

A large, abstract teal graphic on the left side of the page, consisting of overlapping curved shapes that create a sense of depth and movement.

**Complaints Report  
2021/2022  
Quarter 2  
(November 2021 – January 2022)**

# Complaint Volumes

2021/2022 – Quarter 2

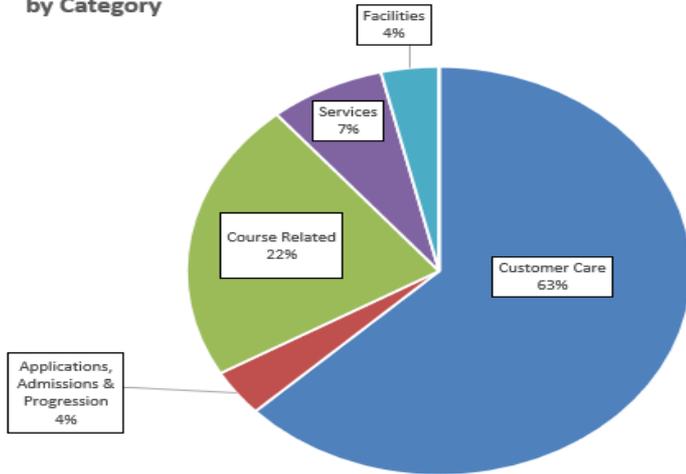
| COMPLAINTS HANDLING PROCEDURE INDICATORS |   | Q2<br>2021/2022 |        | Q2<br>2020/2021 |        | YTD<br>2021/2022 |        | YTD<br>2020/2021 |        |
|--|---|-----------------|--------|-----------------|--------|------------------|--------|------------------|--------|
| <b>1.0</b>                               | <b>Total number of complaints received &amp; complaints received per 100 population</b>   |                 |        |                 |        |                  |        |                  |        |
| 1.1                                      | Number of complaints Received   | 27              |        | 35              |        | 67               |        | 78               |        |
| 1.2/1a                                   | College Population and Number of Complaints received per 100 population   | 9644 0.3        |        | 8070 0.4        |        | 9644 0.7         |        | 8299 0.9         |        |
| <b>2.0</b>                               | <b>Number of complaints closed at each stage and as a % of all complaints closed</b>  |                 |        |                 |        |                  |        |                  |        |
| 2.1/2a                                   | Number of complaints closed at Stage 1 and % of total closed  | 18              | 66.7%  | 25              | 71.4%  | 49               | 73.1%  | 57               | 73.1%  |
| 2.2/2b                                   | Number of complaints closed at Stage 2 and % of total closed  | 8               | 29.6%  | 6               | 17.1%  | 15               | 22.4%  | 9                | 11.5%  |
| 2.3/2c                                   | Number of complaints closed after Escalation and % of total closed  | 1               | 3.7%   | 4               | 11.4%  | 2                | 3.0%   | 12               | 15.4%  |
| 2.4                                      | Open  | 0               | 0.0%   | 0               | 0.0%   | 1                | 1.5%   | 0                | 0.0%   |
| <b>3.0</b>                               | <b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>       |                 |        |                 |        |                  |        |                  |        |
| <b>3.0</b>                               | <b>Stage 1</b>  |                 |        |                 |        |                  |        |                  |        |
| 3.1/3a                                   | Number and % of complaints upheld at Stage 1  | 4               | 22.2%  | 13              | 52.0%  | 10               | 20.4%  | 31               | 54.4%  |
| 3.3/3b                                   | Number and % of complaints not upheld at Stage 1  | 5               | 27.8%  | 12              | 48.0%  | 17               | 34.7%  | 26               | 45.6%  |
| 3.5/3c                                   | Number and % of complaints resolved at Stage 1  | 9               | 50.0%  | 0               | 0.0%   | 22               | 44.9%  | 0                | 0.0%   |
| <b>3.0</b>                               | <b>Stage 2</b>  |                 |        |                 |        |                  |        |                  |        |
| 3.4/3d                                   | Number and % of complaints upheld at Stage 2  | 3               | 37.5%  | 4               | 66.7%  | 9                | 60.0%  | 5                | 55.6%  |
| 3.6/3d                                   | Number and % of complaints not upheld at Stage 2  | 5               | 62.5%  | 2               | 33.3%  | 6                | 40.0%  | 4                | 44.4%  |
| 3.8/3f                                   | Number and % of complaints resolved at Stage 2  | 0               | 0.0%   | 0               | 0.0%   | 0                | 0.0%   | 0                | 0.0%   |
| <b>3.0</b>                               | <b>Escalated</b>  |                 |        |                 |        |                  |        |                  |        |
| 3.7/3g                                   | Number and % of complaints upheld after Escalation  | 1               | 100.0% | 0               | 0.0%   | 1                | 50.0%  | 4                | 33.3%  |
