

Complaints Handling Procedure 2024-25 Quarter 3 Report

Contents

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

Complaints Handling Procedure Quarterly Report

1. Introduction

This is the third Complaints Handling Procedure Quarterly Report of 2024-25 Academic Year, and it considers data relating to complaints received within the period 1 February - 30 April 2025.

2. Performance Indicators 1 February - 30 April 2025 (vs 1 February - 30 April 2024)

Total number of complaints received	2024-25		2023-24	
Number of complaints received	29		35	
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	44.8%	22	62.9%
Number of complaints closed at Stage 2 and % of total closed	11	38.0%	11	31.4%
Number of complaints closed after Escalation and % of total closed	5	17.2%	2	5.7%
No. of complaints resolved, upheld, partially upheld and not upheld at each stage of all complaints closed				
Stage 1				
Number and % of complaints resolved at Stage 1	6	46.2%	5	55.6%
Number and % of complaints upheld at Stage 1	1	7.6%	2	22.2%
Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%
Number and % of complaints not upheld at Stage 1	6	46.2%	2	22.2%
Stage 2				
Number and % of complaints resolved at Stage 2	3	27.3%	2	18.2%
Number and % of complaints upheld at Stage 2	2	18.1%	6	54.5%
Number and % of complaints partially upheld at Stage 2	3	27.3%	0	0.0%
Number and % of complaints not upheld at Stage 2	3	27.3%	3	27.3%
Escalated				
Number and % of complaints resolved after Escalation	0	0.0%	1	50.0%
Number and % of complaints upheld after Escalation	4	80.0%	0	0.0%
Number and % of complaints partially upheld after Escalation	1	20.0%	0	0.0%
Number and % of complaints not upheld after Escalation	0	0.0%	1	50.0%

Complaints Handling Procedure Quarterly Report

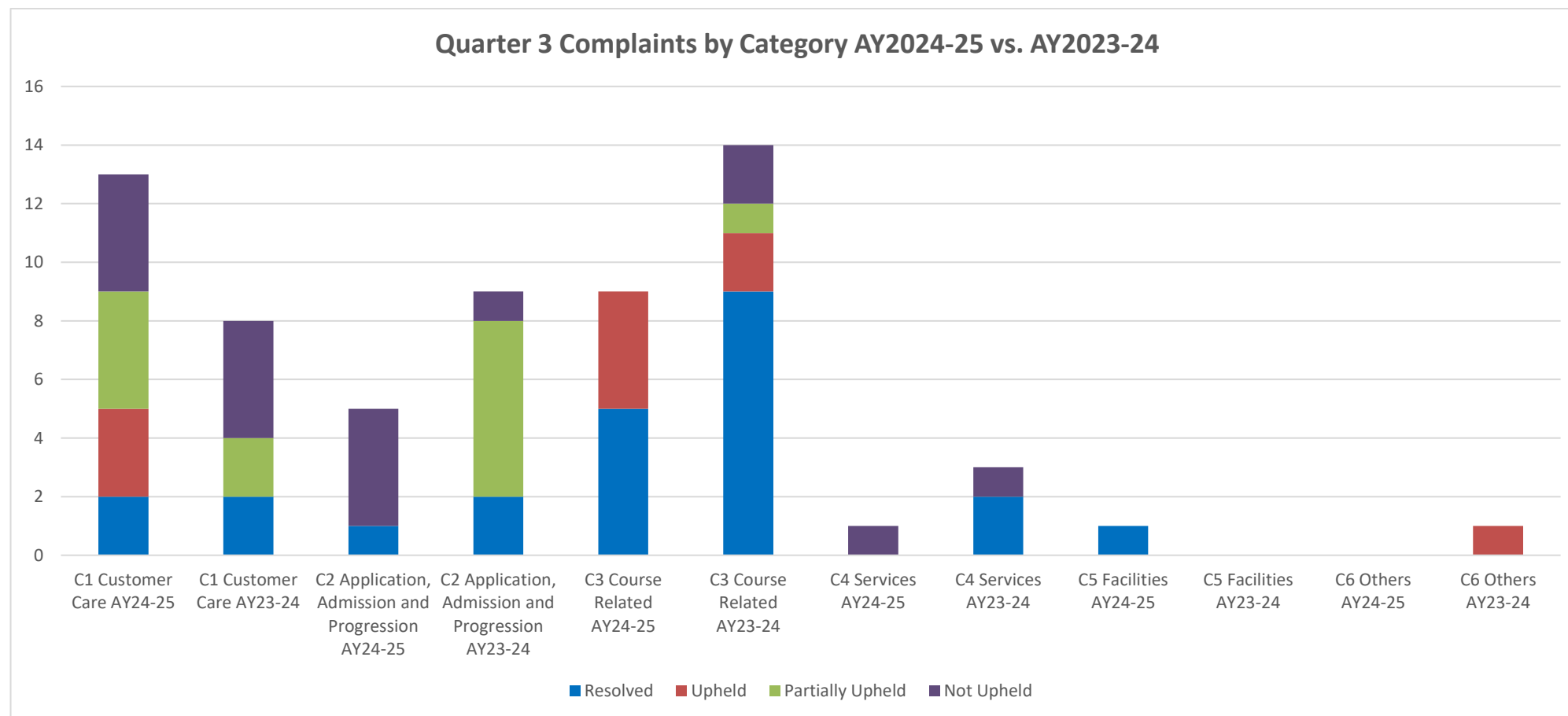
Total working days and average time in working days to close complaints at each stage	2024-25		2023-24	
Total working days and average time in working days to close complaints at Stage 1	47	3.6	41	4.6
Total working days and average time in working days to close complaints at Stage 2	208	18.9	155	14.1
Total working days and average time in working days to close complaints after Escalation	92	18.4	38	19.0
No. and as a % of complaints closed within set timescales at each stage				
Number and % of Stage 1 complaints closed within 5 working days	12	92.3%	6	66.7%
Number and % of Stage 1 complaints not closed with 5 working days	1	7.7%	3	33.3%
Number and % of Stage 2 complaints closed within 20 working days	8	72.7%	9	81.8%
Number and % of Stage 2 complaints not closed within 20 working days	3	27.3%	2	18.2%
Number and % of Escalated complaints closed within 20 working days	4	80.0%	2	100.0%
Number and % of Escalated complaints not closed within 20 working days	1	20.0%	0	0.0%
No. and as a % of complaints closed at each stage where extensions have been authorised				
Number and % of Stage 1 complaints closed within 10 working days (extension)	1	100.0%	3	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)	2	66.7%	2	100.0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%
Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%	0	0.0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%

