

# **CITY** OF GLASGOW COLLEGE

## Complaints Handling Procedure

Quarter 1, 2023/24 Report (1<sup>st</sup> August to 31<sup>st</sup> October 2024)

20<sup>th</sup> December 2024

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### 1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2024/25 (Q1)		2024/25 (YTD)		2023/24 (YTD)	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	11	%	11	%	19	%
	College Population and Number of Complaints received per 100 population	25000	0.04	25000	0.04	25000	0.08
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>						
	Number of complaints closed at Stage 1 and % of total closed	6	60.0%	6	60.0%	18	94.7%
	Number of complaints closed at Stage 2 and % of total closed	3	30.0%	3	30.0%	1	5.3%
	Number of Complaints closed after Escalation and % of total closed	1	10.0%	1	10.0%	0	0.0%
	Open	1	0.0%	1	0.0%	0	0.0%
3.0	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>						
	<b>Stage 1</b>						
	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	50.0%	3	50.0%	3	16.7%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	1	5.6%
	Number and % of complaints resolved at Stage 1	3	50.0%	3	50.0%	13	72.2%
	<b>Stage 2</b>						
	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	2	66.7%	2	66.7%	0	0.0%
	Number and % of complaints partially upheld at Stage 2	0	0.0%	0	0.0%	1	100.0%
	Number and % of complaints resolved at Stage 2	1	33.3%	1	33.3%	0	0.0%
	<b>Escalated</b>						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	1	100.0%	1	100.0%	0	0.0%
	Number and % of complaints partially upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

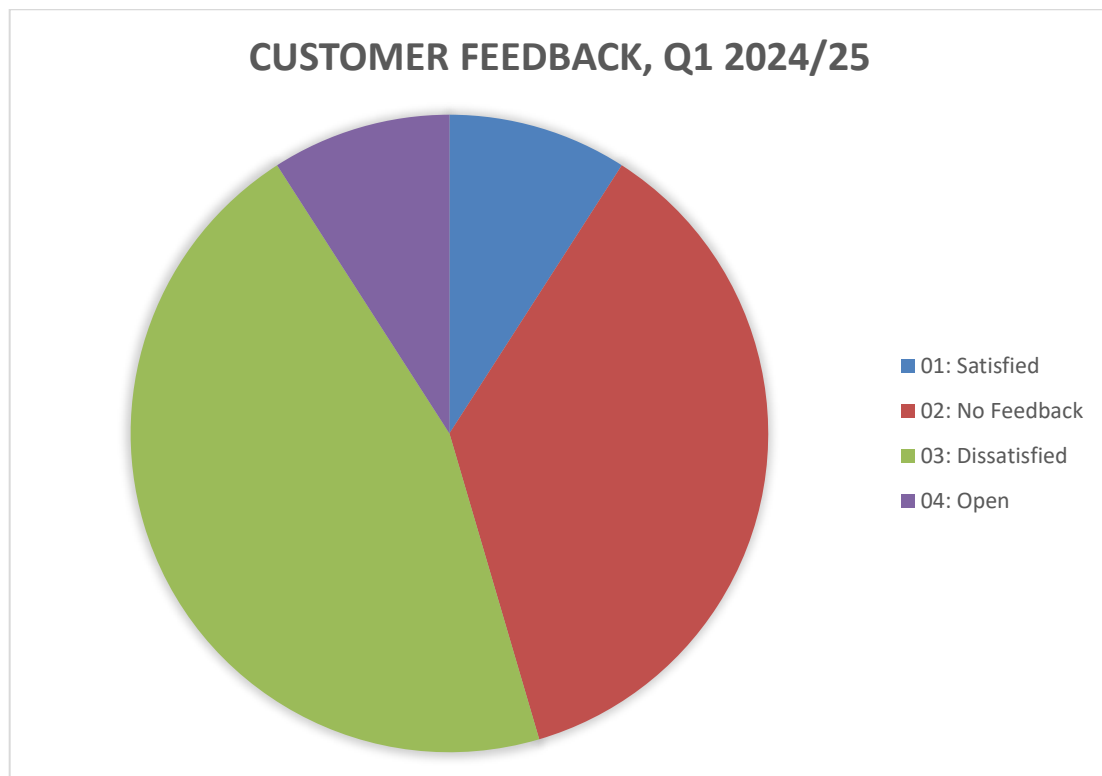
1.0	Overall number of complaints decreased by 42% from 19 to 11.
2.0	Complaints closed at Stage 1 decreased by 67% from 18 to 6.
3.0	Complaints were equally (50%) not upheld or resolved at Stage 1. At Stage 2 the majority of complaints (67%) were not upheld.

