

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 1, 2023/24 Report (1st August to 31st October 2023)

January 2024

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1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2023/24 (Q1)		2023/24 (YTD)		2022/23 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	19	%	19	%	25	%
	College Population and Number of Complaints received per 100 population	25000	0.08	25000	0.08	25000	0.10
2.0	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	18	94.7%	18	94.7%	19	86.4%
	Number of complaints closed at Stage 2 and % of total closed	1	5.3%	1	5.3%	3	13.6%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%
	Open	0	0.0%	0	0.0%	3	0.0%
3.0	Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage						
	Stage 1						
	Number and % of complaints upheld at Stage 1	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 1	3	16.7%	3	16.7%	5	26.3%
	Number and % of complaints partially upheld at Stage 1	1	5.6%	1	5.6%	1	5.3%
	Number and % of complaints resolved at Stage 1	13	72.2%	13	72.2%	13	68.4%
	Stage 2						
	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 2	0	0.0%	0	0.0%	1	33.3%
	Number and % of complaints partially upheld at Stage 2	1	100.0%	1	100.0%	2	66.7%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Escalated						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%

1.0	Overall number of complaints increased by 20% from 20 to 25.
2.0	Complaints closed at Stage 1 increased by 46% from 13 to 19.

3.0	The majority of complaints (68%) were resolved at Stage 1. At Stage 2 no complaints were upheld.
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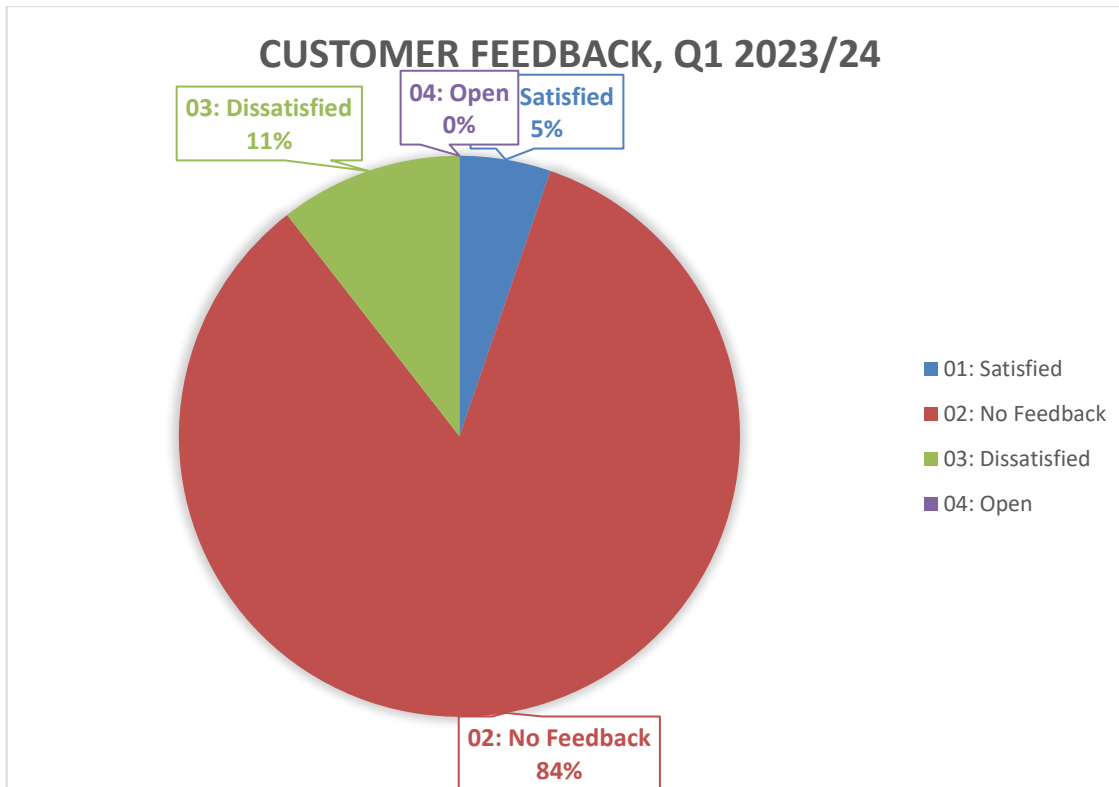
Stage 1 complaints are frontline resolution complaints requiring little or no investigation and are concluded within 5 working days. Stage 2 complaints are full investigation complaints and are concluded within 20 working days. Escalated complaints refer to complaints that have been investigated at Stage 1, but the complainant has remained unsatisfied and further investigation at Stage 2 is required.

