

**NOWHERE
LIKE KELVIN**

Academic Year 2024-25

Commendations and Complaints Annual Report

The College has a robust Complaints Handling Procedure (CHP) in place that mirrors the Model CHP endorsed by the Scottish Public Sector Ombudsman (SPSO). We value feedback received from learners and other stakeholders, and, as part of our continuous improvement culture, seek to learn from the feedback received and improve our processes, where appropriate to enhance the learner experience.

Complaint Stages

Stage 1: Frontline Response:

Complaints categorised as a Stage 1 complaint are usually for concerns raised that are straight forward to resolve and require little or no investigation. They can usually be resolved with an on-the-spot apology, explanation or other action to put the matter right. The timescale for responding to a Stage 1 complaint is usually provided in five working days or less, however this can be extended to ten days at peak periods throughout the academic year.

Stage 2: Investigation:

A complaint is categorised as a Stage 2 complaint, where the complainant is not satisfied with the response at frontline, or where the complaint may be complex or multi-faceted. When a Stage 2 complaint is received, we acknowledge the complaint within three working days and contact the complainant to clarify the points of concern, and the outcome sought. The timescale for responding to Stage 2 complaints is twenty working days or less following a thorough investigation of the concerns raised.

In both instances, complainants will be advised in their response how to escalate their complaint, request a review, be signposted to the SPSO or other independent organisation for external review i.e. an exam body.



Commendations:

In Academic Year (AY) 2024/25, Glasgow Kelvin College received 15 commendations. In comparison to 44 commendations received in AY 2023/24, a 66% decrease on the previous year.

Complaints:

In Academic Year 2024/25, Glasgow Kelvin College received 30 complaints, as a comparison, there were a total of 35 complaints received in academic year (AY) 2023/24, a 14% decrease on the previous year.

Stage 1 Complaints:

The response times for Stage 1 complaints, where a straightforward response was issued in line with the maximum 10-day timescale, was achieved 100% of the time.

Stage 2 Complaints:

In relation to Stage 2 complaints, a response within the 20-day timescale was achieved 100% of the time

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		AY 2024/25		AY 2023/24		AY 2022/23	
Total number of complaints received & complaints received per 100 population			%		%		%
Number of complaints Received		30	-	35	-	37	-
College Population and Number of Complaints received per 100 population		14707	0.2	15336	0.2	18191	0.2
Number of complaints closed at each stage and % of all complaints closed							
Number of complaints closed at Stage 1 and % of total closed		21	70	30	86	26	70
Number of complaints closed at Stage 2 and % of total closed		9	30	5	14	11	30
Number of complaints closed after Escalation and % of total closed		1	3	4	11	8	22
Open		0	-	0	-	0	-
Number of complaints upheld, partially upheld, not upheld or resolved at each stage and as a % of complaints closed at that stage							
Stage 1							
Number and % of complaints upheld at Stage 1		2	10	3	10	6	23
Number and % of complaints partially upheld at Stage 1		12	57	13	43	6	23
Number and % of complaints not upheld at Stage 1		4	19	13	43	12	46
Number and % of complaints resolved at Stage 1		3	14	1	4	2	8
Stage 2							
Number and % of complaints upheld at Stage 2		2	22	0	-	1	9
Number and % of complaints partially upheld at Stage 2		2	22	3	60	1	9
Number and % of complaints not upheld at Stage 2		4	44	1	20	9	82
Number and % of complaints resolved at Stage 2		1	12	1	20	0	-
Escalation							
Number and % of complaints upheld after Escalation		1	100	0	-	0	-
Number and % of complaints not upheld after Escalation		0	-	1	25	1	12
Number and % of complaints partially upheld after escalation		0	-	3	75	7	88