3. General Observations

- There were fewer complaints handled this quarter than during the same period in 2023-24.
- Only about a third of the complaints received were Resolved, which is disappointing, as this figure has tended to be higher since this outcome category was introduced, and is the desired outcome for all complaints handled by Glasgow Clyde College.
- Most complaints received were responded to within the requisite timescales, however one Stage 1 and three of the more complex Stage 2/Escalated complaints could not be responded to within the desired 5 or 20-days. In one case the complaint was not responded to within the 40-day extended timeline, eventually taking 43 days to conclude.

Complaints Handling Procedure Quarterly Report

4. Complaints by Category



Complaints Handling Procedure Quarterly Report

5. Actions Taken and Lessons Learned

C1 Customer Care

There were 13 complaints in the **Customer Care** category.

Eight complaints related to **Staff Conduct** and actions taken as a result included arranging Neurodiversity and Nurture training, providing clarity around comments made by a lecturer and offering an apology for any upset caused, taking on board feedback provided by a complainant to modify staff behaviours going forward, and raising awareness with the People team that effective interim arrangements must be made where a lecturer is undertaking a period of phased return.

Four complaints concerned **Student Conduct**. One complainant was a member of the public who was attending Glasgow Clyde for a job interview and was unhappy with the behaviour of a student towards them. Actions taken as a result of the complaint included reinforcing the Code of Conduct with the student involved in the incident, encouraging the use of counselling services to help students manage their anger and emotions, involving a class group in the college's "Stay Well and Thrive" initiative, discussing a potential collaboration with the Scottish Violence Reduction Unit and holding workshops on topics including violence against women to promote a safe and respectful environment. In another complaint, a former student felt they had been bullied whilst studying at Glasgow Clyde, and following a meeting with the Head of Sector, they were referred to some external support agencies to request support for their mental health issues. In another case, the parent of a student with additional support requirements was unhappy that their dependent was being subjected to serious and inappropriate behaviour from a fellow student, and whilst the investigation could find no independent evidence to support the allegations, the department took the matter very seriously by enhancing support systems to ensure that all students felt safe while attending college. The remaining complaint was from a neighbour of the college who was unhappy with various student conduct issues including inappropriate parking, littering and that a Clyde student had used their address for an Uber Eats delivery. An apology was offered and the complainant advised that the College would continue to monitor the situation around their concerns.

