

DHD: 0800224

12 February 2024

Dear

Thank you for your request for information under the Freedom of Information (Scotland) Act (2002).

I now respond to your request as follows:

*I am writing to request answers and data in response to the following questions:*

*How many complaints has the college received about issues relating to accessibility requirements or physical disability, from when the campus opened?*

Please note, the College retains complaints data for its current academic year, plus a further five academic years in line with our Data Retention Schedule.

The College has received two complaints within the timeframes noted above.

*Of the complaints made from when the campus opened, how many:*

- *referred to building access requirements? (ie: doors, corridors, roads, fire exits)*
- *referred to material barriers to learning? (ie: wheelchair accessible desks, accessibility software, large print textbooks)*
- *Referred to other issues*

'referred to building access requirements'	1
'referred to other issues'	1

*Of the complaints made:*

- *What was the average time taken to resolve a complaint?*

17 days.

- *What was the shortest time taken to resolve a complaint?*

9 days.

- *What was the longest time taken to resolve a complaint?*

25 days.

- *With regards to the longest time taken, what was the complaint about?*

Course application.

I trust the above response meets your request for information in full.

Should you be unhappy with the College's response you may seek a review, by writing to Derek Smeall, Principal. Your grounds for seeking a review should be included in your request.

I also wish to advise you that the Scottish Information Commissioner has launched an online appeals service via their website – the link is as follows:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal).

Other contact information for the Scottish Information Commissioner is listed below:

Tel: 01334 464610

Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Thank you for your interest in the College.

Yours sincerely

Donald Higgins – Durnan  
**Corporate Support and Administration Manager**

