Applications, Admission and Progression
- Course Related
- Services
- Facilities
- Others

The following summarises the main themes and actions taken as a result of complaints received in each category during the 2024-25 academic year.

#### **C1 Customer Care**

Most Customer Care complaints received related to Staff Conduct and some actions taken as a result included offering immediate apologies, arranging mediation to allow students to be heard/the lecturer to take on board the feedback, arranging Neurodiversity and Nurture training, and ensuring that staff reflect on feedback to improve communications and future interactions.

Actions taken as a result of Student Conduct complaints included reinforcing the Student Code of Conduct, enhancing guidance for students on appropriate Social Media conduct and initiating a campaign to reiterate the need to respect local communities, including setting up stalls and using information boards to highlight the responsibility students have.

#### **C2 Application, Admission and Progression**

Most complaints in this category came from applicants who were unhappy not to get a place on/progress to their course of choice. In all cases applicants were provided with an explanation as to why they did not get a place on their chosen programme and in most cases their application was either reconsidered, or they were offered appropriate alternative options.

#### **C3 Course Related**

Some environment/resources concerns were highlighted by Sport students around lack of access to the gym/fitness suite and poor changing facilities. Measures put in place to resolve the issues included repositioning machinery to increase access to the fitness suite and the development of a new space for changing facilities.

A number of Course Management complaints arose due to complainant art portfolios being destroyed by an awarding body because the College did not request their return, nor advise students that they should make this application on their own behalf. Actions taken included developing guidance for future learners to outline the process for having portfolios returned by the awarding body and updating the College website application page to highlight this process.

### **C3 Course Related continued**

A few Course Management complaints arose due to a lecturer leaving employment with the College without adding an out of office message to their profile. This led to students believing their tutor was simply not responding to repeat messages. A policy is now in place to ensure that lecturers who leave employment midway through delivery of a programme, add an appropriate message to their college profile.

A couple of Course Management complaints arose due to the impact of prolonged staff absence and inadequate class cover. Affected students were invited to attend additional classes during the Spring Holiday to catch up with missed work.

A small number of complaints related to the management of Extended Learning Support arrangements either in class or during assessments. Some actions to address concerns included reviewing Extended Learning Support Agreements and the provision of training for staff.

Some complaints arose as a result of Graduation policies, specifically around eligibility to attend and mandatory gown wearing. The complaints highlighted the requirement for better communication at the start of each new term to avoid any confusion.

### **Category 4 Services**

The main theme of complaints in this category stemmed from complainant lack of understanding of government guidelines around issuing student awards and in all cases, complainants were provided with either additional information or support to make their claims.

### **Category 5 Facilities**

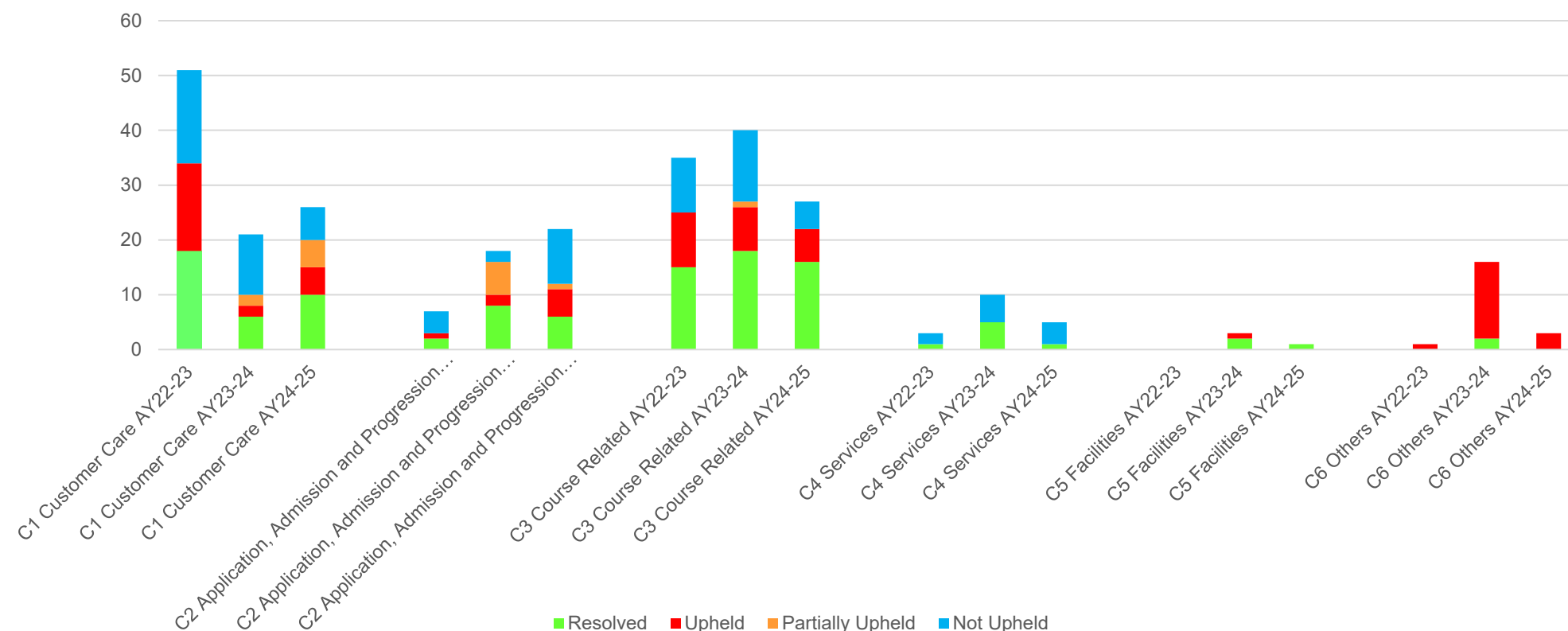
The action taken to address the complaint in this category was to remove litter from a boundary wall between the College and a neighbouring property.

