

Complaints Handling Procedure 2024-25 Quarter 2 Report

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Complaints Handling Procedure Quarterly Report

1. Introduction

This is the second Complaints Handling Procedure Quarterly Report of the 2024-25 Academic Year, and it considers data relating to complaints received within the period 1 November 2024 – 31 January 2025.

2. Performance Indicators 1 November 2024 – 31 January 2025 (vs 1 November 2023 – 31 January 2024)

Total number of complaints received	2024-25		2023-24	
Number of complaints received	9		24	
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	5	55.6%	19	79.2%
Number of complaints closed at Stage 2 and % of total closed	3	33.3%	4	16.7%
Number of complaints closed after Escalation and % of total closed	1	11.1%	1	4.1%
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	2	40.0%	11	57.9%
Number and % of complaints upheld at Stage 1	1	20.0%	2	10.5%
Number and % of complaints not upheld at Stage 1	2	40.0%	6	31.6%
Stage 2				
Number and % of complaints resolved at Stage 2	2	66.7%	1	25.0%
Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%
Number and % of complaints not upheld at Stage 2	1	33.3%	3	75.0%
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	1	100.0%	1	100.0%

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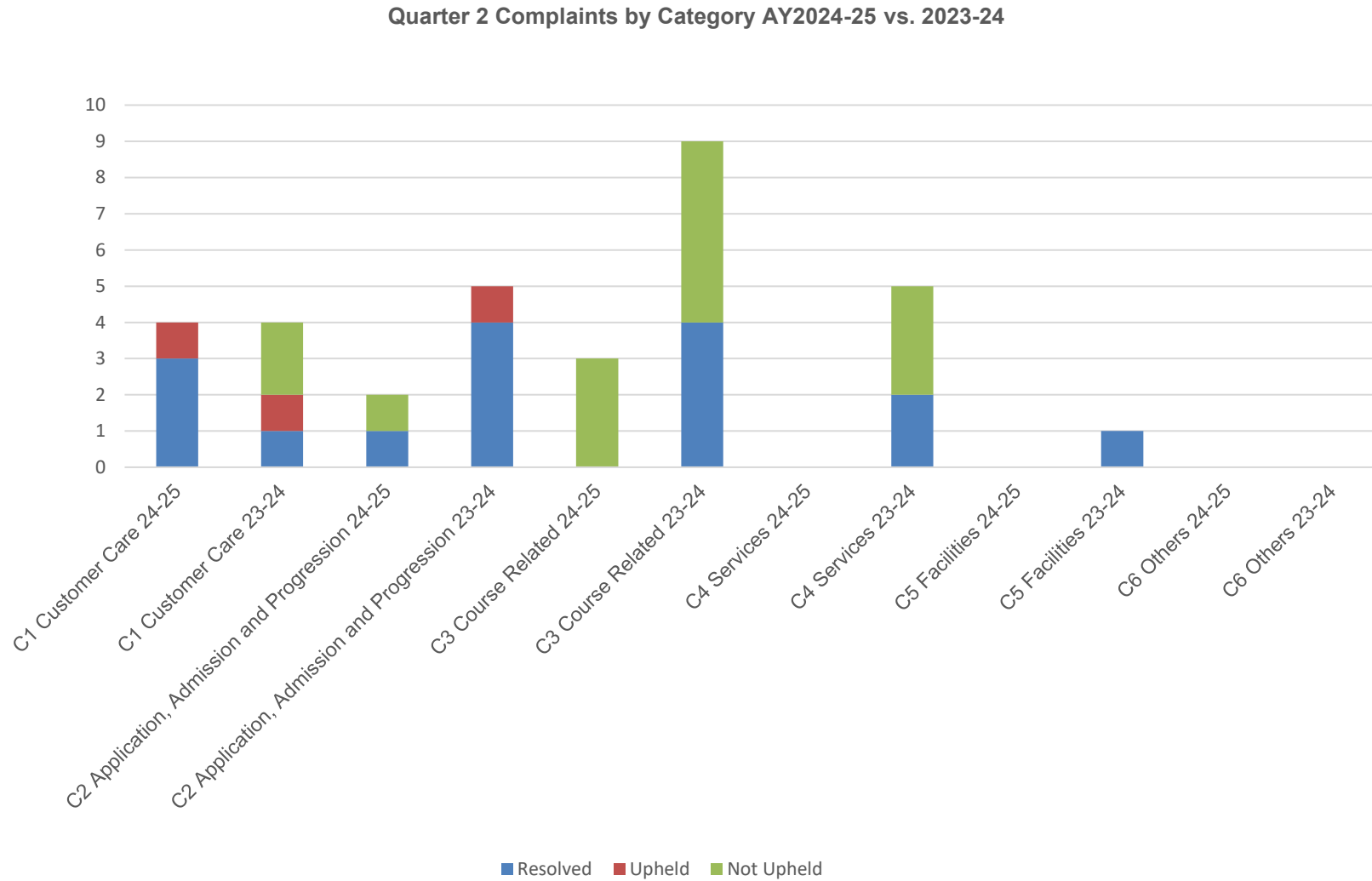
Total working days and average time in working days to close complaints at each stage	2024-25		2023-24	
Total working days and average time in working days to close complaints at Stage 1	17	3.4	81	4.3
Total working days and average time in working days to close complaints at Stage 2	73	24.3	82	20.5
Total working days and average time in working days to close complaints after Escalation	4	4.0	19	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	4	80.0%	16	84.2%
Number and % of Stage 1 complaints not closed with 5 working days	1	20.0%	3	15.8%
Number and % of Stage 2 complaints closed within 20 working days	2	66.7%	3	75.0%
Number and % of Stage 2 complaints not closed within 20 working days	1	33.3%	1	25.0%
Number and % of Escalated complaints closed within 20 working days	1	100.0%	1	100.0%
Number and % of Escalated complaints not closed within 20 working days	0	0.0%	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)	1	100.0%	0	0.0%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	1	100.0%
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