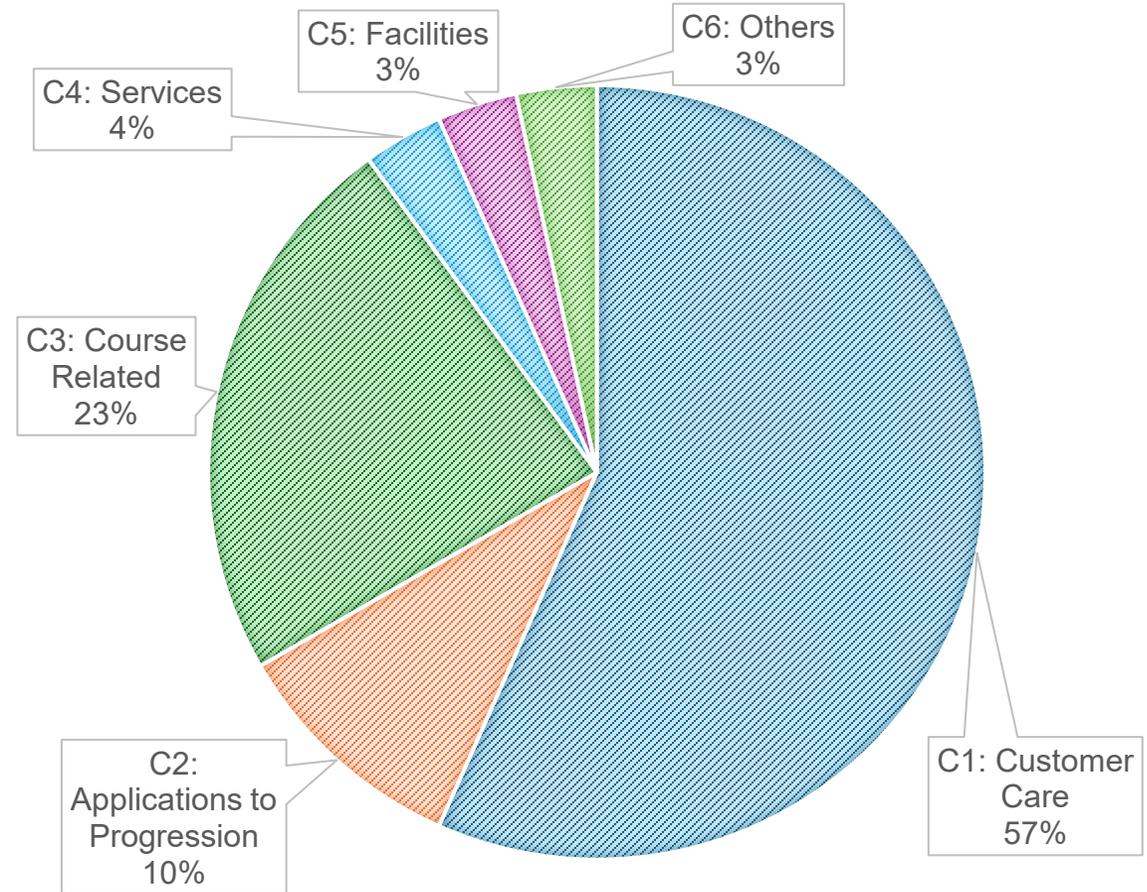
	AY 2024/25		AY 2023/24		AY 2022/23	
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	16	76	16	53	17	65
Number and % of Stage 1 complaints not closed with 5 working days	5	24	14	47	9	35
Number and % of Stage 2 complaints closed within 20 working days	9	100	3	60	5	45
Number and % of Stage 2 complaints not closed within 20 working days	0	-	2	40	6	55
Number and % of Escalated complaints closed within 20 working days	1	100	2	50	8	100
Number and % of Escalated complaints not closed within 20 working days	0	-	2	50	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)	5	100	13	93	8	31
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	1	7	1	4
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	1	50	4	35
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	1	50	2	18
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	2	100	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-



Complaints Received by Category

Categories of Complaint	No. of Complaints Received
C1: Customer Care	
Health & Safety	7
Levels of Guidance and Support - College Wide	10
C2: Applications to Progression	
Progression, Articulation, Withdrawal	3
C3: Course Related	
Assessment, Exams & Certification	4
Course Management	2
Learning & Teaching	1
C4: Services	
Library/Learning Technology	1
C5: Facilities	
Estates, Maintenance, Lifts, Car Parking	1
C6: Others	
Other*	1
TOTAL	30

