

**NOWHERE
LIKE KELVIN**

Academic Year 2023-24

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) 2023/24, Glasgow Kelvin College received 44 commendations. In comparison to 9 commendations received in AY 2022/23.

Complaints:

In Academic Year 2023/24, Glasgow Kelvin College received 35 complaints, as a comparison, there were a total of 37 complaints received in academic year (AY) 2022/23, a 5% 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 97% of the time.

Stage 2 Complaints:

In relation to Stage 2 complaints, a response within the 20-day timescale was achieved 60% of the time. The Complaints Handling Procedure allows complaints received at Stage 2 to be extended at 20-day intervals if required. The remaining responses (2) were delayed due to the availability of staff as a consequence of industrial action and academic holidays. In both instances, complainants were informed of the reason for delay and advised of when they should expect a response. Responses were issued timeously when staff were available. It should be noted that the CHP timescales do not take into account academic holidays.

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		AY 2023/24		AY 2022/23		AY 2021/22	
Total number of complaints received & complaints received per 100 population			%		%		%
Number of complaints Received		35	-	37	-	43	-
College Population and Number of Complaints received per 100 population		15336	0.2	18191	0.2	15503	0.3
Number of complaints closed at each stage and % of all complaints closed							
Number of complaints closed at Stage 1 and % of total closed		30	86	26	70	30	70
Number of complaints closed at Stage 2 and % of total closed		5	14	11	30	13	30
Number of complaints closed after Escalation and % of total closed		4	11	8	22	3	7
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		3	10	6	23	3	10
Number and % of complaints partially upheld at Stage 1		13	43	6	23	1	3
Number and % of complaints not upheld at Stage 1		13	43	12	46	6	20
Number and % of complaints resolved at Stage 1		1	4	2	8	20	67
Stage 2							
Number and % of complaints upheld at Stage 2		0	-	1	9	0	-
Number and % of complaints partially upheld at Stage 2		3	60	1	9	2	15
Number and % of complaints not upheld at Stage 2		1	20	9	82	6	46
Number and % of complaints resolved at Stage 2		1	20	0	-	5	39
Escalation							
Number and % of complaints upheld after Escalation		0	-	0	-	0	-
Number and % of complaints not upheld after Escalation		1	25	1	12	1	33
Number and % of complaints partially upheld after escalation		3	75	7	88	2	67

	AY 2023/24		AY 2022/23		AY 2021/22	
		%		%		%
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	53	17	65	26	87
Number and % of Stage 1 complaints not closed with 5 working days	14	47	9	35	4	13
Number and % of Stage 2 complaints closed within 20 working days	3	60	5	45	12	92
Number and % of Stage 2 complaints not closed within 20 working days	2	40	6	55	1	8
Number and % of Escalated complaints closed within 20 working days	2	50	8	100	3	100
Number and % of Escalated complaints not closed within 20 working days	2	50	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)	13	93	8	31	4	13
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	7	1	4	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	50	4	35	1	8
Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	50	2	18	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	2	100	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-



