

# **CITY** OF GLASGOW COLLEGE

## Complaints Handling Procedure

Quarter 3, 2023/24 Report (1<sup>st</sup> February to 30<sup>th</sup> April 2022)

1<sup>st</sup> August 2024

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### 1. PERFORMANCE INDICATORS: P1-P6

| PERFORMANCE INDICATORS |   | 2023/24 (Q3) |       | 2023/24 (YTD) |        | 2022/23 (YTD) |       |
|------------------------|---|--------------|-------|---------------|--------|---------------|-------|
| 1.0                    | <b>Total number of complaints received &amp; complaints received per 100 population</b>                   |              |       |               |        |               |       |
|                        | Number of complaints Received   | 11           | %     | 48            | %      | 67            | %     |
|                        | College Population and Number of Complaints received per 100 population                                   | 25000        | 0.04  | 25000         | 0.27   | 25000         | 0.27  |
| 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  | 8            | 72.7% | 38            | 79.2%  | 47            | 75.8% |
|                        | Number of complaints closed at Stage 2 and % of total closed  | 3            | 27.3% | 9             | 18.8%  | 12            | 19.4% |
|                        | Number of Complaints closed after Escalation and % of total closed  | 0            | 0.0%  | 1             | 2.0%   | 3             | 4.8%  |
|                        | Open  | 0            | 0.0%  | 0             | 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  | 1            | 12.5% | 1             | 2.6%   | 1             | 2.1%  |
|                        | Number and % of complaints not upheld at Stage 1  | 1            | 12.5% | 9             | 23.7%  | 15            | 31.9% |
|                        | Number and % of complaints partially upheld at Stage 1  | 0            | 0.0%  | 1             | 2.6%   | 1             | 2.1%  |
|                        | Number and % of complaints resolved at Stage 1  | 6            | 75.0% | 27            | 71.1%  | 30            | 63.8% |
|                        | <b>Stage 2</b>  |              |       |               |        |               |       |
|                        | Number and % of complaints upheld at Stage 2  | 0            | 0.0%  | 1             | 11.1%  | 0             | 0.0%  |
|                        | Number and % of complaints not upheld at Stage 2  | 1            | 33.3% | 3             | 33.3%  | 7             | 58.3% |
|                        | Number and % of complaints partially upheld at Stage 2  | 2            | 66.7% | 4             | 44.4%  | 4             | 33.3% |
|                        | Number and % of complaints resolved at Stage 2  | 0            | 0.0%  | 1             | 11.1%  | 1             | 8.3%  |
|                        | <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  | 0            | 0.0%  | 0             | 0.0%   | 2             | 66.7% |
|                        | Number and % of complaints partially upheld after Escalation  | 0            | 0.0%  | 1             | 100.0% | 1             | 33.0% |
|                        | Number and % of complaints resolved after Escalation  | 0            | 0.0%  | 0             | 0.0%   | 0             | 0.0%  |

