

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
2020/2021
Quarter 3
(February - April 2021)**

Complaint Volumes

2020/2021 – Quarter 3

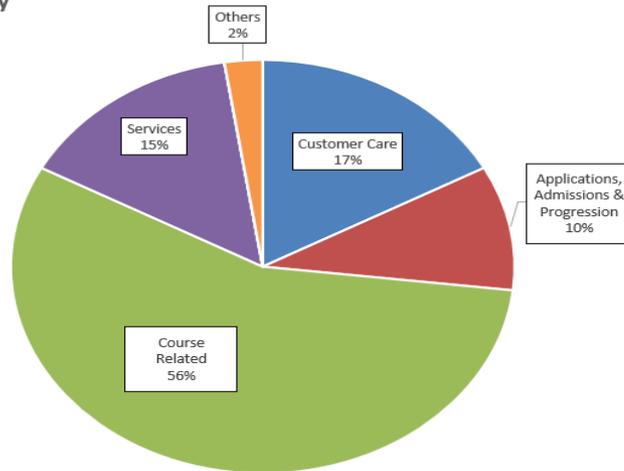
COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2020/2021		Q3 2019/2020		YTD 2020/2021		YTD 2019/2020	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	41		39		119		150	
1.2/1a	College Population and Number of Complaints received per 100 population	8381	0.5	9517	0.4	8381	1.4	9937	1.5
2.0	Number of complaints closed at each stage and as a % of all complaints closed								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	26	63.4%	29	74.4%	83	69.7%	122	81.3%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	14.6%	7	17.9%	15	12.6%	19	12.7%
2.3/2c	Number of complaints closed after Escalation and % of total closed	9	22.0%	3	7.7%	21	17.6%	9	6.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage								
3.0	Stage 1								
3.1/3a	Number and % of complaints upheld at Stage 1	7	26.9%	15	51.7%	38	45.8%	73	59.8%
3.3/3c	Number and % of complaints not upheld at Stage 1	19	73.1%	14	48.3%	45	54.2%	49	40.2%
3.0	Stage2								
3.4/3d	Number and % of complaints upheld at Stage 2	4	66.7%	6	85.7%	9	60.0%	13	68.4%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	33.3%	1	14.3%	6	40.0%	6	31.6%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	9	100.0%	1	33.3%	13	61.9%	4	44.4%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	2	66.7%	8	38.1%	5	55.6%
4.0	Total working days and average time in working days to close complaints at each stage								
4.1/4a	Stage 1	139	5.3	135	4.7	420	5.1	428	3.5
4.2	Total working days and average time in working days to close complaints at	134	22.3	168	24.0	338	22.5	503	26.5
4b	Escalation	60	6.7	53	17.7	413	19.7	175	19.4
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	20	76.9%	21	72.4%	62	74.7%	103	84.4%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	6	23.1%	8	27.6%	21	25.3%	19	15.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	83.3%	4	57.1%	12	80.0%	10	52.6%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	16.7%	3	42.9%	3	20.0%	9	47.4%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	9	100.0%	3	100.0%	19	90.5%	8	88.9%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	2	9.5%	1	11.1%
6.0	Number and % of complaints closed at each stage where extensions have been								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	5	83.3%	5	62.5%	18	85.7%	14	73.7%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (1	16.7%	3	37.5%	3	14.3%	5	26.3%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	3	100.0%	3	100.0%	8	88.9%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (0	0.0%	0	0.0%	0	0.0%	1	11.1%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (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%	2	100.0%	1	100.0%

- 41 complaints received, an increase of 5% from Q3 2019/2020.
- 63% of complaints were handled at stage 1 in Q3 2020/2021, compared to 74% for the same period in 2019/2020.
- 83% of complaints were closed within the target timescale, compared to 72% in Q3 2019/2020.
- 98% of complaints were closed within the extended timescale in Q3 2020/2021, compared to 92% closed within the extended timescale in the same period in 2019/2020.