*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		2024/25 (Q1)		2024/25 (YTD)		2023/24 (YTD)	
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>						
	Total working days and average time in working days to close complaints at Stage 1	22	3.7	22	3.7	69	3.8
	Total working days and average time in working days to close complaints at Stage 2	56	18.7	56	18.7	32	32.0
	Total working days and average time in working days to close complaints after Escalation	40	40.0	40	40.0	0	0.0
5.0	<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>						
	Number and % of Stage 1 complaints closed within 5 working days	6	100.0%	6	100.0%	17	94.4%
	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	0	0.0%	1	5.6%
	Number and % of Stage 2 complaints closed within 20 working days	2	66.7%	2	66.7%	0	0.0%
	Number and % of Stage 2 complaints not closed within 20 working days	1	33.3%	1	33.3%	1	100.0%
	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	1	100.0%	1	100.0%	0	0.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>						
	Number and % of Stage 1 complaints closed within 10 working days (extension)	0	0.0%	0	0.0%	1	100.0%
	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	100.0%	1	100.0%	1	100.0%
	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)	1	100.0%	1	100.0%	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 (3.7 wds) is similar to quarter 1 last year (3.8wds).
5.0	More Stage 1 complaints were closed within 5 working days (100%) when compared to the same period last year (94.4%).
6.0	All complaints requiring an extension were closed within the extension deadline.

## 2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Upheld
2024/25 Q1	9.1%	54.5%	45.5%
2024/25 YTD	9.1%	54.5%	45.5%
2023/24 YTD	5.3%	15.8%	10.5%

- The adjacent graph shows results for YTD Q1 2024/25.
- The percentage of complainants satisfied in the manner that complaints were handled has increased to 9.1%, compared with 5.3% 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.