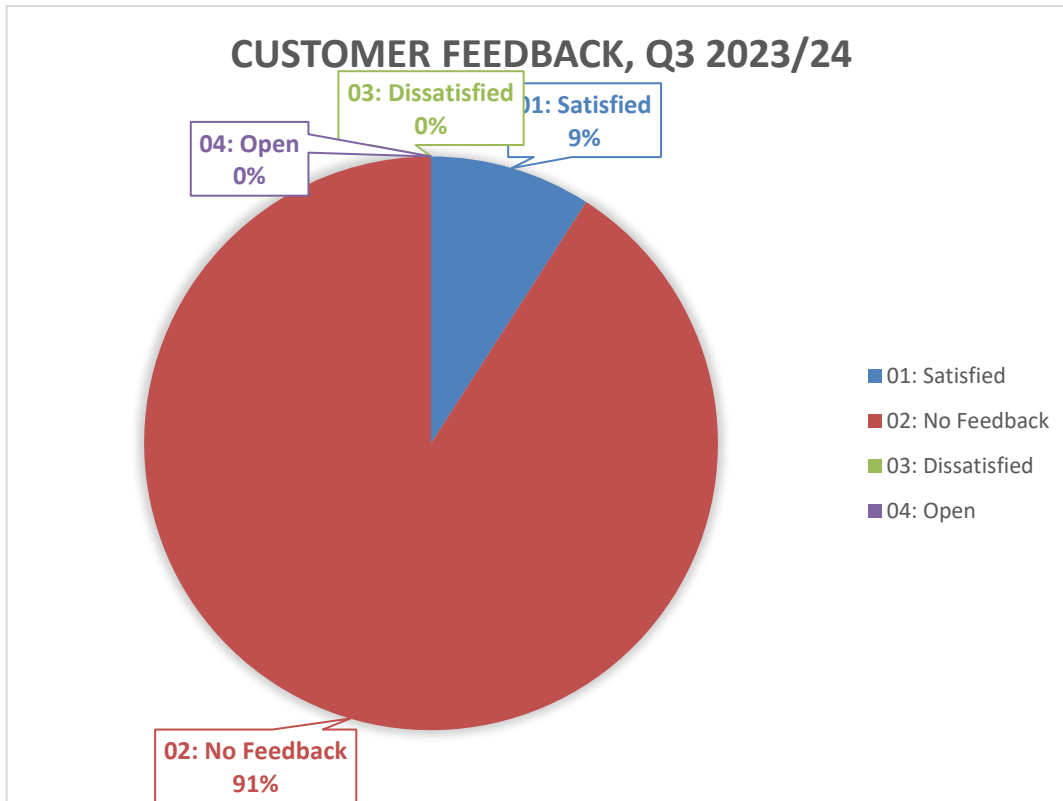
|     |  |
|-----|--|
| 1.0 | Overall number of complaints year to date has decreased by 28.4% from 67 to 48.  |
| 2.0 | Complaints closed at Stage 1 decreased from 14 in Q3 2022/23 to 8 in Q3 2022/23. Complaints closed at Stage 2 also slightly decreased from 4 in Q3 2022/23 to 3 in Q3 2023/24. Complaints closed after escalation decreased from 3 in Q3 2022/23 to 1 in Q3 2023/24. |
| 3.0 | Only one complaint at stage 1 was upheld in Q3. No complaints at stage 2 or following escalation were 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 |   | 2023/24 (Q3) |        | 2023/24 (YTD) |        | 2022/23 (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  | 44           | 5.5    | 159           | 4.2    | 176           | 3.7     |
|                        | Total working days and average time in working days to close complaints at Stage 2  | 75           | 25.5   | 253           | 28.1   | 214           | 17.8    |
|                        | Total working days and average time in working days to close complaints after Escalation  | 0            | 0      | 31            | 31.0   | 49            | 16.0    |
| 5.0                    | <b>Number and % of complaints closed within set timescales<br/>(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            | 75.0%  | 33            | 86.8%  | 44            | 93.6%   |
|                        | Number and % of Stage 1 complaints not closed with 5 working days   | 2            | 25.0%  | 5             | 13.2%  | 4             | 8.5%    |
|                        | Number and % of Stage 2 complaints closed within 20 working days  | 2            | 66.7%  | 4             | 44.4%  | 7             | 58.3.7% |
|                        | Number and % of Stage 2 complaints not closed within 20 working days  | 1            | 33.3%  | 5             | 55.5%  | 5             | 41.7%   |
|                        | Number and % of Escalated complaints closed within 20 working days  | 0            | 0.0%   | 0             | 0.0%   | 3             | 100.0%  |
|                        | Number and % of Escalated complaints not closed within 20 working days  | 0            | 0.0%   | 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)  | 2            | 100.0% | 5             | 100.0% | 4             | 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% | 5             | 100.0% | 5             | 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)  | 0            | 0.0%   | 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 Q3 this year (5.5 wds) has increased from Q3 last year (3.7 wds).  |
| 5.0 | The majority of Stage 1 complaints were closed within set timescales. Half of Stage 2 complaints were closed within the set timescales. This is indicative of the increase in complexity of complaints requiring further investigation. |
| 6.0 | All complaints requiring an extension were closed within the extension deadline.  |