	PERFORMANCE INDICATORS	2023/24 (Q1)		2023/24 (YTD)		2022/23 (YTD)	
4.0	Total working days and average time in working days to close complaints at each stage						
	Total working days and average time in working days to close complaints at Stage 1	69	3.8	69	3.8	64	3.4
	Total working days and average time in working days to close complaints at Stage 2	32	32.0	32	32.0	56	18.7
	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	0.0	0	0.0
5.0	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	17	94.4%	17	94.4%	18	94.7%
	Number and % of Stage 1 complaints not closed with 5 working days	1	5.6%	1	5.6%	2	10.5%
	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%	1	33.3%
	Number and % of Stage 2 complaints not closed within 20 working days	1	100.0%	1	100.0%	2	66.7%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
6.0	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	100%	1	100%	2	100%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100%	1	100%	2	100%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

4.0	The average response time of Stage 1 complaints in Q1 this year (3.8 wds) is similar to quarter 1 last year (3.4wds).
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5.0	A similar number of Stage 1 complaints were closed within 5 working days (17) when compared to the same period last year (18).
6.0	All complaints requiring an extension were closed within the extension deadline.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Upheld
2023/24 Q1	5.3%	15.8%	0%
2023/24 YTD	5.3%	15.8%	0%
2022/23 YTD	4%	15.8%	0%

- The adjacent graph shows results for YTD Q1 2023/24.
- The percentage of complainants satisfied in the manner that complaints were handled has increased to 5.3%, compared with 4% for the same period last year.

3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College website. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College website.

