

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
2022/2023
Quarter 3
(February - April 2023)**

Complaint Volumes

2022/2023 – Quarter 3

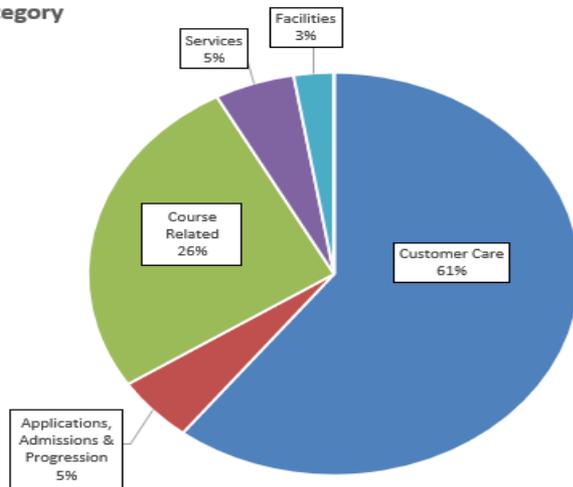
| COMPLAINTS HANDLING PROCEDURE INDICATORS | | Q3 2022/2023 | | Q3 2021/2022 | | YTD 2022/2023 | | YTD 2021/2022 | |
|--|--|-----------------|--------|-----------------|--------|------------------|--------|------------------|--------|
| 1.0 | Total number of complaints received & complaints received per 100 population | | | | | | | | |
| 1.1 | Number of complaints Received | 38 | | 21 | | 101 | | 88 | |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 9840 | 0.4 | 9386 | 0.2 | 9840 | 1.0 | 9644 | 0.9 |
| 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 | 14 | 36.8% | 11 | 52.4% | 47 | 46.5% | 60 | 68.2% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 22 | 57.9% | 7 | 33.3% | 42 | 41.6% | 23 | 26.1% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 2 | 5.3% | 3 | 14.3% | 12 | 11.9% | 5 | 5.7% |
| 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 | 0 | 0.0% | 3 | 27.3% | 4 | 8.5% | 13 | 21.7% |
| 3.3/3b | Number and % of complaints not upheld at Stage 1 | 5 | 35.7% | 3 | 27.3% | 10 | 21.3% | 20 | 33.3% |
| 3.5/3c | Number and % of complaints resolved at Stage 1 | 9 | 64.3% | 5 | 45.5% | 33 | 70.2% | 27 | 45.0% |
| 3.0 | Stage 2 | | | | | | | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 14 | 63.6% | 5 | 71.4% | 22 | 52.4% | 15 | 65.2% |
| 3.6/3d | Number and % of complaints not upheld at Stage 2 | 6 | 27.3% | 2 | 28.6% | 18 | 42.9% | 8 | 34.8% |
| 3.8/3f | Number and % of complaints resolved at Stage 2 | 2 | 9.1% | 0 | 0.0% | 2 | 4.7% | 0 | 0.0% |
| 3.0 | Escalated | | | | | | | | |
| 3.7/3g | Number and % of complaints upheld after Escalation | 0 | 0.0% | 0 | 0.0% | 5 | 41.7% | 1 | 20.0% |
| 3.9/3h | Number and % of complaints not upheld after Escalation | 2 | 100.0% | 3 | 100.0% | 7 | 58.3% | 4 | 80.0% |
| 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 | 70 | 5.0 | 61 | 5.5 | 214 | 4.6 | 266 | 4.4 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 527 | 24.0 | 178 | 25.4 | 1051 | 25.0 | 684 | 29.7 |
| 4b | Escalation | 34 | 17.0 | 48 | 16.0 | 173 | 14.4 | 88 | 17.6 |
| 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 | 11 | 78.6% | 7 | 63.6% | 39 | 83.0% | 45 | 75.0% |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 3 | 21.4% | 4 | 36.4% | 8 | 17.0% | 15 | 25.0% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 17 | 77.3% | 4 | 57.1% | 26 | 61.9% | 13 | 56.5% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 5 | 22.7% | 3 | 42.9% | 16 | 38.1% | 10 | 43.5% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 2 | 100.0% | 3 | 100.0% | 11 | 91.7% | 5 | 100.0% |
| 5.6/5f | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% | 1 | 8.3% | 0 | 0.0% |
| 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) | 3 | 100.0% | 4 | 100.0% | 8 | 100.0% | 15 | 100.0% |
| 6.2/6b | Number and % of Stage 1 complaints not closed within 10 working days (extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days (extension) | 3 | 60.0% | 3 | 100.0% | 12 | 75.0% | 9 | 90.0% |
| 6.4/6d | Number and % of Stage 2 complaints not closed within 40 working days (extension) | 2 | 40.0% | 0 | 0.0% | 4 | 25.0% | 1 | 10.0% |
| 6.5/6e | Number and % of Escalated complaints closed within 40 working days (extension) | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% | 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% | 0 | 0.0% |

