

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 3
(February - April 2022)**

Complaint Volumes

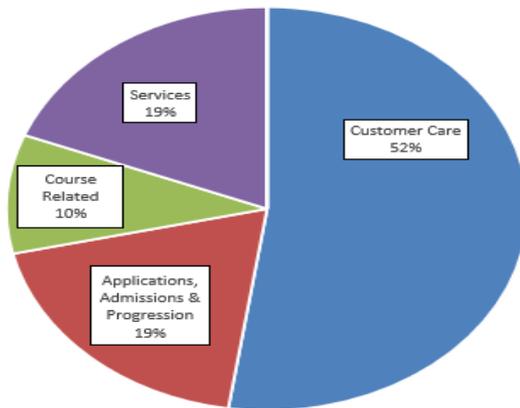
2021/2022 – Quarter 3

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q3 2021/2022		Q3 2020/2021		YTD 2021/2022		YTD 2020/2021	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	21		41		88		119	
1.2/1a	College Population and Number of Complaints received per 100 population	9386	0.2	8381	0.5	9644	0.9	8381	1.4
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	11	52.4%	26	63.4%	60	68.2%	83	69.7%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	33.3%	6	14.6%	23	26.1%	15	12.6%
2.3/2c	Number of complaints closed after Escalation and % of total closed	3	14.3%	9	22.0%	5	5.7%	21	17.6%
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	3	27.3%	7	26.9%	13	21.7%	38	45.8%
3.3/3b	Number and % of complaints not upheld at Stage 1	3	27.3%	19	73.1%	20	33.3%	45	54.2%
3.5/3c	Number and % of complaints resolved at Stage 1	5	45.5%	0	0.0%	27	45.0%	0	0.0%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	5	71.4%	4	66.7%	15	65.2%	9	60.0%
3.6/3d	Number and % of complaints not upheld at Stage 2	2	28.6%	2	33.3%	8	34.8%	6	40.0%
3.8/3f	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	9	100.0%	1	20.0%	13	61.9%
3.9/3h	Number and % of complaints not upheld after Escalation	3	100.0%	0	0.0%	4	80.0%	8	38.1%
3.11/3i	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4.0	Total working days and average time in working days to close complaints at each stage								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	61	5.5	139	5.3	266	4.4	420	5.1
4.2	Total working days and average time in working days to close complaints at Stage 2	178	25.4	134	22.3	684	29.7	338	22.5
4b	Escalation	48	16.0	60	6.7	88	17.6	413	19.7
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	7	63.6%	20	76.9%	45	75.0%	62	74.7%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	4	36.4%	6	23.1%	15	25.0%	21	25.3%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	57.1%	5	83.3%	13	56.5%	12	80.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	42.9%	1	16.7%	10	43.5%	3	20.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	3	100.0%	9	100.0%	5	100.0%	19	90.5%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	2	9.5%
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)	4	100.0%	5	83.3%	15	100.0%	18	85.7%
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%	3	14.3%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	100.0%	1	100.0%	9	90.0%	3	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	10.0%	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%

- 21 complaints received, a decrease of 49% from Q3 2020/2021.
- 52% of complaints were handled at stage 1 in Q3 2021/2022, compared to 63% for the same period in 2020/2021.
- 67% of complaints were closed within the target timescale, compared to 83% in Q3 2020/2021.
- 100% of complaints were closed within the extended timescale in Q3 2021/2022, compared to 98% closed within the extended timescale in the same period in 2020/2021.