COMPLAINTS AS A % OF OVERALL TOTAL

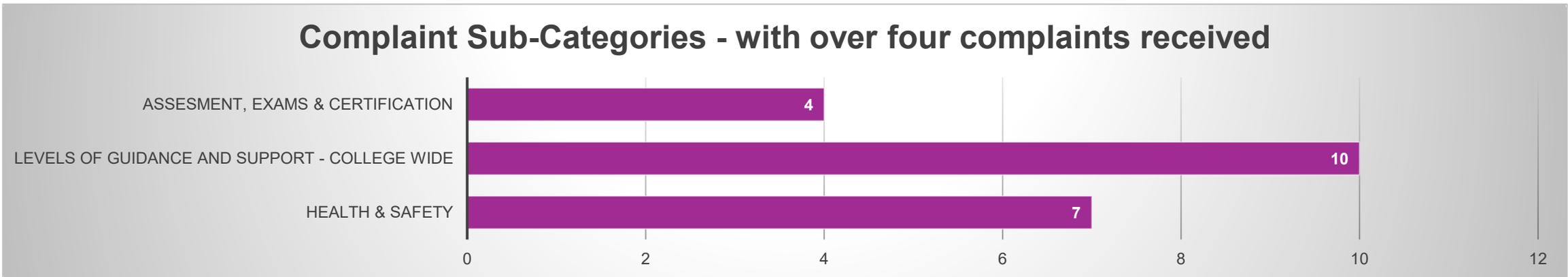


*Note: The complaint categorised under "Other" related to a tender process. Following a thorough investigation, it was confirmed that all procedures had been correctly followed, and the complaint was therefore not upheld



Complaint Sub-Categories – with over four complaints received

Categories of Complaint	No. of Complaints Received
Health and Safety	7
Levels of Guidance and Support (College-wide)	10
Assessment, Exams and Certification	4



Further detail on complaints received in these categories is as follows:



Assessment, Exams and Certification (4)

The four complaints in this category were received early in the academic year and concerned the impact of industrial action by academic staff on certification. During this period, the College implemented a range of support measures, including issuing letters of comfort to employers, universities, and other relevant bodies to assist with learners' applications. For continuing students, those holding conditional offers had their status updated to unconditional for the new academic year.

All four complaints were considered to be partially upheld.

Levels of Guidance and Support – College wide (10)

Complaints in this category centred on a perceived lack of support from staff, unclear assessment guidance, and communication challenges.

In response, the College issued apologies where appropriate, clarified assessment requirements, and implemented support plans to address individual learner needs. Opportunities for reassessment were also provided. Where areas for improvements were identified, faculty management committed to reviewing current practices and implementing enhancements through established quality assurance processes to ensure a more supportive and transparent learning environment.

The outcomes of the complaints in this category were as follows: 3 upheld, 1 partially upheld, 5 not upheld and 1 resolved.

Health and Safety (7)

All complaints received under the Health and Safety category related to a single issue; the incomplete documentation required for workshop safety, which raised concerns about a potential closure. Seven learners submitted individual complaints regarding this matter.

The College takes its health and safety obligations seriously. Learners were informed that completing the necessary forms was essential to ensure the continued safe operation of the workshop. Reassurance was provided that the workshop would remain open, and an apology was issued for any distress caused.

All seven complaints were considered to be partially upheld.

The College values all complaints and uses feedback from learners and stakeholders as a vital tool for learning and continuous improvement. Where complaints have highlighted areas for development, faculty and service team managers have reviewed relevant processes and implemented changes where appropriate.