### **Category 6 Others**

There were a small number of complaints regarding the ongoing impact of the industrial action taken during the academic year 2023-24, and actions to address concerns included providing learners with reassurance that outstanding results would be submitted urgently, contacting a university to confirm student attainment and offering additional support where it was felt essential learning had been missed.

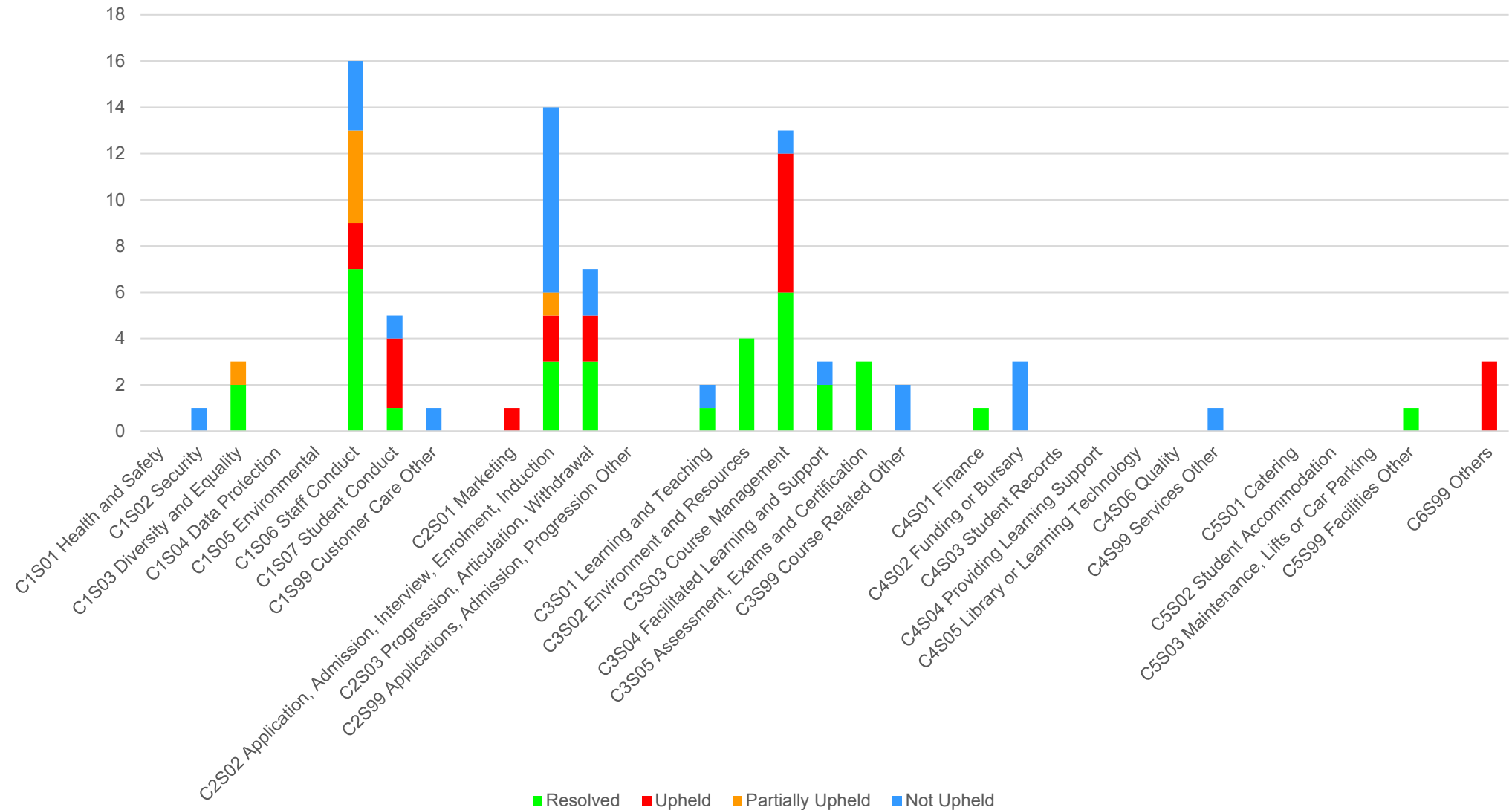
Additional, detailed information on actions taken as a result of complaints can be found in the 2024-25 Complaint Handling Quarter 1 to Quarter 4 Reports.

## Section 4 – Complaint Trends – Three Year Analysis 2022-23 to 2024-25



The chart above demonstrates a sharp reduction in **Customer Care** complaints between academic years 2022-23 and 2023-24, and whilst there was a small increase in this category during 2024-25, has not returned to the high level observed during 2022-23. **Application, Admission and Progression** complaints have gradually increased over the past three years; however dissatisfaction is extremely low versus the number of applications handled (less than 0.1%) and this category will be closely monitored for trends. **Course Related** complaints continue to account for significant number of the overall complaints handled, however there were fewer complaints recorded in this category during 2024-25 than has been the case in the previous two years. Complaints in all other categories remain very low with the exception of the **Others** complaints received during 2023-24 which related to lecturing staff industrial action.

## **Section 5 – Complaint Trends- 2024-25 Complaints by Sub-category**



As has been the case over the past three years, C1S07 Staff Conduct, C2S02 Application, Admission, Interview, Enrolment and Induction and C3S03 Course Management remain the most common themes of complaints handled.