

Complaints Handling Procedure 2024-25 Quarter 1 Report

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Complaints Handling Procedure Quarterly Report

1. Introduction

This is the first Complaints Handling Procedure Quarterly Report of 2024-25 Academic Year, and it considers data relating to complaints received within the period 1 August – 31 October 2024.

2. Performance Indicators 1 August – 31 October 2024 (vs 1 August – 31 October 2023)

Total number of complaints received	2024-25		2023-24	
Number of complaints received	27		30	
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	25	92.6%	25	83.3%
Number of complaints closed at Stage 2 and % of total closed	2	7.4%	3	10.0%
Number of complaints closed after Escalation and % of total closed	0	0.0%	2	6.7%
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	11	44.0%	7	28.0%
Number and % of complaints upheld at Stage 1	8	32.0%	15	60.0%
Number and % of complaints not upheld at Stage 1	6	24.0%	3	12.0%
Stage 2				
Number and % of complaints resolved at Stage 2	1	50.0%	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	1	50.0%	3	100.0%
Escalated				
Number and % of complaints resolved after Escalation	0	0.0%	1	50.0%
Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%
Number and % of complaints not upheld after Escalation	0	0.0%	1	50.0%

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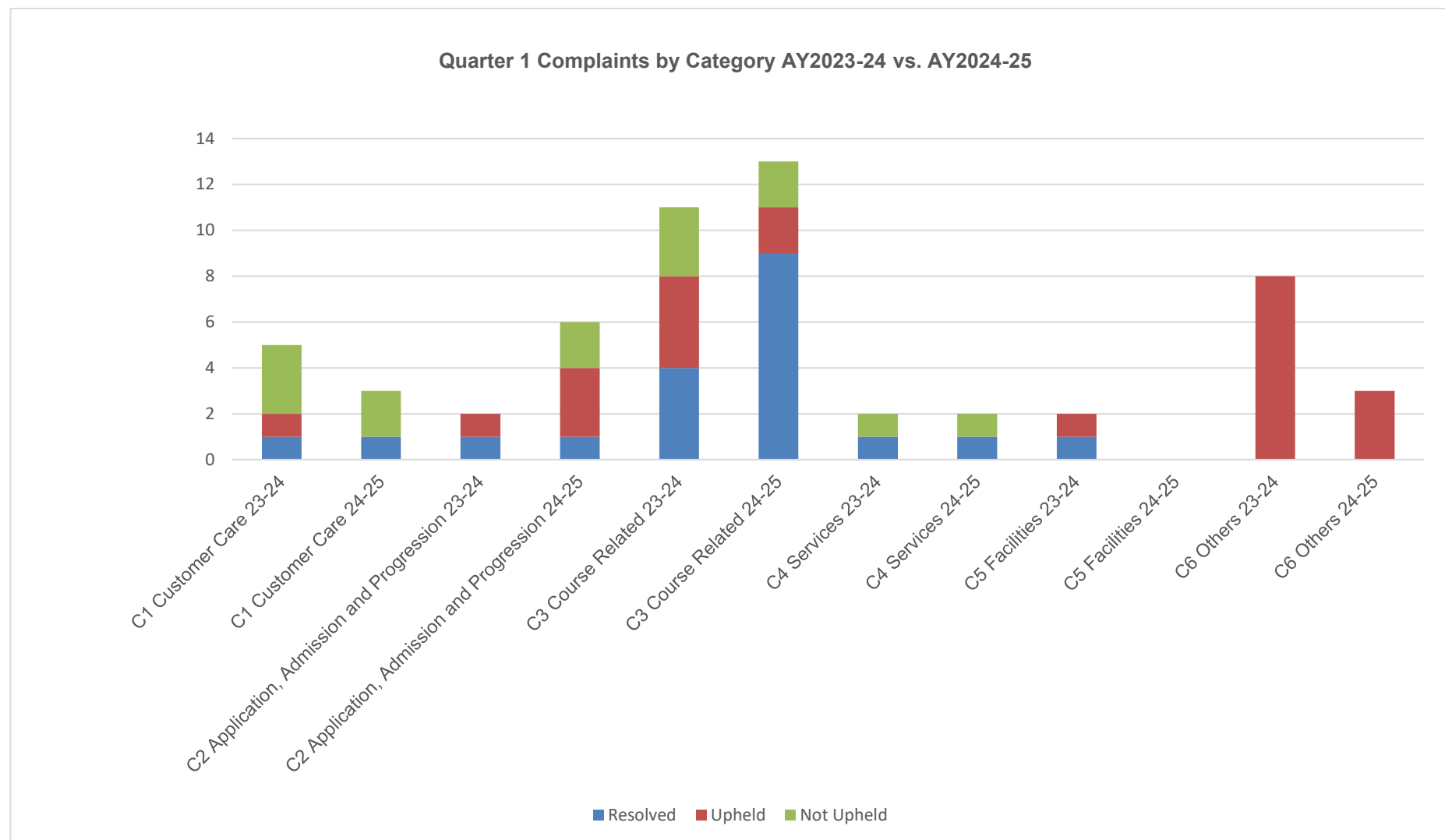
Total working days and average time in working days to close complaints at each stage	2024-25		2023-24	
Total working days and average time in working days to close complaints at Stage 1	94	3.8	73	2.9
Total working days and average time in working days to close complaints at Stage 2	40	20.0	58	19.3
Total working days and average time in working days to close complaints after Escalation	0	0.0	27	13.5
No. and % closed within set timescales (S1=5 days; S2=20 days; Escalated = 20 days)				
Number and % of Stage 1 complaints closed within 5 working days	21	84.0%	25	100.0%
Number and % of Stage 1 complaints not closed with 5 working days	4	16.0%	0	0.0%
Number and % of Stage 2 complaints closed within 20 working days	2	100.0%	2	66.7%
Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	1	33.3%
Number and % of Escalated complaints closed within 20 working days	0	0.0%	2	100.0%
Number and % of Escalated complaints not closed within 20 working days	0	0.0%	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)	4	100.0%	0	0.0%
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%	1	100.0%
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%