| 3.9/3h                                   | Number and % of complaints not upheld after Escalation  | 0               | 0.0%   | 4               | 100.0% | 1                | 50.0%  | 8                | 66.7%  |
| 3.11/3i                                  | Number and % of complaints resolved after Escalation  | 0               | 0.0%   | 0               | 0.0%   | 0                | 0.0%   | 0                | 0.0%   |
| <b>4.0</b>                               | <b>Total working days and average time in working days to close complaints at each stage</b>  |                 |        |                 |        |                  |        |                  |        |
| 4.1/4a                                   | Total working days and average time in working days to close complaints at Stage 1  | 87              | 4.8    | 120             | 4.8    | 205              | 4.2    | 281              | 4.9    |
| 4.2                                      | Total working days and average time in working days to close complaints at Stage 2  | 191             | 23.9   | 148             | 24.7   | 366              | 24.4   | 204              | 22.7   |
| 4b                                       | Escalation  | 20              | 20.0   | 80              | 20.0   | 40               | 20.0   | 353              | 29.4   |
| <b>5.0</b>                               | <b>Number and % of complaints closed within set timescales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b> |                 |        |                 |        |                  |        |                  |        |
| 5.1/5a                                   | Number and % of Stage 1 complaints closed within 5 working days   | 12              | 66.7%  | 19              | 76.0%  | 38               | 77.6%  | 42               | 73.7%  |
| 5.2/5b                                   | Number and % of Stage 1 complaints not closed with 5 working days   | 6               | 33.3%  | 6               | 24.0%  | 11               | 22.4%  | 15               | 26.3%  |
| 5.3/5c                                   | Number and % of Stage 2 complaints closed within 20 working days  | 6               | 75.0%  | 4               | 66.7%  | 9                | 60.0%  | 7                | 77.8%  |
| 5.4/5d                                   | Number and % of Stage 2 complaints not closed within 20 working days  | 2               | 25.0%  | 2               | 33.3%  | 7                | 46.7%  | 2                | 22.2%  |
| 5.5/5e                                   | Number and % of Escalated complaints closed within 20 working days  | 1               | 100.0% | 4               | 100.0% | 2                | 100.0% | 10               | 83.3%  |
| 5.6/5f                                   | Number and % of Escalated complaints not closed within 20 working days  | 0               | 0.0%   | 0               | 0.0%   | 0                | 0.0%   | 2                | 16.7%  |
| <b>6.0</b>                               | <b>Number and % of complaints closed at each stage where extensions have been</b>   |                 |        |                 |        |                  |        |                  |        |
| 6.1/6a                                   | Number and % of Stage 1 complaints closed within 10 working days ( extension)   | 6               | 100.0% | 5               | 83.3%  | 11               | 100.0% | 13               | 86.7%  |
| 6.2/6b                                   | Number and % of Stage 1 complaints not closed within 10 working days ( extension)   | 0               | 0.0%   | 1               | 16.7%  | 0                | 0.0%   | 2                | 13.3%  |
| 6.3/6c                                   | Number and % of Stage 2 complaints closed within 40 working days ( extension)   | 2               | 100.0% | 2               | 100.0% | 6                | 85.7%  | 2                | 100.0% |
| 6.4/6d                                   | Number and % of Stage 2 complaints not closed within 40 working days ( extension)   | 0               | 0.0%   | 0               | 0.0%   | 1                | 14.3%  | 0                | 0.0%   |
| 6.5/6e                                   | Number and % of Escalated complaints closed within 40 working days ( extension)   | 0               | 0.0%   | 0               | 0.0%   | 0                | 0.0%   | 0                | 0.0%   |
| 6.6/6f                                   | Number and % of Escalated complaints not closed within 40 working days ( extension)   | 0               | 0.0%   | 0               | 0.0%   | 0                | 0.0%   | 2                | 100.0% |