Complaints Categories

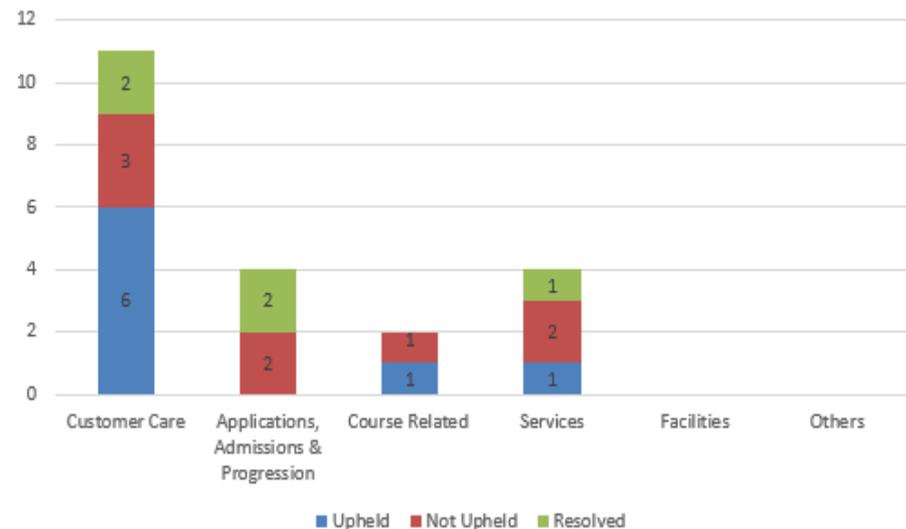
Complaints Received by Category



The chart on the left shows complaints received split by category. 11 out of 21 complaints received were in the Customer Care category. 4 complaints were received in both the Applications, Admissions & Progression and Services categories. 2 complaints were Course Related and there were no complaints in the Facilities and Others categories.

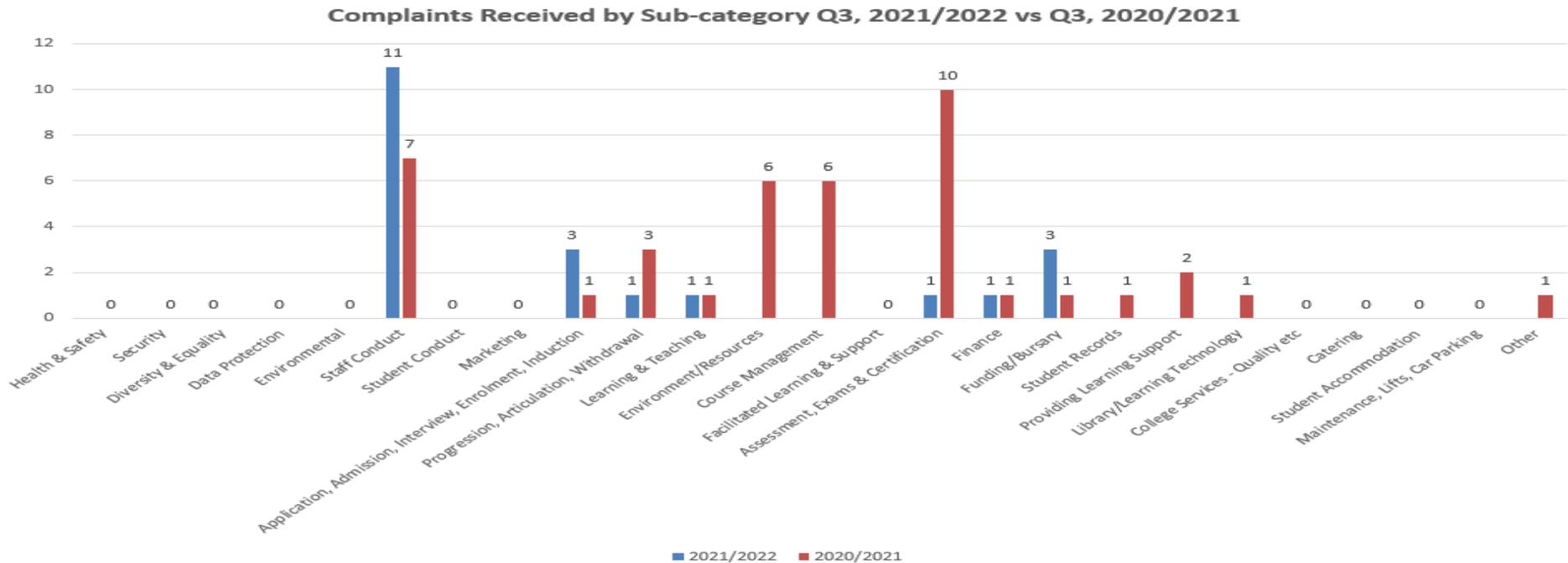
The chart on the right shows complaints received, split by category and outcome. 55% of complaints in the Customer Care category were upheld, with a further 18% resolved. 50% of complaints that were Course Related were upheld, with 0% resolved. 25% of complaints in the Services category were upheld and 25% were resolved. 0% of complaints in the Applications, Admissions & Progression category were upheld and 50% were resolved.