3. General Observations

- There were slightly fewer complaints handled in Quarter 1 of 2024-25, than during the same period in 2023-24.
- Nearly all complaints (25 of the 27) were handled at Stage 1 which is an improvement compared with 2023-24, and there were no complaints escalated from Stage 1 to Stage 2, suggesting complainants were satisfied with the initial response to their complaint.
- There were fewer complaints upheld in Quarter 1 this academic year versus 2023-24, with more complaints being Resolved to the satisfaction of complainants, which is again an improvement.
- Average response times for both Stage 1 and 2 complaints were slightly longer than in 2023-24; however the average time taken was still within the five and 20 day targets set by SPSO.

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4. Complaints by Category



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5. Actions Taken and Lessons Learned

C1 Customer Care

There were three complaints in the **Customer Care** category, one around **Security** and the other two related to **Staff Conduct**.

One complainant felt that an enquiry they raised about their mobile phone being stolen in class was not responded to effectively, however they were reminded that a response had been provided and advised that should they have further information to share on the matter, that they should contact the Head of Sector.

One complaint regarding staff conduct was not upheld as there was no evidence to indicate that the student had been treated unfairly by their lecturer, however subsequent verbal communication with the student showed that their issue actually related to timetabling, therefore the Head of Sector committed to monitoring to see whether the student could be switched to a morning class. which was an acceptable outcome for them. The other staff conduct complaint was resolved to the satisfaction of a group of learners by assigning them an alternative tutor, and ensuring the lecturer being complained about understood why their actions were felt to be inappropriate by some students.

C2 Application, Admission and Progression

There were six complaints in the **Application, Admission and Progression** category, one within the **Marketing** subcategory, another related to **Application, Admission, Interview, Enrolment and Induction** and the remaining four concerning **Progression, Articulation or Withdrawal**.

One student was unhappy with the marketing of their course, as the information on the College website inferred that vendor qualifications would be available to them whilst completing their Computing programme, which they found was incorrect upon commencing the course. The complaint was upheld as it was agreed that the student had been misinformed regarding the ability to complete vendor qualifications as an aspect of their course. A partial refund was offered, as well as information on how to complete the vendor qualifications not available to them as part of their programme.

A complainant was unhappy with the handling of their application, and this was resolved when the Curriculum Manager contacted the applicant to advise why they had not been offered a place on the course, and agree a more suitable programme of learning to meet their desire for practical experience.

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C2 Application, Admission and Progression continued

Four complainants were unhappy not to be progressing to their course of choice. In two cases, the complaints were upheld, as investigation concluded there had been discrepancies around the conditional to unconditional offers issued by the College, therefore both applicants were offered unconditional places. In the other two cases, the complaints were not upheld, as neither applicant met the conditions required to progress, however both students were offered the opportunity to undertake an alternative qualification which better suited their current academic level.

