

Complaints Handling Quarterly Report

Academic Year 2022-23

Quarter 03: 01 February 2023 to 30 April 2023

Performance Indicators 2022-23 To Date

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu1		Qu2		Qu3	
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	14	-	7	-	10	-
College Population and Number of Complaints received per 100 population	8982	0.2	12511	0.05	17182	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	13	93	2	29	4	40
Number of complaints closed at Stage 2 and % of total closed	1	7	5	71	6	60
Number of complaints closed after Escalation and % of total closed	1	7	0	-	4	40
Open	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	5	39	0	-	0	-
Number and % of complaints partially upheld at Stage 1	1	7	1	50	3	75
Number and % of complaints not upheld at Stage 1	6	47	0	-	1	25
Number and % of complaints resolved at Stage 1	1	7	1	50	0	-
Stage 2						
Number and % of complaints upheld at Stage 2	1	100	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	0	-	1	17
Number and % of complaints not upheld at Stage 2	0	-	5	100	5	83
Number and % of complaints resolved at Stage 2	0	-	0	-	0	-
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	1	100	0	-	4	100
Number and % of complaints partially upheld after Escalation	0	-	0	-		

Performance Indicators 2022-23 To Date

Total working days and average time in working days to close complaints at each stage	Qu1		Qu2		Qu3	
Total working days and average time in working days to close complaints at Stage 1	72	6	14	7	21	5
Total working days and average time in working days to close complaints at Stage 2	28	28	108	22	185	31
Total working days and average time in working days to close complaints after Escalation	17	17	0	-	62	16
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	8	62	1	50	3	75
Number and % of Stage 1 complaints not closed with 5 working days	5	38	1	50	1	25
Number and % of Stage 2 complaints closed within 20 working days	0	-	3	60	2	33
Number and % of Stage 2 complaints not closed within 20 working days	1	100	2	40	4	67
Number and % of Escalated complaints closed within 20 working days	1	100	0	-	1	25
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	3	75
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	1	100	1	25
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100	1	50	2	33
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	1	50	4	67
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	3	75
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	1	25

Performance Indicators Qu3 Comparison

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu3 AY 2022-23		Qu3 AY 2021-22		Qu3 AY 2020-21	
		%		%		%
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	10	-	9	-	14	-
College Population and Number of Complaints received per 100 population	17182	0.06	15020	0.06	12191	0.01
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	4	40	7	78	5	36
Number of complaints closed at Stage 2 and % of total closed	6	60	2	22	9	64
Number of complaints closed after Escalation and % of total closed	4	40	0	-	1	7
Open	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	0	-	1	14	0	-
Number and % of complaints partially upheld at Stage 1	3	75	0	-	2	40
Number and % of complaints not upheld at Stage 1	1	25	1	14	3	60
Number and % of complaints resolved at Stage 1 (outcome used from AY 2021-22 onwards)	0	-	5	72		
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	1	11
Number and % of complaints partially upheld at Stage 2	1	17	0	-	2	22
Number and % of complaints not upheld at Stage 2	5	83	1	50	6	67
Number and % of complaints resolved at Stage 2 (outcome used from AY 2021-22 onwards)	0	-	1	50		
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	4	100	0	-	1	100
Number and % of complaints partially upheld after Escalation	0	-	0	-	0	-

Performance Indicators Qu3 Comparison

Total working days and average time in working days to close complaints at each stage	Qu3 AY 2022-23		Qu3 AY 2021-22		Qu3 AY 2020-21	
Total working days and average time in working days to close complaints at Stage 1	21	5	38	5	19	4
Total working days and average time in working days to close complaints at Stage 2	185	31	26	13	129	14
Total working days and average time in working days to close complaints after Escalation	62	31	0	0	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	75	4	57	5	100
Number and % of Stage 1 complaints not closed with 5 working days	1	25	3	43	0	-
Number and % of Stage 2 complaints closed within 20 working days	2	33	2	100	8	89
Number and % of Stage 2 complaints not closed within 20 working days	4	67	0	-	1	11
Number and % of Escalated complaints closed within 20 working days	1	25	0	-	1	100
Number and % of Escalated complaints not closed within 20 working days	3	75	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)	1	25	3	43	0	-
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	2	33	0	-	1	11
Number and % of Stage 2 complaints not closed within 40 working days (extension)	4	67	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	3	75	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	1	25	0	-	0	-