- 27 complaints received, a decrease of 23% from Q2 2020/2021.
- 67% of complaints were handled at stage 1 in Q2 2021/2022, compared to 71% for the same period in 2020/2021.
- 70% of complaints were closed within the target timescale, compared to 77% in Q2 2020/2021.
- 100% of complaints were closed within the extended timescale in Q2 2021/2022, compared to 97% closed within the extended timescale in the same period in 2020/2021.

# Complaints Categories

2021/2022 – Quarter 2

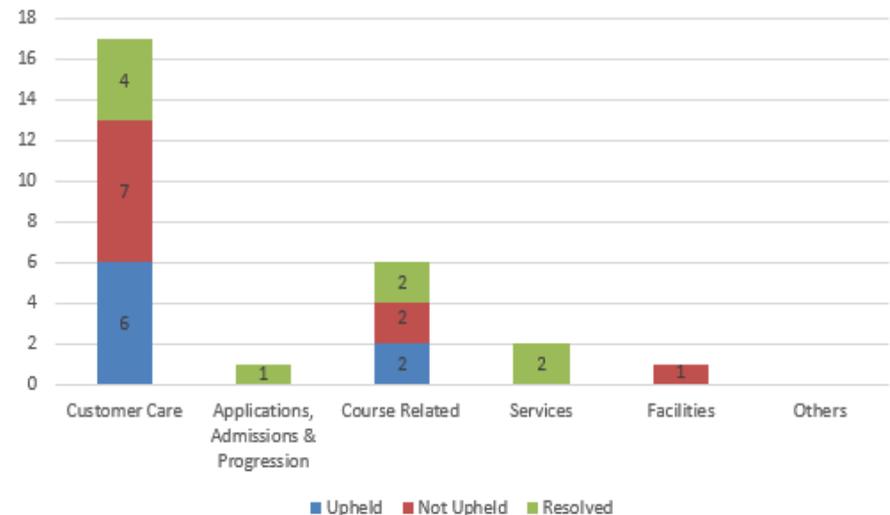
Complaints Received by Category



The chart on the left shows complaints received split by category. 17 out of 27 complaints received were Customer Care complaints, with 6 complaints being Course Related. The Services category had 2 complaints and both the Facilities and Applications, Admissions & Progression categories received 1 complaint. No complaints were received in the Others category.

The chart on the right shows complaints received, split by category and outcome. 35% of complaints in the Customer Care category were upheld, with a further 24% resolved. 33% of complaints that were Course Related were upheld, with 33% resolved. 0% of complaints in the Applications, Admissions & Progression and Services categories were upheld and 100% were resolved in each category. 0% of complaints in the Facilities category were upheld or resolved.