C3 Course Related

There were 13 complaints in the **Course Related** category; one about **Learning and Teaching** from a student who was generally unhappy with learning and teaching on their course for reasons including poor learning experience, communication, support and feedback. The Curriculum Manager met with the complainant to discuss their concerns and agreed to put plans in place to improve communication and better deal with feedback between lecturers and students/students and lecturers during the coming academic year. The complainant was happy with this outcome.

Three complaints came from Sport students who were unhappy with their **Environment and Resources**. Two class reps complained on behalf of their groups about lack of access to the gym/fitness suite at Cardonald Campus, as well as issues with changing rooms and showers. Some measures put in place to resolve the concerns included repositioning some machinery to increase access to the fitness suite, creating a new space for changing facilities, and costing portacabins for showering purposes. Another student complained about a number of issues related to their main teaching room, including excessive temperatures and lack of ventilation. As a result, the TRVs in the classroom were turned down to provide immediate relief from the extreme temperatures, desks were removed at the window area to allow the joiner to place new handles on the windows, enabling them to be opened and closed to help with the air flow issues. In addition there was commitment to carrying out a full 'Supply and Extract' investigation in the longer term.

Six of the Course Related complaints were subcategorised within **Course Management**. Three complaints came from students on one course who were unhappy with poor responsiveness and lack of support from their assessor. Investigation identified that the reason for non-response to messages was that the complainants' lecturer had left employment with the College without adding an out of office message to their profile. A new tutor was recruited and immediately liaised with all three complainants regarding outstanding assessments and next steps on the programme. In addition, complainants were offered either two months additional tuition to take account of the time lost during the staffing changes, or a partial refund for the poor experience.

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C3 Course Related continued

One course management complaint was raised by a former student who was unhappy with several aspects of the management of their evening class including a poor recruitment process, lack of feedback on internally assessed course work, cancellation of classes due to industrial action, and poor responsiveness to requests for information to enable an appeal to be submitted. The complaint was resolved to the satisfaction of the complainant by providing them with an explanation of recruitment processes, an apology for the impact of industrial action, confirmation of their assessment component marks and a refund for all of the issues experienced.

A course management complainant was submitted by a student who was unhappy with inconsistent information received regarding fees for their programme. The complaint was upheld because the course had moved from the academic to commercial portfolio meaning it would no longer be funded by SFC credits, leading to a fee change; however there was no record that this information had been shared with course applicants. As a result of the complaint, it was agreed the College would revise the points of contact for sending out course information to students, to ensure this situation did not recur.

The final course management complaint was from a student who was unhappy with the organisation of the National 4 Summer School, particularly around delayed transfer to a different class group and subsequent lack of access to Canvas. The complaint was upheld, and the student given reassurance that their feedback had been used by the team to evaluate and improve their process for transferring students going forward and given access to Canvas.

One complaint was subcategorised in **Facilitated Learning and Support** from a complainant who was unhappy with how their dyslexia was being managed. The complaint was not upheld as there was extensive evidence to demonstrate that the student's support needs had been appropriately assessed and arrangements had been put in place and revised accordingly based on their feedback.

An **Assessment, Exams, Certification** subcategorised complaint was received from a student who had not received their NC Group Award certificate, and investigation ascertained that the student was missing a unit result. The situation was resolved immediately to enable certification to proceed, and the student was satisfied with this outcome.

The final course related complaint - subcategorised within **Others**, was from student who was not invited to attend their HNC Graduation ceremony because they had continued onto a HND programme at Glasgow Clyde College. The complainant was advised that students will only graduate once their time at the College is finished, and they have completed their highest level of study with us. The complaint did highlight that although this information is advertised on the Graduation page of the College Website, that there needs to be better communication of this policy to both staff and students at the start of each new term, to avoid any confusion.

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C4 Services

There were two complaints in the **Services** category; one complaint was resolved, and the other not upheld. A complaint in the **Finance** subcategory came from an applicant who had not received a refund for a course they had cancelled within the requisite timeframe. When this administrative error was discovered, it was quickly resolved, and the applicant refunded. The other complaint within this category fell within the **Student Funding** subcategory, and whilst this complaint was not upheld, the funding applicant was reminded of the documentation required to enable their funding application to be processed.

C5 Facilities

There were no complaints in the Facilities category in Quarter 1.

C6 Others

All three complaints in the **Others** category related to the impact of industrial action/ASOS – one because of the potential impact on progression to university and the other two due to the impact on their learning and teaching experience. Complainants were assured that university places would not be jeopardised, and that actions would be put in place to provide the skill set required to address anything learners felt they had missed.