Improvements made as a result of complaint learning include:

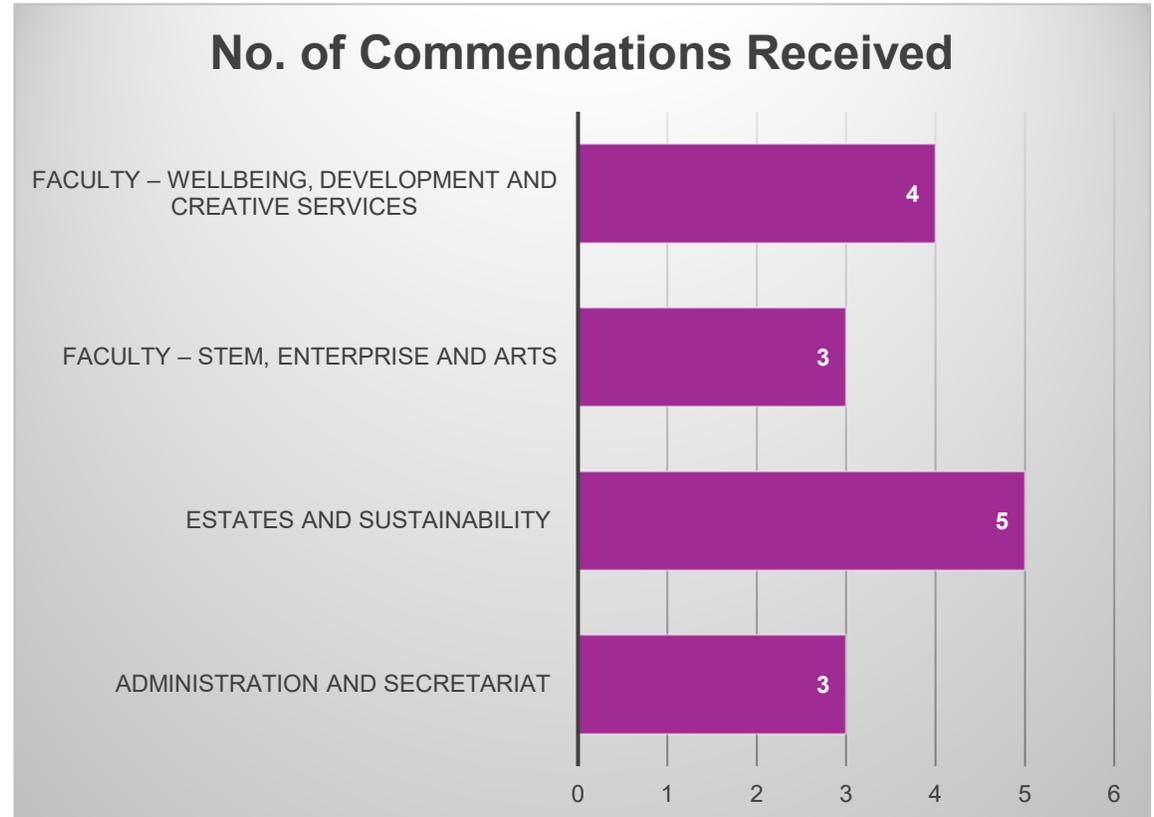
- a review of the College vehicle fleet, with new vehicles leased to minimise disruption to learning and teaching.
- enhanced communication protocols and contingency planning to ensure learners are promptly informed of changes, such as timetable adjustments.
- departmental process reviews as part of ongoing continuous improvement and quality enhancement activities.

Commendations and complaints data is regularly shared across College committees to identify trends and inform corrective actions. The College also maintains active participation in the Complaints Handling Advisory Group, facilitated by the College Development Network, where best practice is shared across the Further Education sector.

To ensure impartiality and compliance with the Complaints Handling Procedure, all complaint responses are signed off by a member of the Complaints Team under the direction of the Director of Estates and Corporate Services.

Commendations received by department:

Department:	No. of Commendations Received
Administration and Secretariat	3
Estates and Sustainability	5
Faculty – STEM, Enterprise and Arts	3
Faculty – Wellbeing, Development and Creative Services	4





Complaints Comparison Academic Years 2023/24 v 2022/23

Complaints Comparison Academic Years 2024/25 v 2023/24

