

NOWHERE
LIKE KELVIN

Academic Year 2025-26

Commendations and Complaints Annual Report

Complaints Handling Procedure (CHP)

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) 2025/26, Glasgow Kelvin College received 9 commendations. In comparison to 15 commendations received in AY 2024/25, a 40% decrease on the previous year.

Complaints:

In Academic Year 2025/26, Glasgow Kelvin College received 43 complaints. In comparison, there were a total of 30 complaints received in Academic Year (AY) 2024/25, a 43% increase on the previous year.

Stage 1 Complaints:

The College received 34 complaints which were closed at Stage 1. Response time information is summarised in the Key Performance Indicators table.

Stage 2 Complaints:

The College received 4 complaints which were closed at Stage 2. Response time information is summarised in the Key Performance Indicators table.

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS			AY 2025/26		AY 2024/25		AY 2023/24	
Total number of complaints received & complaints received per 100 population				%		%		%
Number of complaints Received			43	-	30	-	35	-
College Population and Number of Complaints received per 100 population			14597	0.3	14707	0.2	15336	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			34	79	21	70	30	86
Number of complaints closed at Stage 2 and % of total closed			4	9	9	30	5	14
Number of complaints closed after Escalation and % of total closed			5	12	1	3	4	11
Open			0	-	0	-	0	-
Number of complaints upheld, partially upheld, not upheld or resolved at each stage and as a % o complaints closed at that stage								
Stage 1								
Number and % of complaints upheld at Stage 1			11	32	2	10	3	10
Number and % of complaints partially upheld at Stage 1			4	12	12	57	13	43
Number and % of complaints not upheld at Stage 1			14	41	4	19	13	43
Number and % of complaints resolved at Stage 1			5	15	3	14	1	3
Stage 2								
Number and % of complaints upheld at Stage 2			0	-	2	22	0	-
Number and % of complaints partially upheld at Stage 2			0	-	2	22	3	60
Number and % of complaints not upheld at Stage 2			4	100	4	44	1	20
Number and % of complaints resolved at Stage 2			0	-	1	11	1	20
Escalation								
Number and % of complaints upheld after Escalation			0	-	1	100	0	-
Number and % of complaints not upheld after Escalation			5	100	0	-	1	25
Number and % of complaints partially upheld after escalation			0	-	0	-	3	75



	AY 2025/26		AY 2024/25		AY 2023/24	
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	16	47	16	76	16	53
Number and % of Stage 1 complaints not closed with 5 working days	18	53	5	24	14	47
Number and % of Stage 2 complaints closed within 20 working days	2	50	9	100	3	60
Number and % of Stage 2 complaints not closed within 20 working days	2	50	0	-	2	40
Number and % of Escalated complaints closed within 20 working days	5	100	1	100	2	50
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	2	50
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)	13	72	5	100	13	93
Number and % of Stage 1 complaints not closed within 10 working days (extension)	6	33	0	-	1	7
Number and % of Stage 2 complaints closed within 40 working days (extension)	5	100	0	-	1	50
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	1	50
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	2	100
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-



Categories of Complaint

No. of Complaints Received

COMPLAINTS AS A % OF OVERALL TOTAL

C1: Customer Care

Student Conduct
Diversity and Equality
Data Protection

4
3
2

C2: Applications to Progression

Application, Admissions, Interview, Enrolment, Induction
Progression, Articulation, Withdrawal