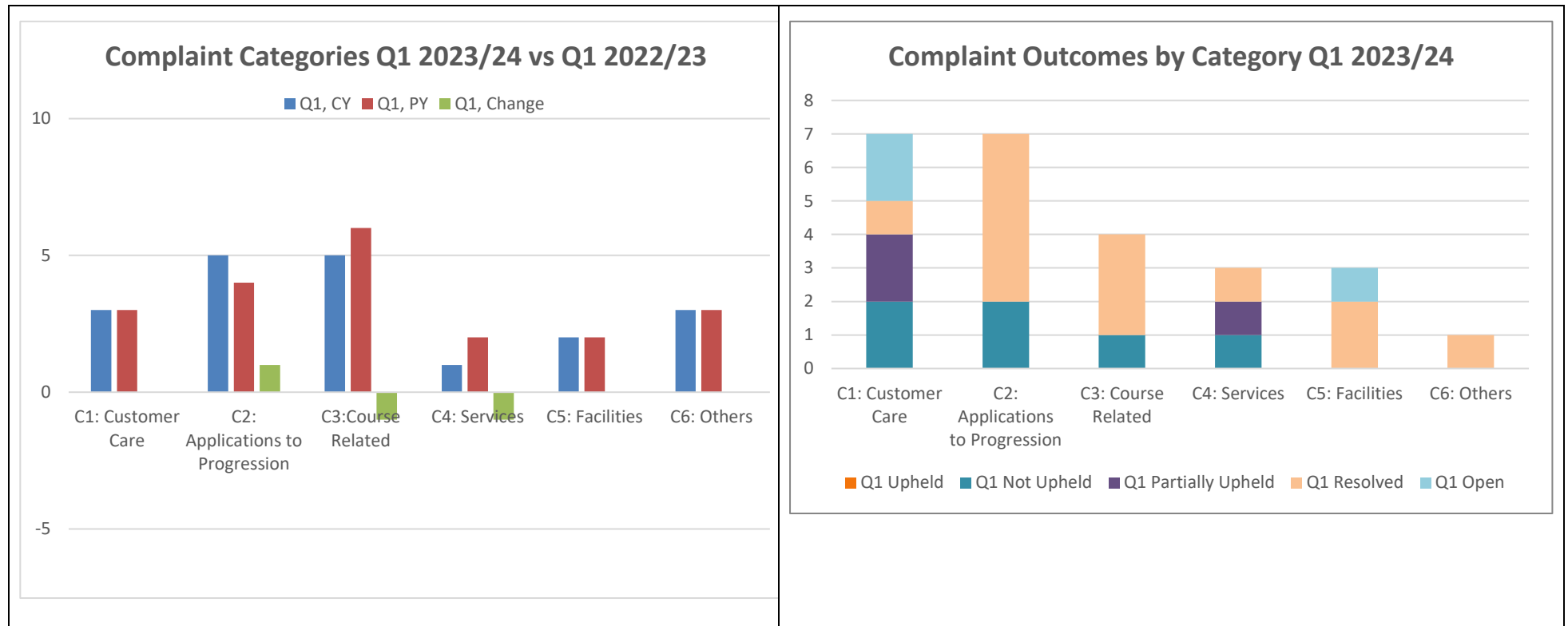
3.2 COMPLAINT CATEGORIES

The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network).

CATEGORIES	SUB-CATEGORIES
C1: Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications to Progression	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment / Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification, C3S99: Other
C4: Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc., C4S99: Other
C5: Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6: Others	C6S01: Industrial Dispute, CS602: Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

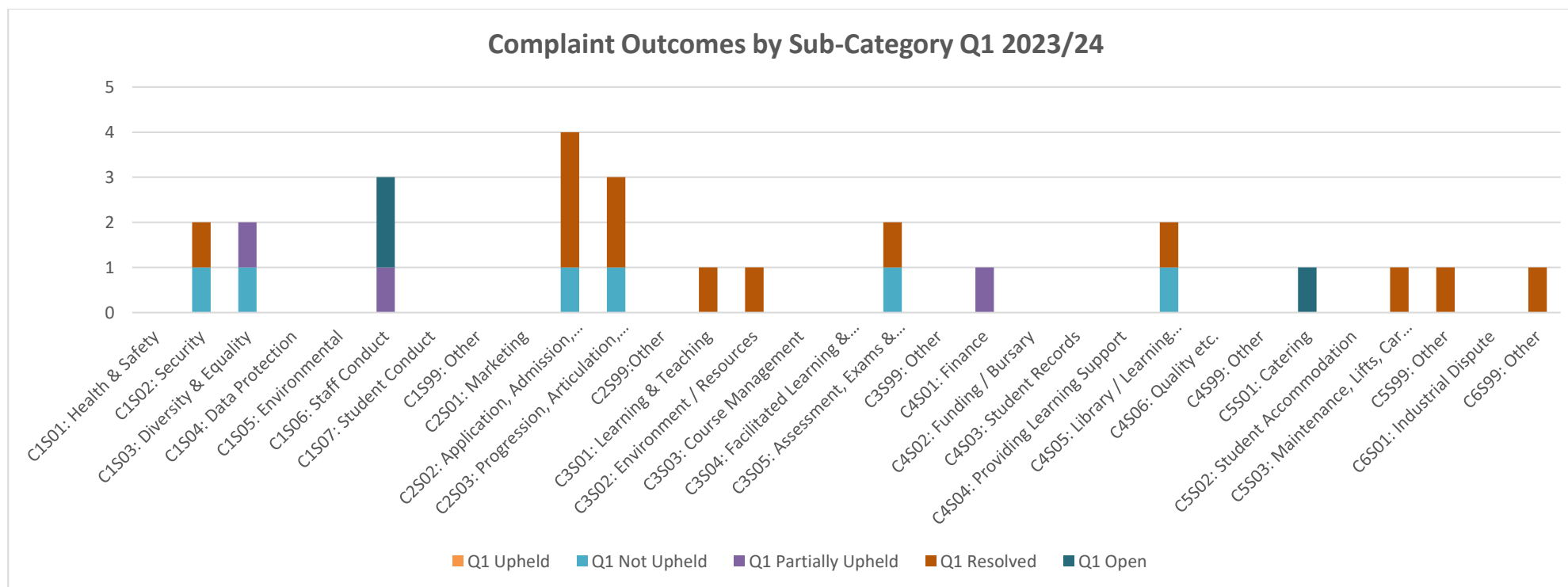
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q1 this year 19 complaints were received, 6 less than the same period of the previous year. There was an increase in the category; Applications to Progression, and a decrease in the category; Course Related.