- 38 complaints received, an increase of 81% from Q3 2021/2022.
- 37% of complaints were handled at stage 1 in Q3 2022/2023, compared to 52% for the same period in 2021/2022.
- 79% of complaints were closed within the target timescale, compared to 67% in Q3 2021/2022.
- 95% of complaints were closed within the extended timescale in Q3 2022/2023, compared to 100% closed within the extended timescale in the same period in 2021/2022.

Complaints Categories

2022/2023 – Quarter 3

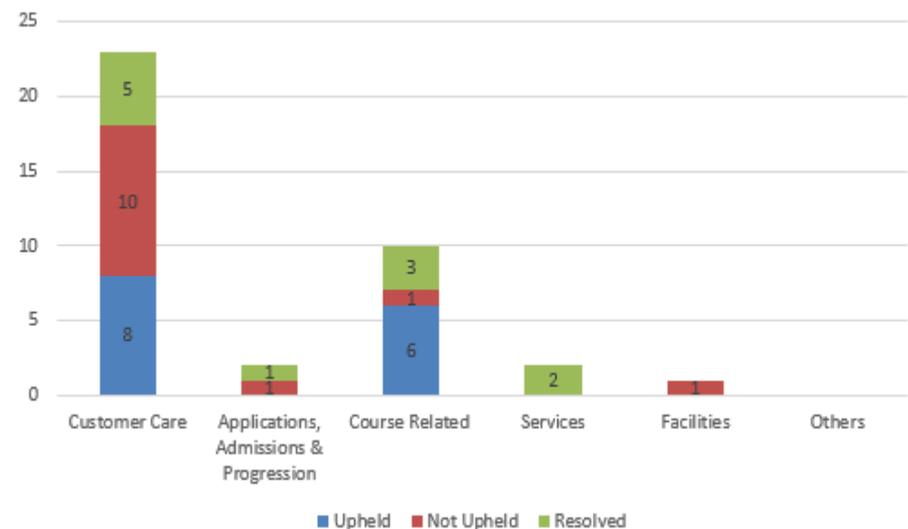
Complaints Received by Category



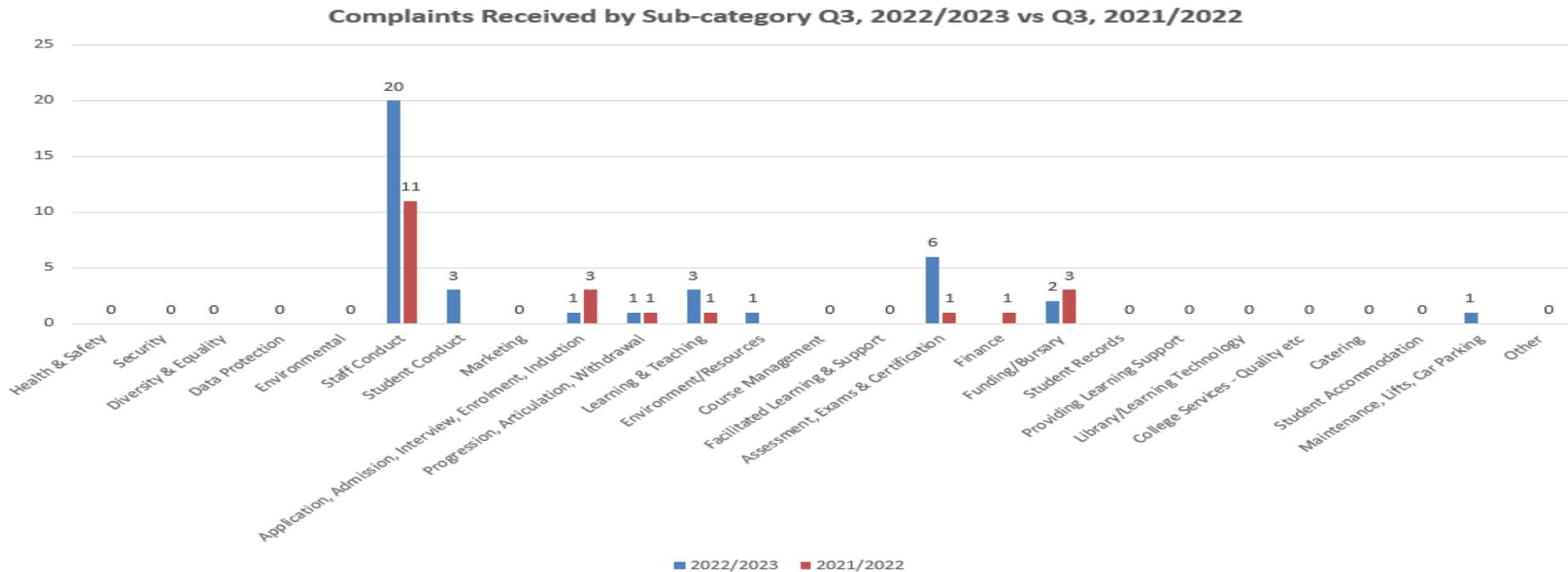
The chart on the right shows complaints received, split by category and outcome. 60% of complaints that were Course Related were upheld, with a further 30% resolved. 35% of complaints in the Customer Care category were upheld, with 22% resolved. 0% of complaints in the Services category were upheld, with 100% resolved. 0% of complaints in the Applications, Admissions & Progression category were upheld and 50% were resolved.

The chart on the left shows complaints received split by category. 23 out of 38 complaints received were in the Customer Care category. 10 complaints were Course Related and 2 complaints were received in both the Applications, Admissions & Progression and Services categories. 1 complaint was received in the Facilities category and there were no complaints in the Others category.

Complaints received by Category and Outcome



Complaints Sub Categories



- Increase in complaints received in the staff conduct sub-category from 11 in Q3, 2021/2022 to 20 in Q3, 2022/2023. This is due to an increase in complaints about the treatment of students by staff members.
- Increase in complaints received in the assessment, exams & certification sub-category from 1 in Q3, 2021/2022 to 6 in the same period of 2022/2023. Volumes in this area were higher due to complaints that students needed to come back to College to complete an exam for their gas certificate.
- Increase in complaints received in the student conduct sub-category from 0 in Q3, 2021/2022 to 3 in Q3, 2022/2023. This is due to an increase in complaints about student behaviour and complainants felt no action had been taken.
- Complaints in the progression, articulation, withdrawal sub-category remain the same from Q3 2021/2022 to Q3 2022/2023.