8
4

C3: Course Related

Assessment, Exams & Certification
Learning & Teaching
Providing Learning Support

1
10
1

C4: Services

Catering
Student Funding

3
2

C5: Facilities

Estates, Maintenance, Lifts, Car Parking
Health & Safety
Quality

1
1
1

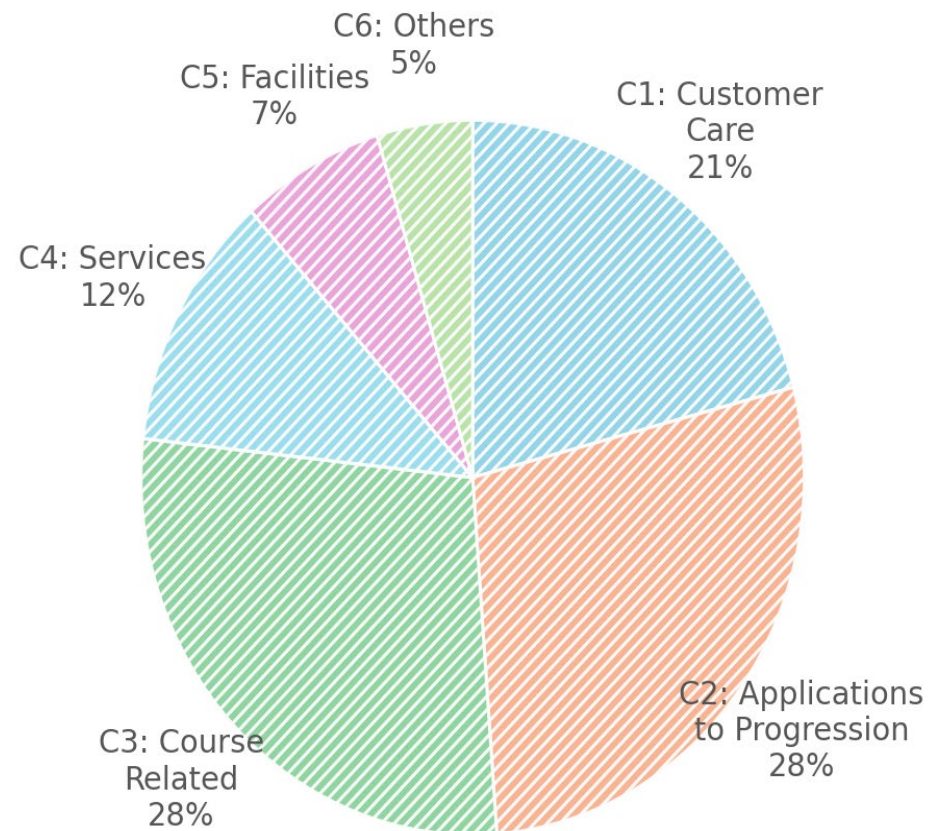
C6: Others

Other

2

TOTAL

43

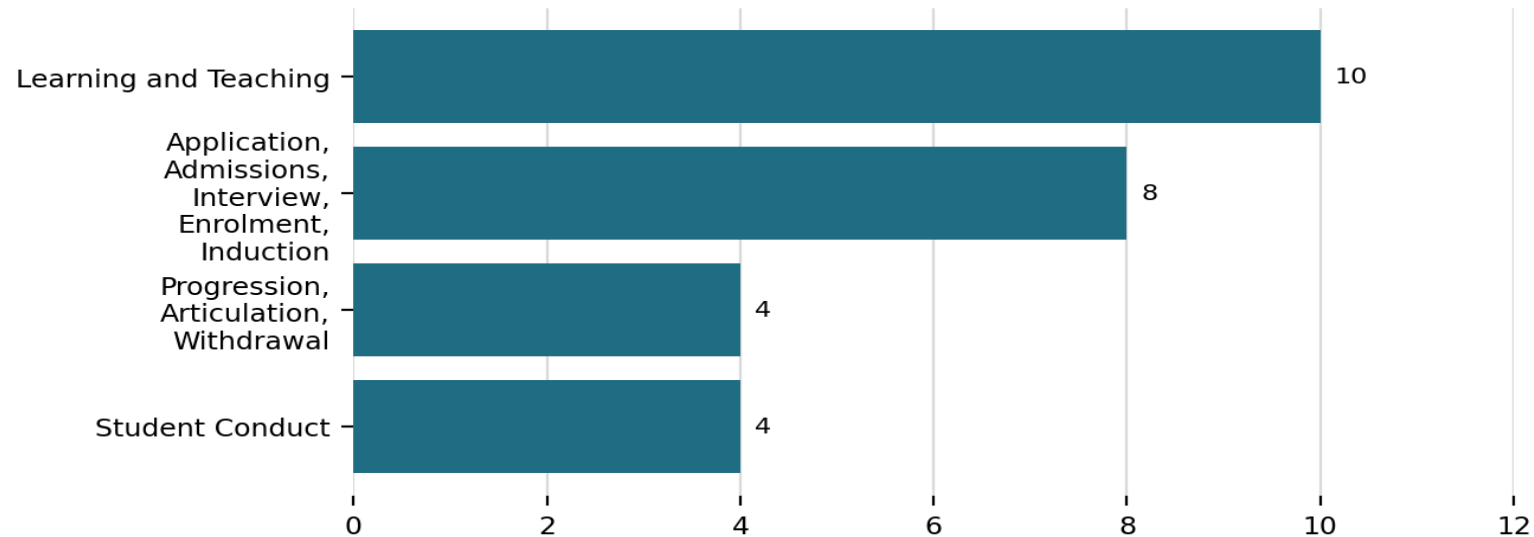




Complaint Sub-Categories – with four or more complaints received

Categories of Complaint	No. of Complaints Received
Learning and Teaching	10
Application, Admissions, Interview, Enrolment, Induction	8
Progression, Articulation, Withdrawal	4
Student Conduct	4

Complaint Sub-Categories with Four or More Complaints





Learning and Teaching (10)

The highest number of complaints received during AY 2025/26 related to Learning and Teaching. Complaints included concerns about teaching methods, assessment conditions, disruption/noise during assessments and technical issues experienced during assessment activity.