Complaints by Category Quarter 03

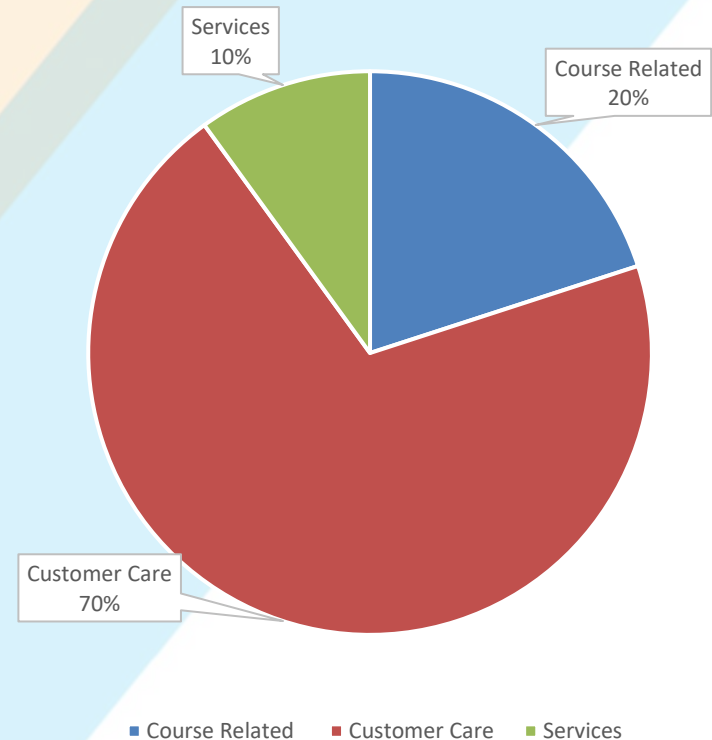
The chart shown on the right provides a breakdown of complaints received for the quarter by category.

Complaint Category	No. of Complaints Received
Course Related	2
Customer Care	7
Services	1

Previous Academic Years

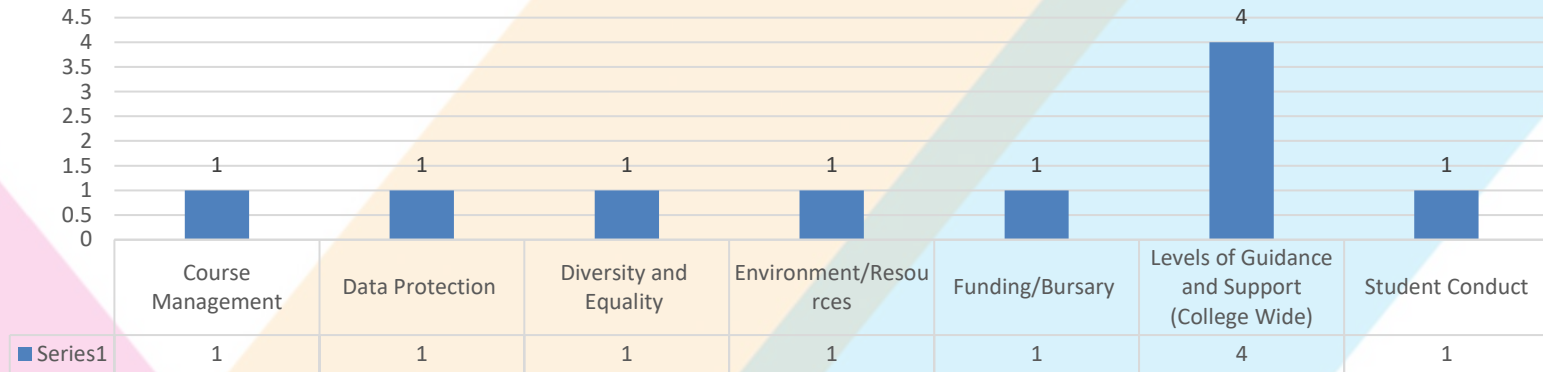
Qu3 - AY 2021-22 Category	No. of Complaints Received	Qu3 – AY 2020-21 Category	No. of Complaints Received
Customer Care	2	Applications to Progression	3
Course Related	4	Customer Care	7
Services	2	Course Related	3
Facilities	1	Services	1