- This quarter saw not only a significant decrease in complaints handled compared with the same period last academic year, but the lowest number of complaints handled in any single quarter since recording commenced in August 2013.
- Although there were only nine complaints, nearly half of these were complex and required being handled at Stage 2/Escalated.
- Due to the complexity of one of the Stage 2 complaints, the average timescale for response exceeded the 20 day SPSO target.
- Both complaints which required extension were responded to within the authorised extension timeframes.

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4. Complaints by Category



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5. Actions Taken and Lessons Learned

C1 Customer Care

There were four complaints in the Customer Care category; one a **Diversity and Equality** concern from a student who was unhappy with the management of their extended learning support requirements by teaching staff. As a result of investigating the complaint, a proposal was made to Senior Leadership that specialised training be offered to all staff working with neurodivergent learners.

Two complaints related to **Staff Conduct**, and both complaints were resolved to the satisfaction of the complainants. In one case, a student felt frustrated that their lecturer was not paying them enough attention when they felt they could be contributing more in class. A meeting between the Curriculum Manager, lecturer and student allowed the complainant to be heard, and for the lecturer to take on board the feedback. All parties were satisfied with this outcome. In the other case a complainant was unhappy with the actions/lack of actions of their lecturer, and following investigation of the complaint, it was confirmed that some measures would be taken including reinforcing with staff the importance of careful communication and addressing bullying and disrespectful behaviour amongst the student's class group.

The remaining complaint within the **Student Conduct** category was from a College neighbour who was unhappy with excessive litter due to students leaving their rubbish on the communal wall and path/gardens. The complainant was advised that the student association GCCSA would be undertaking a campaign in January 2025 to reiterate the need to respect local areas, including setting up stalls and using information boards to highlight the responsibility students have. The neighbour was also reassured that the College would heavily emphasise to students that Police Scotland would be patrolling the area and could potentially issue a penalty notice to litter offenders.

C2 Application, Admission and Progression

There were two complaints in the **Application, Admission and Progression** category; both related to the admissions process. One complaint came from a student who did not secure a place on the course they applied for. The complainant was advised that the decision to reject their application was based on their student record, having previously started and withdrawn from several courses and demonstrating a proven track record of poor attendance. The possibility of community-based learning through the Community Learning and Development Team was suggested to the applicant. The other complaint was from the parent of an applicant who was unhappy their dependent did not to secure a place on the HND programme, instead being placed on the NQ level course. The complainant was provided with a detailed rationale for positioning their dependent on the NQ level course as opposed to the HN level and was also provided with some advice on areas for improvement in the applicant's future auditions and performances. This was a satisfactory resolution for the complainant.

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C3 Course Related

There was one complaint in the **Course Related** category regarding **Marketing**. A complainant was unhappy to be excluded from the Graduation ceremony because they could not afford to hire a gown. Investigation confirmed that the complainant missed registering for the ceremony due to difficult personal circumstances and had not read the published instructions advising them that they had to hire a gown on the day of the event. When the student arrived, they did not have money to pay for gown hire, therefore left before the ceremony took place. It was explained to the complainant that had they highlighted their situation to a member of staff at that point, a solution would have been put in place. The Head of Marketing confirmed that as a result of the complaint, the team evaluated the system for supporting learners prepare for Graduation, and that in the future the Marketing team in collaboration with the Learning Inclusion team would offer enhanced support in in the lead up to Graduation and on the day.

C4 Services

There were no complaints in the Services category in Quarter 2.

C5 Facilities

There were no complaints in the Facilities category in Quarter 2.

C6 Others

There were no complaints in the Others category in Quarter 2.