

NOWHERE
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Complaints Handling Quarterly Report

Academic Year 2023-24

Quarter 03: 01 February 2024 to 30 April 2024

COMPLAINTS HANDLING PROCEDURE INDICATORS	Qu1		Qu2		Qu3	
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	9	-	4	-	12	-
College Population and Number of Complaints received per 100 population	8964	0.1	10226	0.04	11137	0.1
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	7	78	4	100	11	92
Number of complaints closed at Stage 2 and % of total closed	2	22	0	-	1	8
Number of complaints closed after Escalation and % of total closed	1	11	0	-	1	8
Open	0	-	0	-	0	0
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage						%
Stage 1						
Number and % of complaints upheld at Stage 1	1	14	0	-	2	18
Number and % of complaints partially upheld at Stage 1	3	43	1	25	3	27
Number and % of complaints not upheld at Stage 1	3	43	3	75	6	55
Number and % of complaints resolved at Stage 1	0	-	0	-	0	-
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	1	50	0	-	0	-
Number and % of complaints not upheld at Stage 2	1	50	0	-	0	-
Number and % of complaints resolved at Stage 2	0	-	0	-	1	100
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	0	-	1	100
Number and % of complaints partially upheld after escalation	1	100	0	-	0	-

	Qu1		Qu2		Qu3	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	61	10	20	5	73	7
Total working days and average time in working days to close complaints at Stage 2	15	8	0	-	6	6
Total working days and average time in working days to close complaints after Escalation	25	25	0	-	4	4
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	3	43	2	50	3	27
Number and % of Stage 1 complaints not closed with 5 working days	4	57	2	50	8	73
Number and % of Stage 2 complaints closed within 20 working days	2	100	0	-	1	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	1	100
Number and % of Escalated complaints not closed within 20 working days	1	100	0	-	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%				
Number and % of Stage 1 complaints closed within 10 working days (extension)	4	100	2	100	7	88
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	1	12
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	1	100	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

Performance Indicators Qu03 Comparison

COMPLAINTS HANDLING PROCEDURE INDICATORS	Qu3 AY 2023-24		Qu3 AY 2022-23		Qu3 AY 2021-22	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	12	-	10	-	9	-
College Population and Number of Complaints received per 100 population	11137	0.1	17182	0.06	15020	0.06
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	11	92	4	40	7	78
Number of complaints closed at Stage 2 and % of total closed	1	8	6	60	2	22
Number of complaints closed after Escalation and % of total closed	1	8	4	40	0	-
Open	0	0	0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage						
Stage 1						
Number and % of complaints upheld at Stage 1	2	18	0	-	1	14
Number and % of complaints partially upheld at Stage 1	3	27	3	75	0	-
Number and % of complaints not upheld at Stage 1	6	55	1	25	1	14
4Number and % of complaints resolved at Stage 1	0	-	0	-	5	72
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	1	17	0	-
Number and % of complaints not upheld at Stage 2	0	-	5	83	1	50
Number and % of complaints resolved at Stage 2	1	100	0	-	1	50
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	1	100	4	100	0	-
Number and % of complaints partially upheld after escalation	0	-	0	-	0	-



	Qu3 AY 2023-24		Qu3 AY2022-23		Qu3 AY 2021-2022	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	73	7	21	5	38	5
Total working days and average time in working days to close complaints at Stage 2	6	6	185	31	129	14
Total working days and average time in working days to close complaints after Escalation	4	4	62	16	10	10
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated=20 working days)		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	3	27	3	75	4	57
Number and % of Stage 1 complaints not closed within 5 working days	8	73	1	25	3	43
Number and % of Stage 2 complaints closed within 20 working days	1	100	2	33	2	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	4	67	0	-
Number and % of Escalated complaints closed within 20 working days	1	100	3	75	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	1	25	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%		%
Number and % of Stage 1 complaints closed within 10 working days (extension)	7	88	1	25	3	43
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	12	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	2	33	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	4	67	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	3	75	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	1	25	0	-