Complaints received by Category and Outcome



Complaints Sub Categories

2021/2022 – Quarter 3



- Decrease in complaints received in the assessment, exams & certification sub-category from 10 in Q3, 2020/2021 to 1 in the same period of 2021/2022. This is due to a decrease in complaints received about an assessment taking place for an evening class when national exams had been cancelled.
- Decrease in complaints received in the environment/resources sub-category from 6 in Q3, 2020/2021 to 0 in the same period of 2021/2022. Volumes in this area were lower due to a reduction in complaints about an HND course running at a different campus.
- Decrease in complaints received in the course management sub-category from 6 in Q3, 2020/2021 to 0 in Q3, 2021/2022. This is due to a decrease in complaints from students about adaptations/lack of practical work due to Covid-19 restrictions.
- Increase in complaints received in the staff conduct sub-category from 7 in Q3, 2020/2021 to 11 in Q3, 2021/2022. There is no specific reason for this increase.
- Complaints in the learning & teaching and finance sub-categories remain the same from Q3 2020/2021 to Q3 2021/2022.

Lessons Learned

2021/2022 – Quarter 3

Category – Customer Care

Issue	Outcome	Actions
Anonymous complaint about the staff in one area having cliques and making it uncomfortable for students.	Upheld	Follow up actions with HR, feedback given to staff and staff training provided.
Students unhappy with comments made by a member of staff.	Upheld	Different staff member taught the class, for the wellbeing of students and the staff member. Supportive Improvement plan put in place for staff member.
Student unhappy with the way a member of staff made them feel after telling them to go home due to what they were wearing.	Resolved	Review the marketing leaflets for schools to ensure that we encourage all schools pupils to wear either school uniform or appropriate clothing for a practical based class. Discussions with all students about appropriate clothing in College.

Category – Applications, Admissions & Progression

Issue	Outcome	Actions
Applicant unhappy they were unable to use ITA funding to purchase a kit for their course.	Not upheld	Review the requirements of the kit to see if we can be more specific in what is needed. Review the cost of the kit. Review adding the cost of the kit to the website.

Lessons Learned

2021/2022 – Quarter 3

Category – Course Related		
Issue	Outcome	Actions
Student unhappy as feels they were not taught anything for first two months of the course and then changed lecturer, told there would be no prelim then told with one weeks notice there was a prelim, no revision or recap of work, only one assessment done throughout the year.	Partially upheld	Review the timing of the prelim for next year to ensure this does not need to change at short notice.

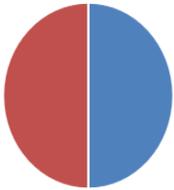
Customer Satisfaction

2021/2022 – 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 18 complainants and we had a 22% 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



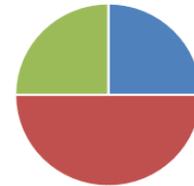
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



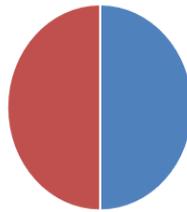
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



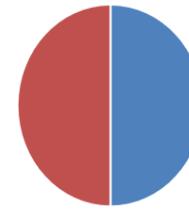
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



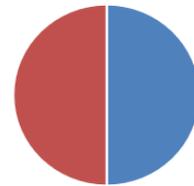
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



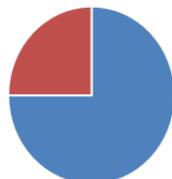
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



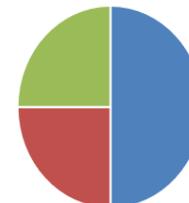
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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