Complaints Categories

2020/2021 – Quarter 3

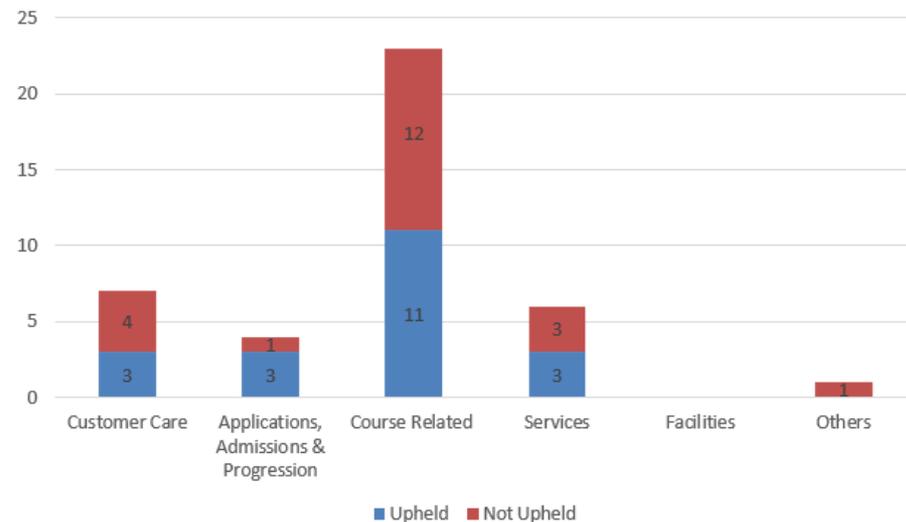
Complaints Received
by Category



The chart on the left shows complaints received split by category. 23 out of 41 complaints received were Course Related, with 7 complaints being received in the Customer Care category. There were 6 Services complaints and 4 complaints were received in the Applications, Admissions & Progression category. The Others category received 1 complaint and there were no complaints in the Facilities category.

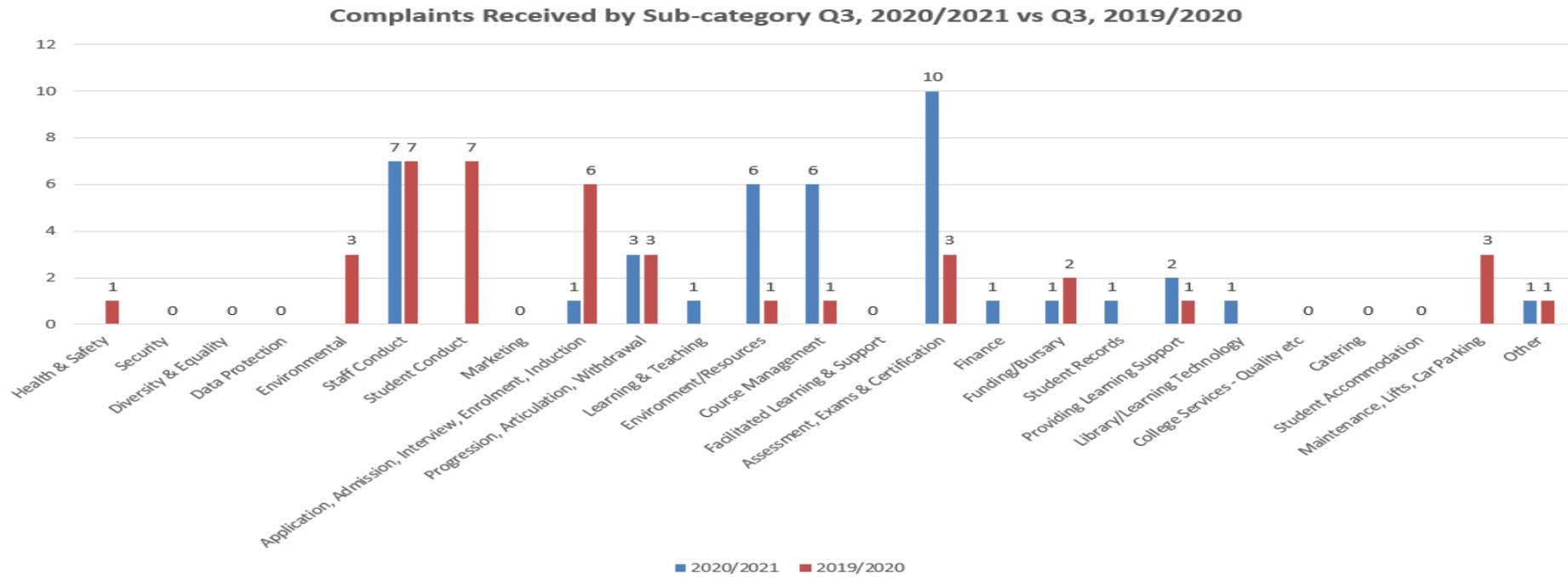
The chart on the right shows complaints received, split by category and outcome. 75% of complaints in the Applications, Admissions & Progression category were upheld, with 50% of complaints in the Services category being upheld. 48% of Course Related complaints were upheld, with 43% upheld in the Customer Care category. 0% of complaints on the Others category were upheld.