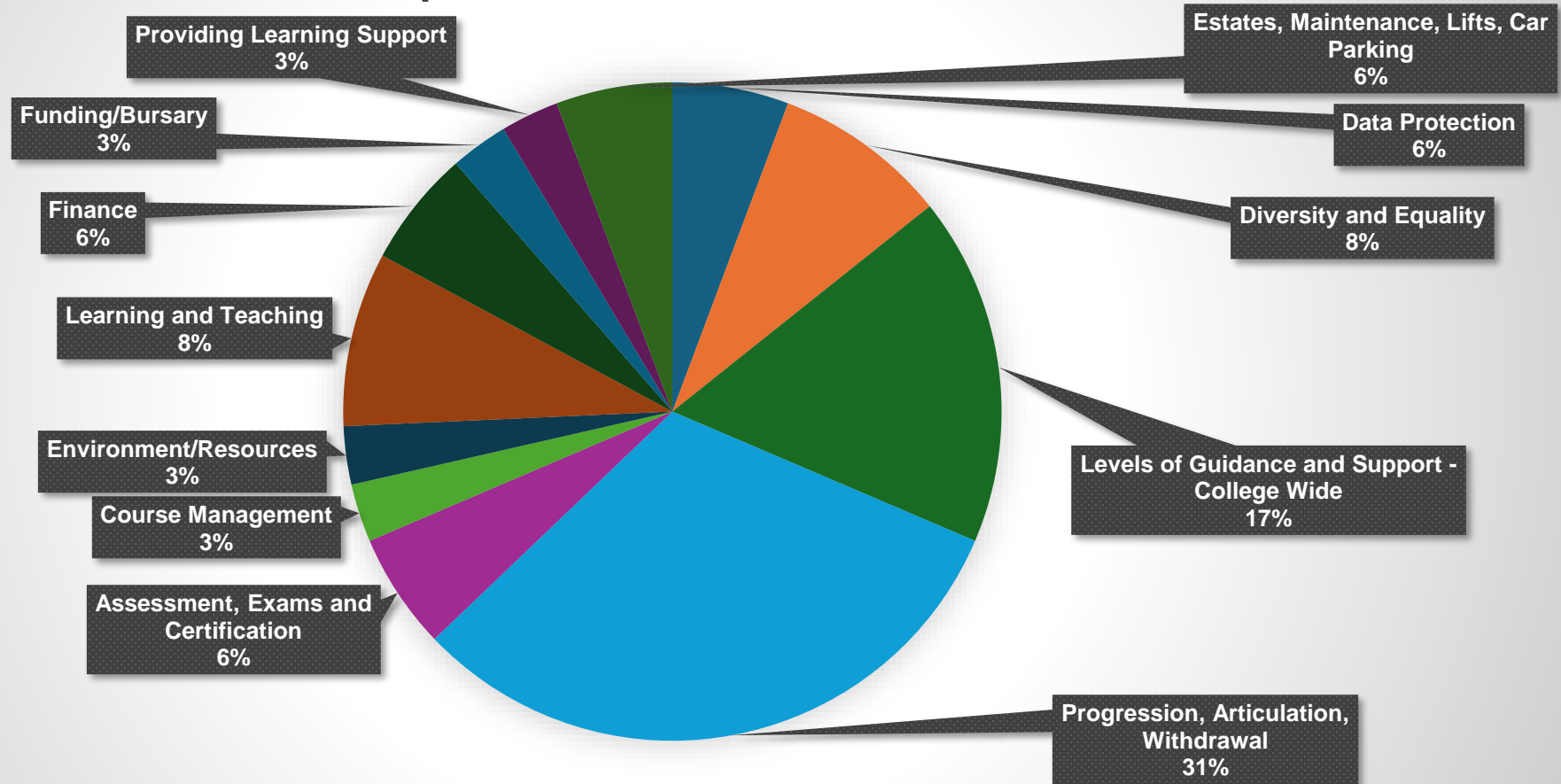
Complaints Received by Category

Categories of Complaint	No. of Complaints Received	% of Overall Total
C1: Customer Care		
Data Protection	2	6
Diversity and Equality	3	8
Levels of Guidance and Support - College Wide	6	17
C2: Applications to Progression		
Progression, Articulation, Withdrawal	11	31
C3: Course Related		
Assessment, Exams and Certification	2	6
Course Management	1	3
Environment/Resources	1	3
Learning and Teaching	3	8
C4: Services		
Finance	2	6
Funding/Bursary	1	3
Providing Learning Support	1	3
C5: Facilities		
Estates, Maintenance, Lifts, Car Parking	2	6
TOTAL	35	100



Complaints as a % of Overall Total

Complaints as a % of Overall Total

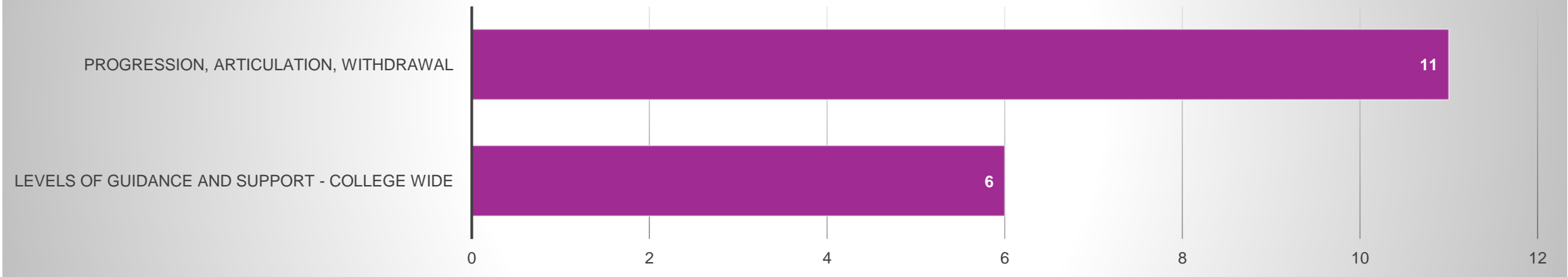




Complaint Categories – with over four complaints received

Categories of Complaint	No. of Complaints Received
Levels of Guidance and Support (College Wide)	6
Progression, Articulation, Withdrawal	11

Complaint Categories with over Four Complaints Received



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

Levels of Guidance and Support – College Wide (6)

Complaints received in this category referred to a lack of support from members of College staff. The outcome of these complaints were as follows, one complaint considered upheld, one complaint partially upheld, three not upheld and one resolved. An apology was issued to the complainant for the complaint considered upheld and this was accepted. The College continues to offer a wide range of support including learners being allocated a class tutor, timetabled guidance slots and an array of accessible services available to learners from the Student Support Services Team. Various support initiatives are also promoted throughout the academic year by Curriculum Teams and the Student Association.