The final complaint in the Customer Care category was subcategorised within **Others** and was from a student who was unhappy with disciplinary action taken against them. Following a thorough investigation of the student's own actions, an explanation was provided on the department's rationale for invoking the disciplinary procedure. The department also committed to enhancing their guidance for students on appropriate Social Media conduct.

Complaints Handling Procedure Quarterly Report

C2 Application, Admission and Progression

There were five complaints in the **Application, Admission and Progression** category.

Four complaints were subcategorised within **Application, Admission, Interview, Enrolment and Induction** and of these, three complainants were unhappy not to get a place on their chosen course. In all cases, it was established that the applicant did not meet the entry criteria, however all three complainants were subsequently offered alternative options for study. Another complainant expressed dissatisfaction that the method of communication used for admissions is email and not post, as their interview invitation email went into their junk email folder. The complainant was advised that Glasgow Clyde do not send admissions correspondence by post due to the cost to the college and applicants, the time-lag it would create in the recruitment process, as well as the college's commitment to sustainability which involves minimising the use of paper where possible.

The remaining complaint related to a **Progression, Articulation and Withdrawal** issue, with a student being advised that progression to the next level of their course may be too challenging and notified that they should move to part time study for the remainder of the current academic year. It was concluded that whilst staff had attempted to act in the best interests of the student, the handling of communications on the matter was poor. As a result of the investigation, the complainant was provided with appropriate alternative course options to enable them to continue this academic year as a full-time learner on a more manageable programme with greater progression opportunities.

C3 Course Related

There were nine complaints in the **Course Related** category.

One complainant raised concerns within the subcategory **Environment and Resources** due to ongoing technical difficulties they had encountered whilst trying to use Canvas and Microsoft 365 for their online course. Investigation could find no College-based reason why the complainant was experiencing technical problems and other learners undertaking the programme were not finding similar issues. The complainant was happy to receive a refund rather than continue on the course whilst unable to make use of Canvas and Microsoft 365.

Six complaints were sub-categorised within **Course Management**. Two complaints came from the representatives of school link students who were unhappy with the impact of prolonged staff absence on academic progress as well as limited feedback on submitted work. Investigation identified that a lecturer had been unwell, and that their classes were being covered by non-specialist lecturers. The action taken to enable the students to make up for lost learning, was to invite them to attend catch up/revision classes during the Easter break. Investigation also showed that issues with feedback had resulted from learners not submitting work through Turnitin leading to delays in marking. All students were promptly advised that future work must be submitted on Canvas via Turnitin to avoid unnecessary marking delays.

Complaints Handling Procedure Quarterly Report

C3 Course Related continued

A further four **Course Management** complaints came from a group of Art students who were aggrieved that their portfolios had been destroyed by SQA because Glasgow Clyde had not requested return of their work to the College, nor advised students that they could make this request to SQA on their own behalf. The complainants were provided with an apology for the confusion around the return of their artwork, an explanation of how the error occurred as well as being offered high quality prints of their submissions, should they have pictures available. To avoid recurrence, the Curriculum Manager committed to producing an updated induction booklet for the programme containing information on how students can request their portfolio back from SQA at the end of the course, and updated the website to reflect this requirement.

A complaint within the **Facilitated Learning and Support** subcategory was received from a student who was unhappy that their ELSA arrangements were not in place when they undertook an assessment. The student was reassured that their assessment attempt was satisfactory, and that measures would be put in place to ensure the appropriateness of future arrangements.

One student raised an **Assessment, Exams and Certification** concern around Turnitin's End-User License Agreement. The complainant was unhappy they had to submit assessments through the tool, so to resolve the issue, they were offered an alternative submission process.

C4 Services

There was one **Services** complaint related to **Bursary and Funding** from a student who was displeased they were unable to apply for discretionary funding for a second time during the same academic year. The complainant was provided with an explanation on how discretionary funding is allocated and used in line with government guidelines.

C5 Facilities

There was one complaint in the **Others** subcategory from a neighbour who was unhappy with litter on College grounds at the Battlefield Road boundary wall. The complainant was advised that due to the gradient of the wall, litter removal is challenging, but that measures were underway to address the litter problem.

C6 Others

There were no complaints in the Others category in Quarter 3.