Complaints received by Category and Outcome



Complaints Sub Categories

2020/2021 – Quarter 3



- Increase in complaints received in the assessment, exams & certification sub-category from 3 in Q3, 2019/2020 to 10 in the same period of 2020/2021. This is due to complaints received about an assessment taking place for an evening class when national exams have been cancelled.
- Decrease in complaints received in the application, admission, interview, enrolment, induction sub-category from 6 in Q3, 2019/2020 to 1 in Q3, 2020/2021. Volumes in this area were lower due to a reduction in complaints from students unhappy they did not get a place on the course applied for.
- Increase in complaints received in the environment/resources sub-category from 1 in Q3, 2019/2020 to 6 in the same period of 2020/2021. This is due to an increase in complaints about an HND course running in the Kilwinning campus and not the Ayr campus next year.
- Increase in complaints received in the course management sub-category from 1 in Q3, 2019/2020 to 6 in Q3, 2020/2021. This is due to an increase in complaints from students about adaptations/lack of practical work due to Covid-19 restrictions.
- Complaints in the staff conduct; progression, articulation, withdrawal and other sub-categories remain the same from Q3 2019/2020 to Q3 2020/2021.

Lessons Learned

2020/2021 – Quarter 3

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Student advised they could continue with their studies whilst pregnant but then advised by SAAS we had withdrawn them but continued to receive emails from their lecturers.	Partially upheld	Lecturers will ensure they remove students' email addresses from distribution lists after a student has been withdrawn

Lessons Learned

2020/2021 – Quarter 3

Category – Course Related		
Issue	Outcome	Actions
Students unhappy they might not be able to complete their course, looking for another years funding, as have not been able to study and take part in practical lessons.	Partially upheld	<p>Work placement has been offered in YOU salon to the students on a rota basis.</p> <p>Review other ways that we can help to support practical work i.e. tutorials/videos for students to review at home prior to on campus practical days.</p> <p>Course will run again in academic year 2021/2022, a shorter mode of deliver, using covid funding to support the students.</p> <p>Review the resources available to help support and prepare for online assessments once feedback received from SQA.</p>
Student was unable to access material that had been uploaded to class Teams page.	Partially upheld	<p>Links to City & Guilds website removed and documents downloaded from the website and added to the Teams page.</p>
Students unhappy now being told need to sit exam, lack of communication and not aware of when this is or how it will work. Students concerned about safety if they have to sit exam on campus, due to Covid-19. Students taught the wrong course for 8 weeks and not received any feedback.	Upheld	<p>Exam/assessments needs to take place to assess students. Dates agreed and have been communicated to students and options available to complete online or on campus.</p> <p>Additional classes agreed with students and recorded so those who cannot attend can catch up.</p> <p>Standardisation meeting will take place early next session.</p> <p>Lecturer has given feedback and will make sure this is given more timeously in future.</p>

Lessons Learned

2020/2021 – Quarter 3

Category – Services

Issue	Outcome	Actions
Student unhappy they received an email about legal action due to non payment of fees. Previous communications unclear that we had not received payment and fees were outstanding.	Partially upheld	Monthly statements updated to show total outstanding at the bottom of the statement. When instalment plan agreed student will now be sent an email with details of the payment amounts and when they are due to be paid.

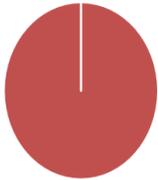
Customer Satisfaction

2020/2021 – Quarter 3

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 31 complainants and we had a 10% 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



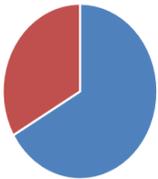
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



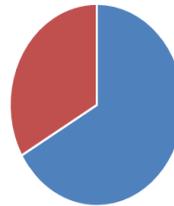
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



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

I felt my complaint was taken seriously



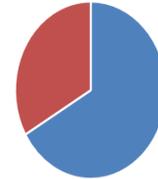
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was thoroughly investigated



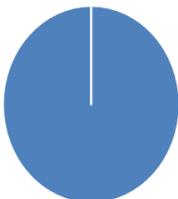
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a fair and objective response to my complaint



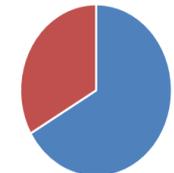
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



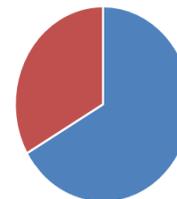
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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