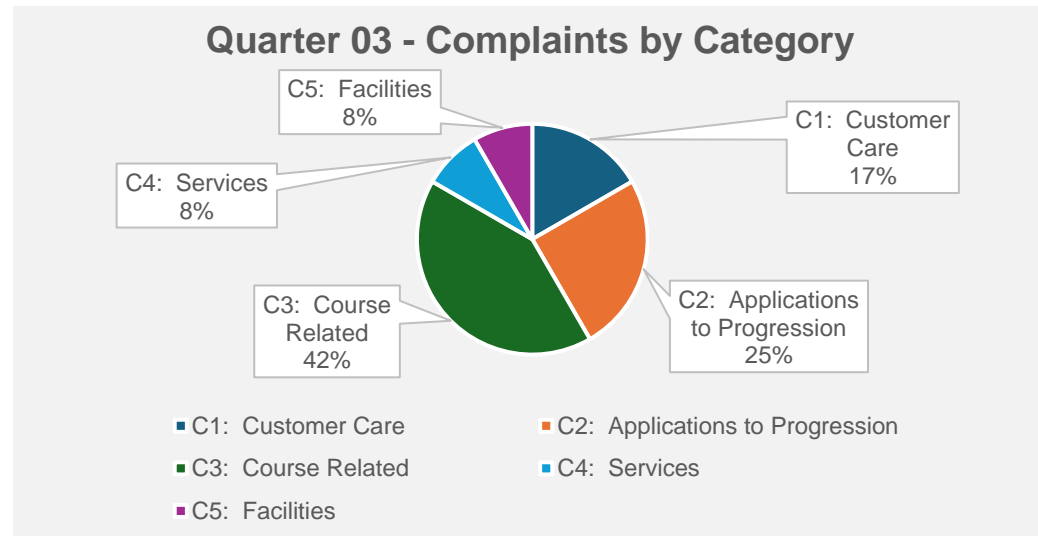
Complaints Received by Category

The chart below provides a breakdown of complaints received during this quarter by category.

Complaint Category	No. of Complaints Received
C1: Customer Care	2
C2: Applications to Progression	3
C3: Course Related	5
C4: Services	1
C5: Facilities	1

Previous Academic Years (*for comparison*)

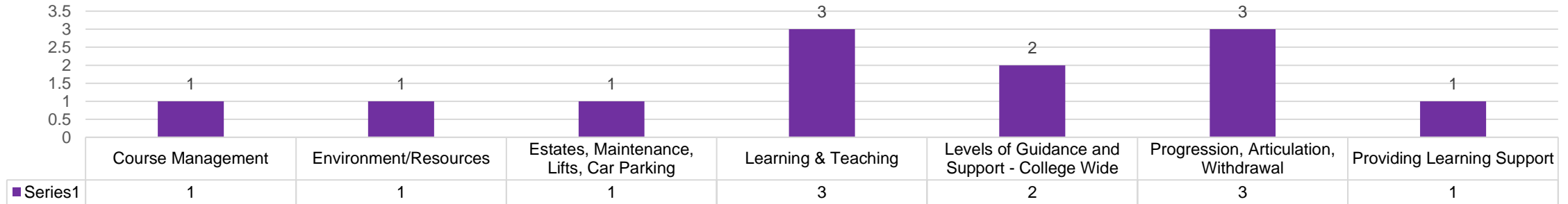
Qu 03 – AY 2022-23 Complaint Category	No. of Complaints Received
C1: Customer Care	7
C3: Course Related	2
C4: Services	1



Qu 03 – AY 2021-22 Complaint Category	No. of Complaints Received
C1: Customer Care	2
C3: Course Related	4
C4: Services	2
C5: Facilities	1