Lessons Learned

2022/2023 – Quarter 3

Category – Customer Care

| Issue | Outcome | Actions |
|---|------------------|---|
| Parent unhappy lecturer keeps shouting at their son for being late for College. | Resolved | A questionnaire was issued to all hospitality students about course design and also satisfaction. Anything highlighted through this process will then be revisited. |
| Student unhappy with the way they were treated by students running the sports sessions, also feels lecturer was too far away to observe the students. | Not upheld | <p>Both lecturers will be present during the class.</p> <p>Lecturing team made the students aware why they were undertaking the unit and ensured students could identify the relevance.</p> <p>Students were made aware that while the unit is not optional if a student has a short term health/medical issue and cannot take part medical evidence can be accepted.</p> |
| Student unhappy with the topics the lecturer was discussing during the evening class. | Resolved | Decision made to cancel the course. |
| Students unhappy with teaching from their lecturer and they don't explain what is required or give clear instructions, unavailable to provide help and support and unhappy with some comments made. | Partially upheld | A different lecturer now teaches the class. |
| Parent unhappy with the treatment of their son by lecturers, not received any support, we asked for feedback and this was omitted from progression report. | Partially upheld | Reviewed the process for notifying Inclusive Learning when someone has selected on their application form that they need additional support in College. A new Student Experience and Personal Learning Support Plan app has been developed so information will now be pulled directly from the Student Records database. |
| Students feel misguided by lecturer, given incorrect information and that there is a lack of effort to teach the class. | Partially upheld | <p>Placement allocation letter and placement folio updated to make it explicit the number of days students need to attend their placement.</p> <p>Review of the course and teaching materials to be carried out.</p> <p>Feedback given to the member of staff to try to be more approachable and respond to emails in a reasonable timescale.</p> |

Lessons Learned

2022/2023 – Quarter 3

Category – Applications, Admissions & Progression

| Issue | Outcome | Actions |
|---|----------|--|
| Parent unhappy with the interview process and that not enough information about the format was provided, documents requested were not reviewed. | Resolved | Interview letter reviewed and more details of what will be involved added to this. |

Category – Course Related

| Issue | Outcome | Actions |
|---|------------------|---|
| Parent unhappy with the lack of teaching and classes being cut short or not running. | Resolved | <p>Timetable was adjusted and one lecturer now teaching the class to ensure that this class has a consistent learning and teaching experience going forward.</p> <p>Carried out a class audit and supported the completion of outstanding work.</p> <p>Additional teaching and support given to the students who needed this.</p> |
| Student unhappy course was full time but only in campus two days, course not as advertised around rehearsing, where they will rehearse and number of gigs. Completed feedback forms but no changes made, one of the modules not relevant to the course, unhappy with the teaching style of lecturer and unhappy with conduct of another lecturer as feels they are immature and unprofessional. | Partially upheld | <p>Website to be updated to make it clear that activities mentioned may be offered and not a guarantee.</p> <p>Feedback to lecturer to have more structured lessons, less talking at the start of the lesson and clear links in lessons as to what has been done and what is next.</p> |

Customer Satisfaction

2022/2023 – 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 34 complainants and we had a 21% response rate.

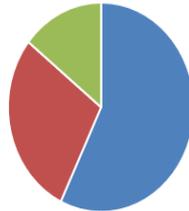
The survey asks the respondent to answer 11 questions on various aspects of the complaint handling process, the answers to which are noted in the graphs below.

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



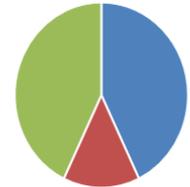
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



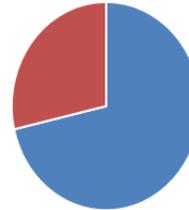
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a prompt acknowledgement of my complaint



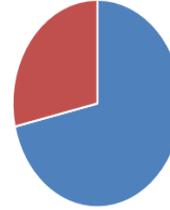
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I felt my complaint was taken seriously



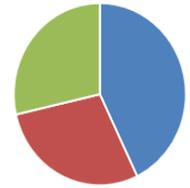
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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



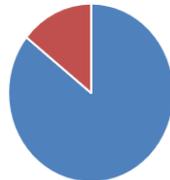
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

I received a clear response to my complaint



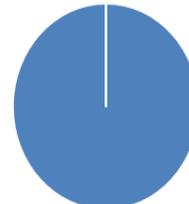
■ Strongly Agree/Agree ■ Strongly Disagree/Disagree ■ N/A

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