Actions identified through the quarterly reports included reviewing teaching and assessment room allocations, reinforcing guidance on appropriate assessment conditions, working with IT Services on technical issues, and ongoing monitoring to ensure improvements are sustained.

Application, Admissions, Interview, Enrolment and Induction (8)

Complaints in this area related to application, admissions and induction processes. Issues identified through the year included the need for clarity and support from the outset, particularly where students have additional support needs.



Progression, Articulation and Withdrawal (4)

Complaints in this category related to progression, articulation and withdrawal matters. The quarterly learning highlights the importance of clear communication and ensuring students understand their options before any course changes are discussed or progressed.

Student Conduct (4)

Student Conduct complaints were also recorded during the year. These complaints reinforce the importance of clear expectations, consistent communication and timely follow-up where concerns are raised.

Other complaints

Other complaints were spread across areas including: data protection, diversity and equality, student funding, catering, estates, assessment and health and safety.



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.

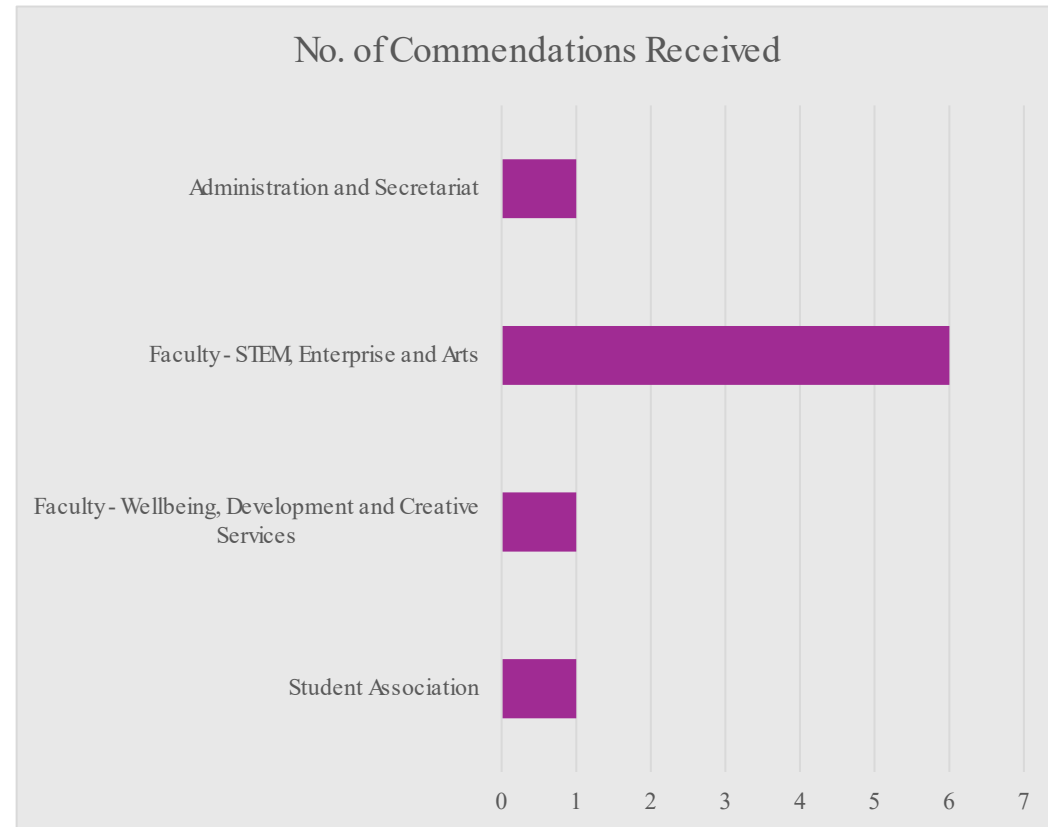
The College continues to maintain regular attendance throughout the academic year at the Complaints Handling Advisory Group meetings. These meetings are facilitated by the College Development Network, with members from across the Further Education sector considering best practice.

Improvements and actions identified during AY 2025/26 include:

- strengthening procedures so students with additional support needs receive clearer information and support from the outset;
- refining induction processes, communication expectations and procedures around course options and course changes;
- ensuring class tutors liaise with curriculum managers before discussing potential course changes with students;
- investigating learning and teaching concerns and putting plans in place to address issues raised by students;
- implementing mitigating actions following a data protection incident, including debriefing, staff training and student communication;
- reviewing assessment room allocations; reinforcing guidance on appropriate assessment conditions, working with IT Services on technical issues and monitoring improvements.

Commendations received by department:

Department:	No. of Commendations Received
Administration and Secretariat	1
Faculty – STEM, Enterprise and Arts	6
Faculty – Wellbeing, Development and Creative Services	1
Student Association	1





Complaints Comparison
Academic Years 2025/26 v 2024/25