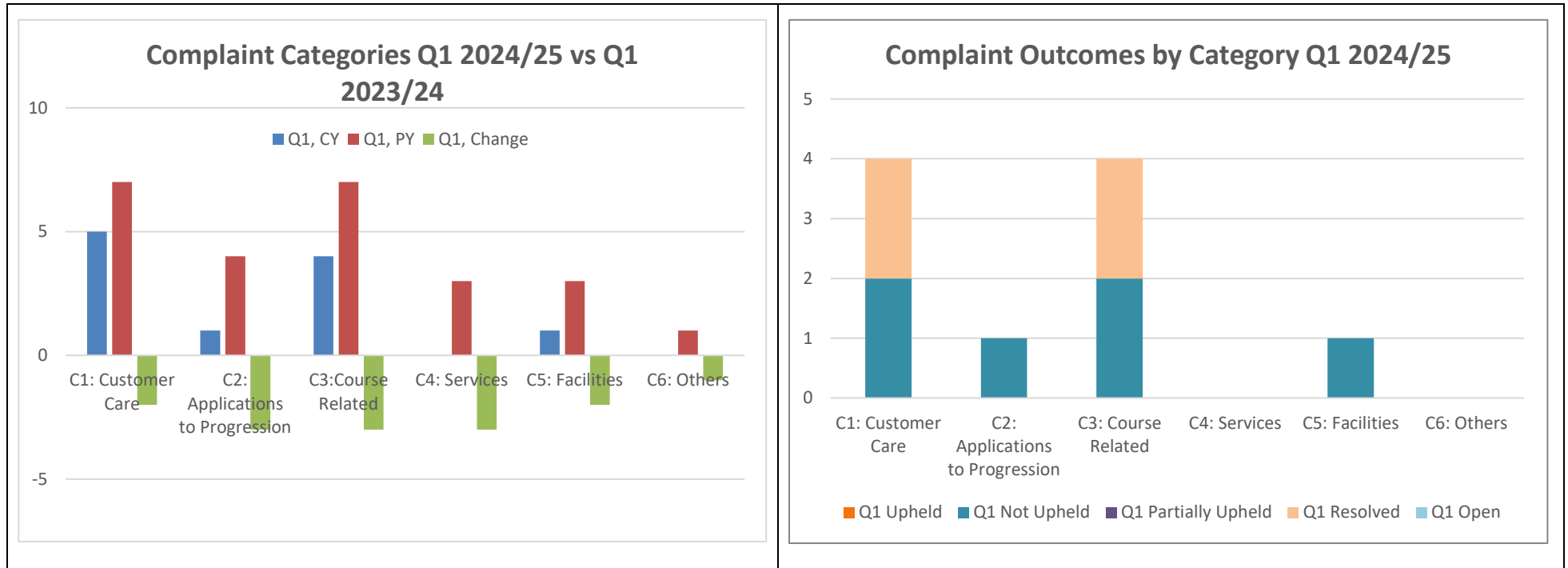
#### 3.2 COMPLAINT CATEGORIES

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**

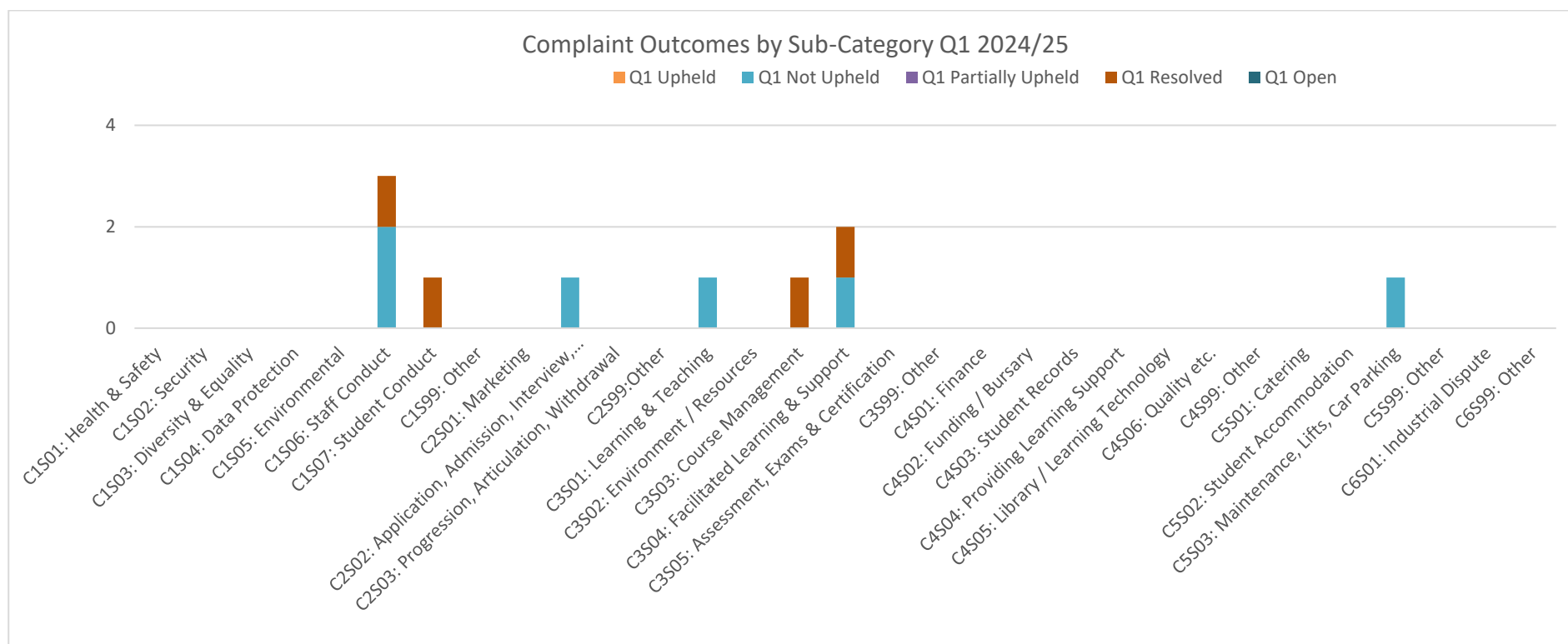
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q1 this year 11 complaints were received, 8 fewer than the same period of the previous year. There were decreases across all of the complaint categories.

There were 0 complaints upheld this quarter, 6 not upheld, 0 partially upheld and 4 resolved. Most complaints were either Customer Care or Course Related, representing 80% of all complaints received in Q1. Applications to Progression received 1 complaint, Services and Others received 0 complaints each and, 1 complaint was received for Facilities.

<b>Q1 2024/25</b>	Customer Care	5 (46%)	Applications to Progression	1 (9%)	Course Related	4 (36%)	Services	0 (0%)	Facilities	1 (9%)	Others	0 (0%)
<b>Q1 2023/24</b>	Customer Care	3 (16%)	Applications to Progression	5 (26%)	Course Related	5 (26%)	Services	1 (5%)	Facilities	2 (11%)	Others	3 (16%)



### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

**CUSTOMER CARE** Received: 5 Upheld: 0

#### C1S06: Staff Conduct

A current student complained about alleged staff conduct from the admissions team. The complaint was resolved: the head met with the student and resolved issues raised. Feedback was taken onboard.

Current student complained about being unable to progress. Complaint was not upheld: progression decision was found to not be related to issues raised by complainant. Feedback on communication was taken on board.

**APPLICATIONS TO PROGRESSION** Received: 1 Upheld: 0

#### C2S02: Application, Admission, Interview, Enrolment, Induction

Applicant complained they were given conditional offer and then were not accepted to course. Complaint was not upheld: applicant did not meet conditions of offer.

**COURSE RELATED** Received: 4 Upheld: 0

#### C3S03: Course Management

Former student complained about not yet receiving their certificate. Complaint was resolved: department communicated with student to make necessary adjustments to finalise results and therefore receive their certificate.

#### C3S04: Facilitated Learning & Support

Student complained after expecting to receive extra time for examinations, which was not granted. Complaint was resolved: department gathered necessary paperwork and achieved necessary permission for student to receive extra time going forward.

**FACILITIES** Received: 1 Upheld: 0



**C5S03: Maintenance, Lifts, Car Parking**

A student complained about being unable to access car parking spaces when arriving for evening course. Complaint was not upheld: student was arriving earlier than spaces were available. Student was advised to arrive later and concierge would look out for student arriving.