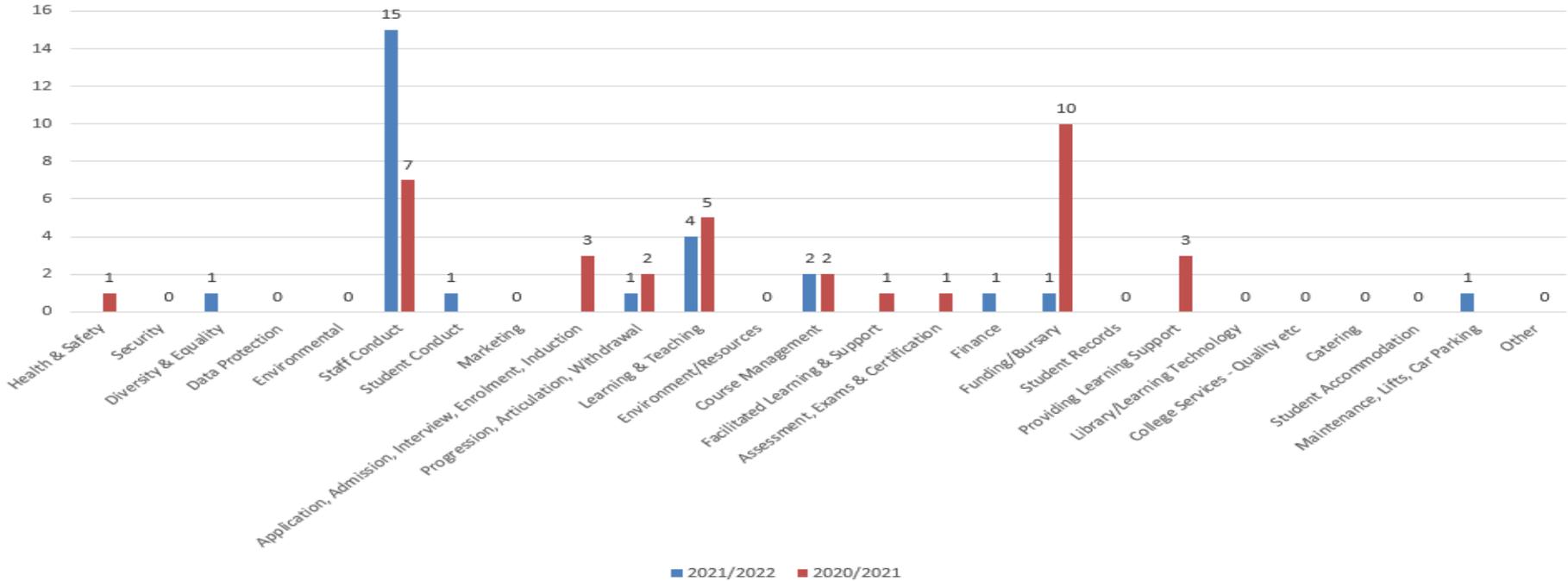
Complaints received by Category and Outcome



# Complaints Sub Categories

2021/2022 – Quarter 2

Complaints Received by Sub-category Q2, 2021/2022 vs Q2, 2020/2021



- Decrease in complaints received in the funding/bursary sub-category from 10 in Q2, 2020/2021 to 1 in Q2, 2021/2022. This is mainly due to a reduction in complaints about the information being requested to pay bursaries or that bursary payments have been placed on hold due to attendance or lack of engagement.
- Increase in complaints received in the staff conduct sub-category from 7 in Q2, 2020/2021 to 15 in the same period of 2021/2022. This is mainly due to an increase in complaints about the way students are treated by a staff member or the lack of response from staff.
- Decrease in complaints received in the application, admission, interview, enrolment, induction sub-category from 3 in Q2, 2020/2021 to 0 in Q2, 2021/2022. This is mainly due to a reduction in complaints about applicants not receiving a response after submitting an application.
- Decrease in complaints received in the provided learning support sub-category from 3 in Q2, 2020/2021 to 0 in the same period of 2021/2022. This is due to a decrease in complaints about the support received or lack of support received.
- Complaints in the course management sub-category remain the same from Q2 2020/2021 to Q2 2021/2022.