Quarter 03 - Complaints by Category

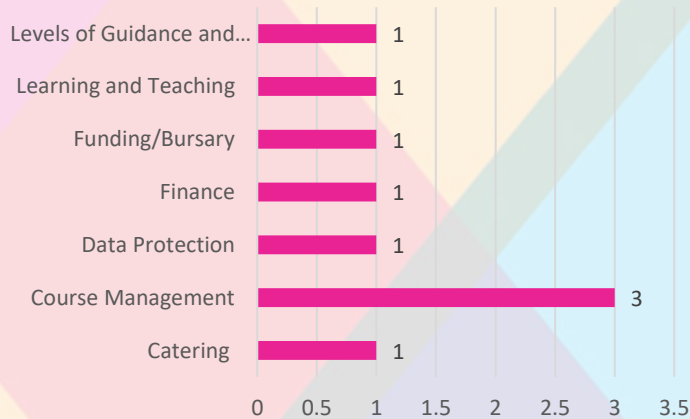


Complaints by Sub-Category

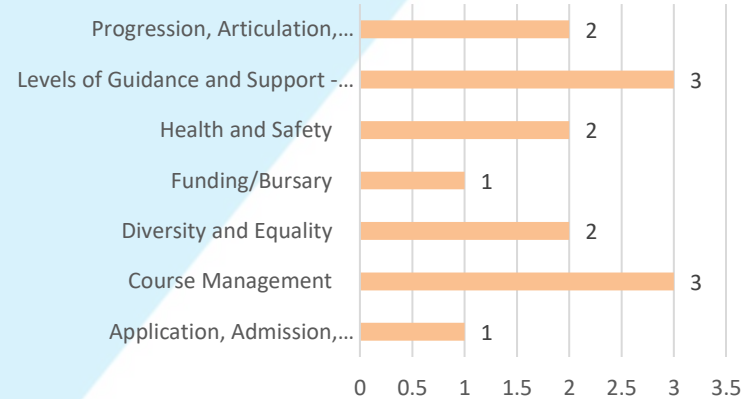
Quarter 03 - Complaints Received by Sub-Category



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



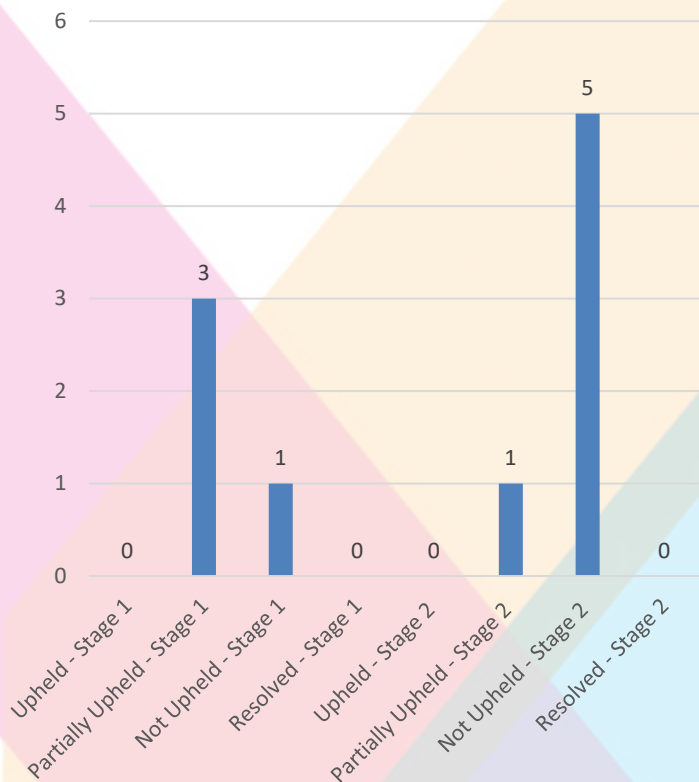
Academic Year 2020-21 (Quarter 03)
Complaints by Sub-Category