Q1 2022/23	Customer Care	3 (16%)	Applications to Progression	5 (26%)	Course Related	5 (26%)	Services	1 (5%)	Facilities	2 (11%)	Others	3 (16%)
Q1 2021/22	Customer Care	7 (28%)	Applications to Progression	4 (16%)	Course Related	7 (28%)	Services	3 (12%)	Facilities	3 (12%)	Others	1 (4%)

There were 0 complaints upheld this quarter, 3 not upheld, 2 partially upheld and 15 resolved. Most complaints were either Applications to Progression or Course Related, representing 53% of all complaints received in Q1. Customer Care received 3 complaints, Services received 1 complaint, Facilities received 2 complaints and, 3 complaints were received for Others.



3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE Received: 3 Upheld: 0

C1S06: Staff Conduct

Some current students complained about alleged staff conduct from their lecturer that has caused upset. The complaint was resolved. The Curriculum Head met with the students and out measures in place for the students to be supported. Feedback regarding the lecturer was taken on board by the Curriculum Head.

A student within the Halls of Residence complained about the alleged conduct from a staff member who was conducting a flat visit at the time. The complaint was resolved. An apology was issued to the student and staff at the Halls of residence were reminded about the procedures of room inspections and showing respect at all times.

APPLICATIONS TO PROGRESSION Received: 5 Upheld: 0

C2S02: Application, Admission, Interview, Enrolment, Induction

The parents of a student complained as they had been chasing the college for a confirmation of enrolment e-mail which has not been received. The student had been to induction, awarded a bursary and received a timetable but did not yet have confirmation of a place on the course. Complaint was resolved. Student was given confirmation of place on the course. Faculty tweaked process to ensure this does not happen again.

COURSE RELATED Received: 5 Upheld: 0

C3S04: Facilitated Learning & Support

A parent complained that their child with severe disabilities has not been receiving the required level of support to progress at College. Complaint was partially upheld. Student has disabilities that the College were unfamiliar with, and staff therefore attended additional training for this. A Reasonable Adjustment Framework was produced by the Faculty and can be adapted for future use.

SERVICES Received: 1 Upheld: 0

C4S99: Other

A student complained that they have not yet received their student card and are unable to get through the locked barriers and have received some resistance from security staff when asking to be let through. Complaint was resolved. Issue was identified with printing of cards and will be monitored to avoid further printing issues.

FACILITIES	Received:	2	Upheld:	0
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C5S03: Maintenance, Lifts, Car Parking

Member of public complained about students alleged parking in resident bays next to Riverside Campus. Complaint was resolved. Although car parking in residential areas is out with the College, College agreed to contact police and report and increase awareness on screens on campus.

OTHERS	Received:	3	Upheld:	0
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C6S99: Other

A grandparent complained that when dropping off their grandson at the College they were shocked to see that staff and students were smoking and vaping right outside the door where disabled students get dropped off and next to the no smoking sign. Complaint was resolved. Patrols of the College grounds already take place at peak times and staff will continue to be as vigilant as they can be.