# Lessons Learned

2021/2022 – Quarter 2

## Category – Customer Care

| Issue   | Outcome          | Actions  |
|---|------------------|--|
| Member of the public was unhappy there were no signs at the front of the Kilmarnock campus advising to use the back door.   | Resolved         | There were signs on the fencing at the front of the campus but Estates arranged for additional signs to be displayed advising to use the back door for entry to the campus.  |
| Student unhappy they had raised issues with another student's behaviour with lecturers and no action had been taken and that staff are not enforcing the student wear a mask.   | Partially upheld | Students in the class to undertake some development to further promote understanding of equality and inclusion i.e. understanding and respecting the diversity of protected characteristics, disabilities, including transgender, visual, mobility impairment and hidden disabilities. |
| Parent of a student unhappy lecturer had questioned the student about a hospital appointment, unhappy with learning and teaching, student reported to school for not sitting an assessment they understood had been rearranged. Lecturer asked class for feedback following receipt of the complaint. | Partially upheld | Feedback given to the lecturer to support them to improve the timing and nature of their methods of obtaining feedback from students.  |

# Lessons Learned

2021/2022 – Quarter 2

| Category – Course Related  |                  |  |
|--|------------------|--|
| Issue  | Outcome          | Actions  |
| Student unhappy with the learning and teaching of the class and one of the lecturers.  | Partially upheld | <p>Lecturer will make lessons more interactive after speaking to the class.</p> <p>Meeting arranged with the class around the merger of classes and established the best options for the class and individual circumstances within it.</p> <p>Lecturers introduced team working for the merged classes so they can get to know each other.</p> <p>Feedback given to staff around the volume of tutorials and feedback given on them.</p> <p>Additional classes for a specific topic run during the remediation week. Additional classes will also be run during the graded unit time if required.</p> <p>Feedback given to staff on the scheduling of outcomes, if a different lecturer is teaching the same subject, so this is standardised.</p> |
| Student unhappy with lecturer's teaching methods, does not answer questions, unapproachable, does not turn camera on, uses pre-recorded lessons, lack of help and support. | Not upheld       | <p>Meeting arranged with students, lecturer and Curriculum Manager to discuss expectations of timescales for queries to be answered, issues with online learning, expectations on students and lecturers (use of cameras on Teams), expectations on participation in class, role of personal development lecturer and the delivery of a specific unit.</p>   |

# Customer Satisfaction

2021/2022 – Quarter 2

We email a customer satisfaction survey to complainants, regardless of the outcome of their complaint. This is issued shortly after their complaint has been closed, if we hold an email address. Surveys were sent to 24 complainants and we had a 13% response rate.

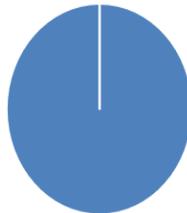
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

I was aware of the complaints procedure before I needed to make a complaint



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints process easy to access



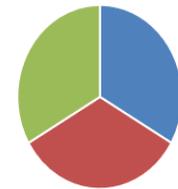
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I found the complaints form easy to use



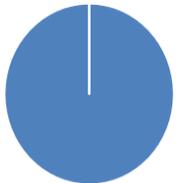
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was able to access information and assistance in making my complaint where this was required



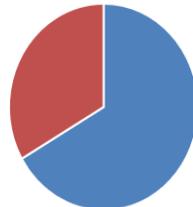
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



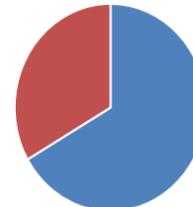
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



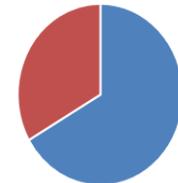
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



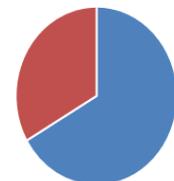
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



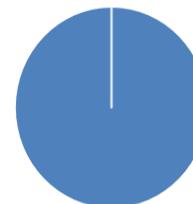
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a response to my complaint within an appropriate timescale



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I was dealt with courteously at all times



■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A