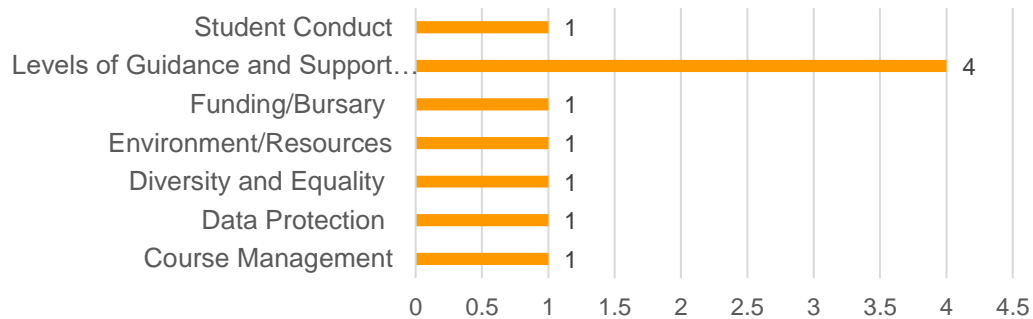
Complaints Received by Sub-Category

Quarter 03 - Complaints Received by Sub-Category

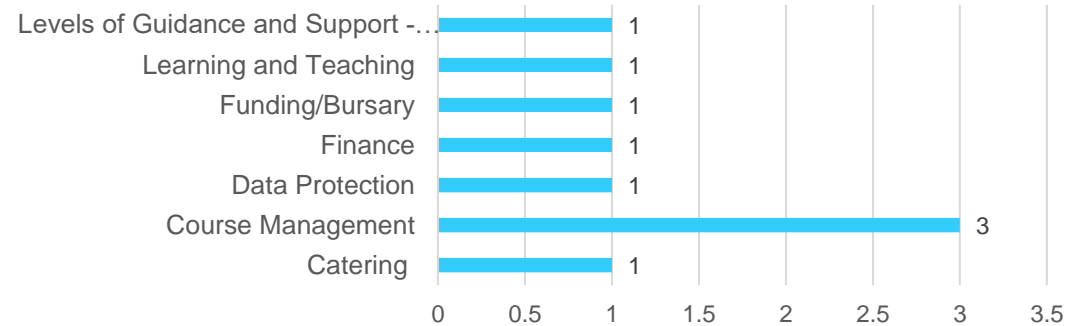


Previous Academic Years (for comparison)

Academic Year 2022-23 (Quarter 03) – Complaints Received by Sub-Category



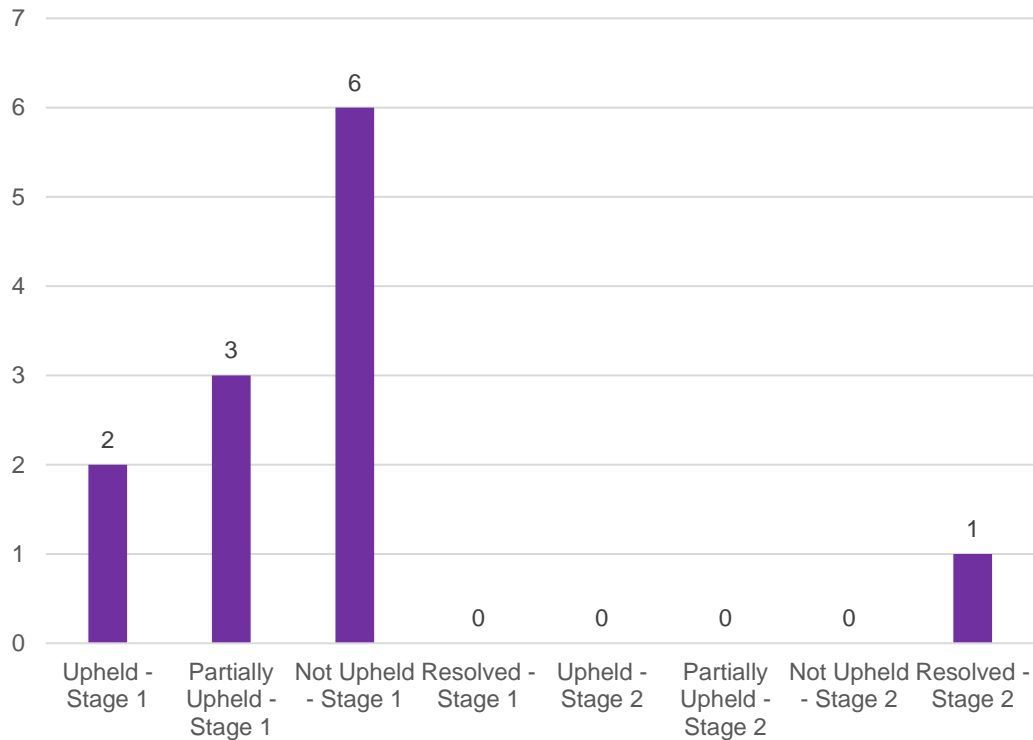
Academic Year 2021-22 (Quarter 03) Complaints by Sub-Category