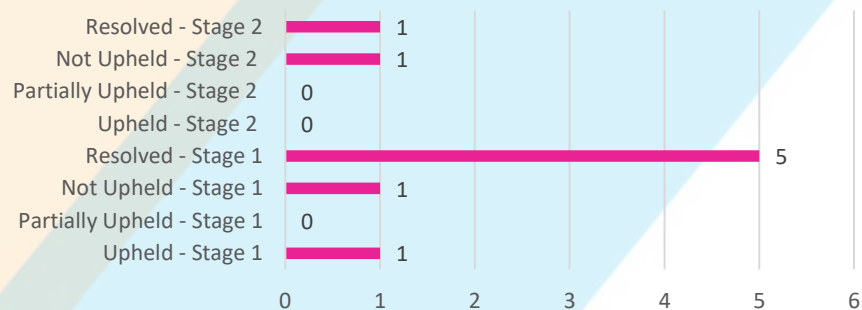
Complaint Outcomes

The charts below represent the outcome of complaints received by stage.

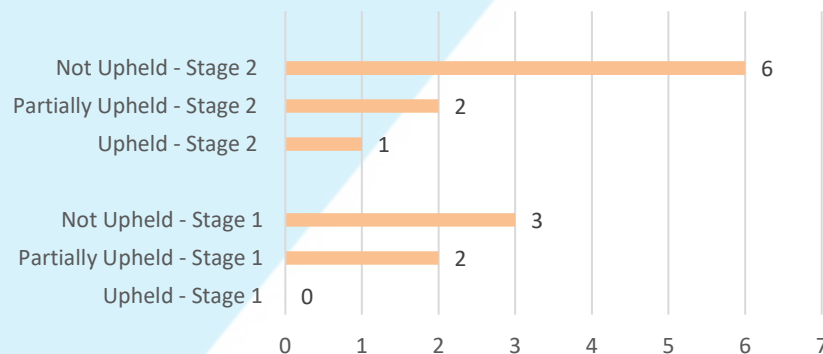
Quarter 03



Academic Year 2021-22 - Quarter 03



Academic Year 2020-21 - Quarter 03



Learning from Complaints

C1: Customer Care

In this quarter the College received seven complaints under the customer care category. Five of the complaints were considered not upheld. When a complaint is considered not upheld the College will explain our position clearly and signpost complainants for further support as required. If complainants remain dissatisfied with their response, they are informed how to escalate their complaint with the College or when the complaints process is exhausted, directed to the Scottish Public Sector Ombudsman (SPSO).

The remaining two complaints within this category were considered partially upheld. As part of the Complaints Handling Procedure, service areas identified areas for improvement/lessons learned.

Complaint	Lessons Learned
No signage in Easterhouse Campus Flexible Learning Unit (FLU) notifying service users of the need to exit by 4.30pm to allow entry for Youth Access groups.	Signage created and displayed in the FLU.
Student conduct issues - impact on neighbouring community i.e. parking, loitering and littering.	The College has been proactive in communicating to learners the requirement to be respectful of our neighbouring communities. In addition to learners agreeing to the expected behaviours laid out in our Student Charter, the College has liaised with Student Association Presidents, drafting a series of communications issued to learners via our digital campus space and email, covering expected behaviours respecting our neighbours and community spaces, awareness of parking restrictions and promotion of alternative methods of transport such as cycling or the use of public transport. Ongoing monitoring of this situation by the College will continue.