Progression, Articulation, Withdrawal (11)

The complaints received in this category related to the impact of industrial action on learners' progression, concerns around the learner withdrawal process and opportunities for resits and impact on progression. The outcome of complaints received in this category were as follows: four were considered to be not upheld, one upheld and five partially upheld. In relation to the upheld complaint the faculty provided an alternative unit that would not affect the learner's final qualification/hinder their progression. To alleviate the concerns of learners who raised complaints in relation to industrial action the College provided letters of comfort, which learners could share with other institutions/employers supporting their application; these contained the learners attendance data and partial results held. For continuing learners with conditional offers, the College changed their offer status to unconditional for the new academic year.

In total, the College received 9 complaints in relation to industrial action, a relatively low number in comparison with the number of learner enrolments. The College recognised the impact of the ongoing industrial action on its learners and was proactive in issuing communications to students with regular updates and signposting to Student Support Services, minimising the disruption as practically possible.

The College values complaints received and uses the feedback from learners and stakeholders to identify learning and implement improvements to College processes. Where learning from complaints has been identified, the relevant faculty and service team managers have reviewed processes within their areas and, where appropriate, made changes.

Learning identified/improvements made include:

College online complaint form updated based on feedback received. The online form now allows users to upload documents as part of their complaint;

External contractor provided training to their staff based on feedback received;

Customer service workshop held with front of house staff (reception);

Improved signage within the Library and Resource Centre (Easterhouse Campus); and

Regular messaging issued to learners on social responsibility (actions and behaviours impacting neighbours of the College estate).

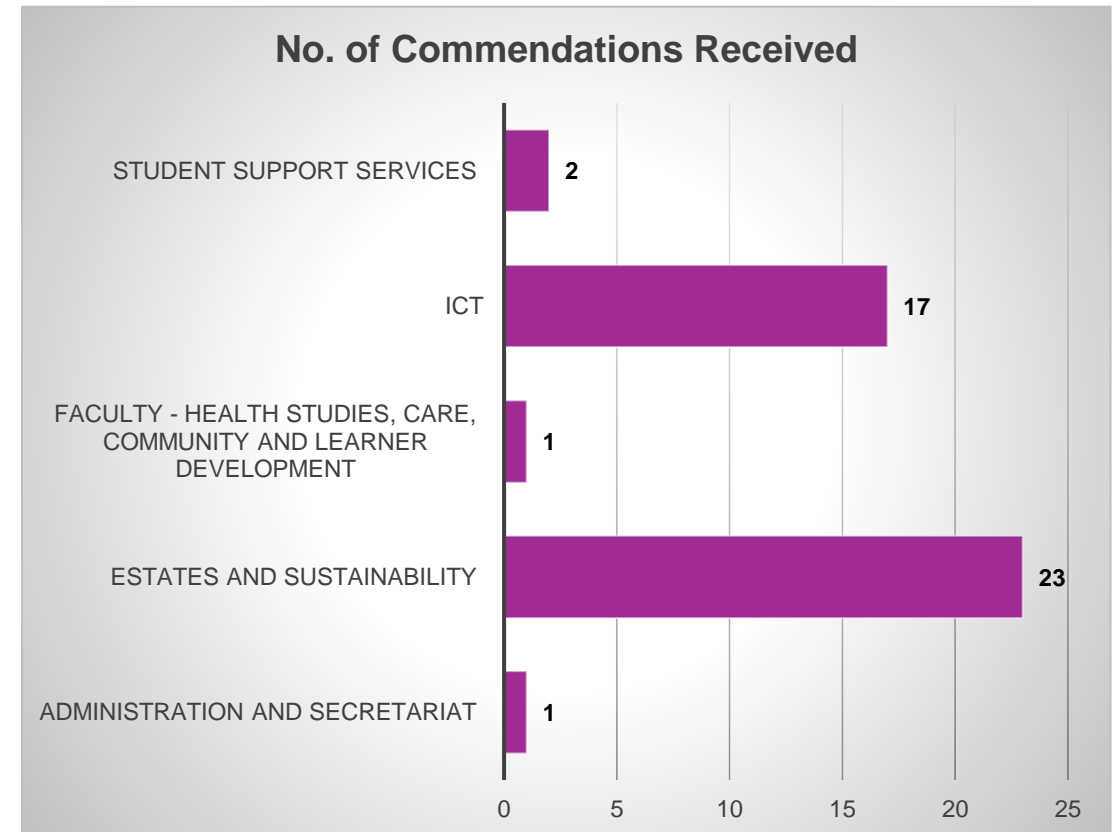
Commendations and complaints data is shared at various College committees to identify trends and implement corrective measures where appropriate.

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.

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

Commendations received by department:

Department:	No. of Commendations Received
Administration and Secretariat	1
Estates and Sustainability	23
Faculty – Health Studies, Care, Community and Learner Development	1
ICT	17
Student Support Services	2





Complaints Comparison Academic Years 2023/24 v 2022/23