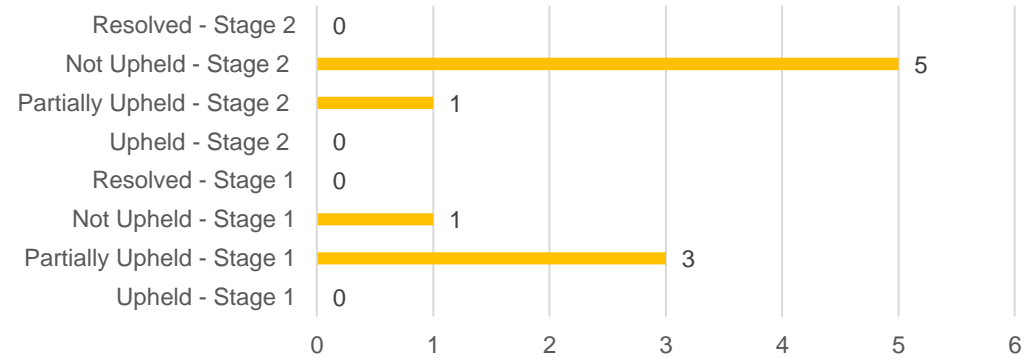
Complaint Outcomes

The Charts below represent the outcome of complaints received by stage; previous academic years included *(for comparison)*.

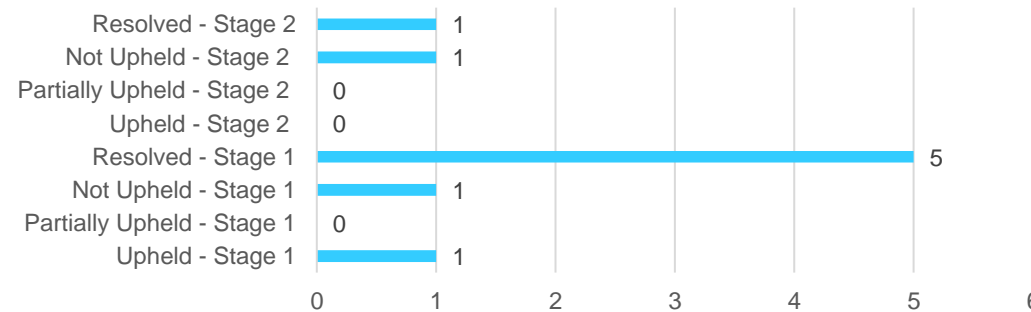
Academic Year 2023-24 - Quarter 03



Academic Year 2022-23 - Quarter 03



Academic Year 2021-22 - Quarter 03



From the complaints received in this quarter, lessons learned/actions were identified in three areas

Complaint	Lesson Learned/Actions Identified
<p>Category 2: Applications to Progression</p> <p>Concerns raised related to there being no lecturer available to deliver a unit from the commencement of block three and the impact this would have on achieving overall qualification.</p>	<p>Concerns were acknowledged and an alternative unit was timetabled to replace the existing unit. Apology issued for the inconvenience and any distress caused.</p>
<p>Category 3: Course Related</p> <p>Salon client not informed of appointment cancellation. Salon closed due to industrial action.</p> <p>Last minute changes to timetabled classes throughout teaching block.</p>	<p>Explanation provided and apology issued for inconvenience caused. Course Team to ensure learners notify clients of cancellations timeously.</p> <p>Faculty confirmed that last minute changes had occurred and apologised for the inconvenience caused. Faculty to ensure timetable changes are communicated to learners in advance as is reasonably practicable.</p>
<p>Category 5: Facilities</p> <p>No access to shower facilities at Easterhouse Campus.</p>	<p>Facilities at Easterhouse Campus are temporarily out of order due to vandalism on campus. Repairs are currently being arranged. Apology issued for inconvenience and an interim arrangement for learners to access Glasgow Life facilities as an alternative put in place.</p>