**2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION**



| Session     | % Satisfied | % Feedback | % Dissatisfied |
|-------------|-------------|------------|----------------|
| 2023/24 Q3  | 9.1%        | 9.1%       | 0.0%           |
| 2023/24 YTD | 6.3%        | 16.7%      | 10.4%          |
| 2022/23 YTD | 3.2%        | 14.3%      | 10.4%          |

- The adjacent graph shows results for YTD Q3 2023/24.
- The percentage of complainants satisfied in the manner that complaints were handled has increased to 9.1%, compared with 4.8% for the same period last year. The majority of complaints (90.9%) handled in Q3 2023/24 received no feedback from the complainants.

### 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.

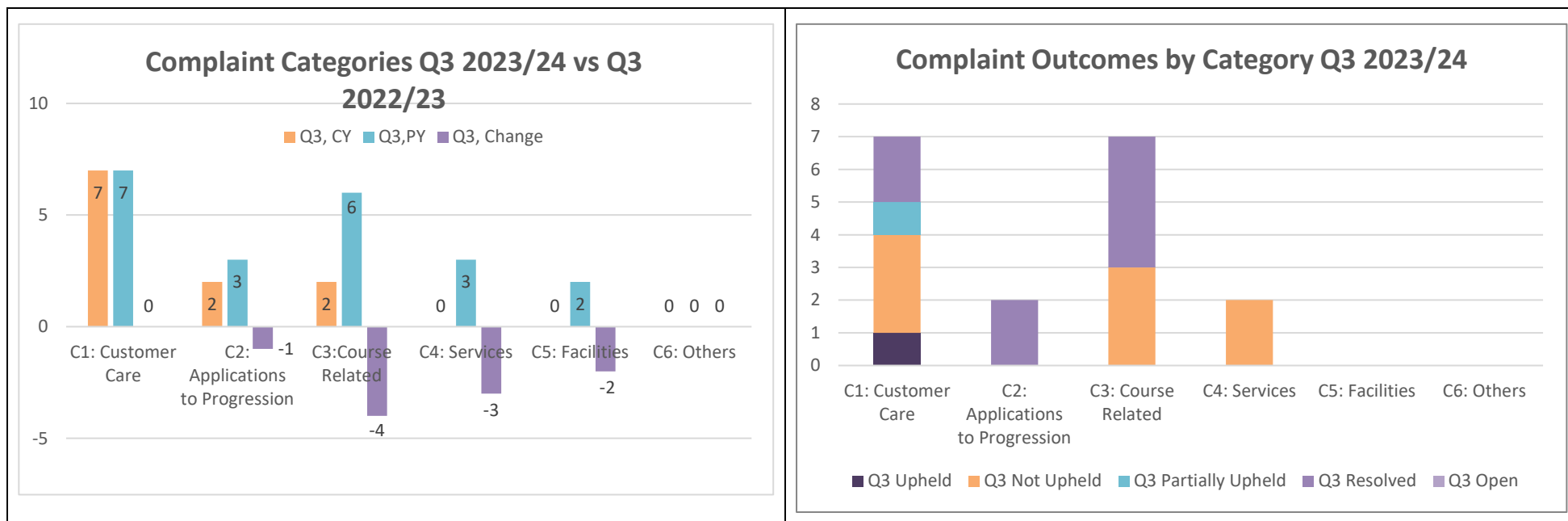
#### 3.2 COMPLAINT CATEGORIES

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

### 3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

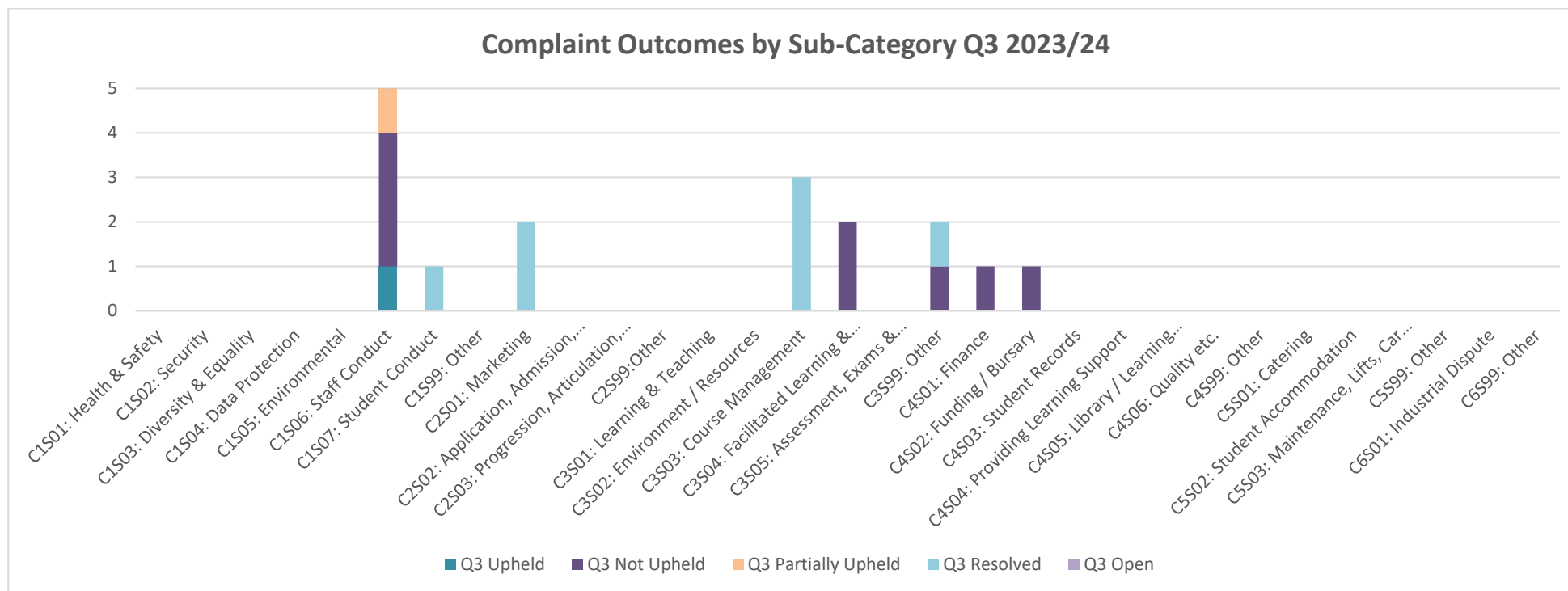
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q3 this year 11 complaints were received, 10 fewer than the same period of the previous year. There were decreases across the categories; Course Related, Services and Facilities. The number of Customer Care related complaints stayed the same as the previous year.

There was 1 complaint upheld this quarter, 2 not upheld, 2 partially upheld and 6 resolved. Most complaints were Customer Care and Course Related, representing 64% of all complaints received in Q3.

|                   |               |         |                             |         |                |         |          |         |            |         |        |        |
|-------------------|---------------|---------|-----------------------------|---------|----------------|---------|----------|---------|------------|---------|--------|--------|
| <b>Q3 2023/24</b> | Customer Care | 7 (64%) | Applications to Progression | 2 (18%) | Course Related | 2 (18%) | Services | 0 (0%)  | Facilities | 0 (0%)  | Others | 0 (0%) |
| <b>Q3 2022/23</b> | Customer Care | 7 (33%) | Applications to Progression | 3 (14%) | Course Related | 6 (29%) | Services | 3 (14%) | Facilities | 2 (10%) | Others | 0 (0%) |



### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

**CUSTOMER CARE** Received: 7 Upheld: 1

#### **C1S06: Staff Conduct**

Student complained about the nature in which their lecturer addressed their issues and the lack of help and support they received. Complaint was partially upheld: investigation found some of the issues raised were upheld and actions and recommendations were passed to faculty to action going forward.

Client of the training salon complained about lack of communication from staff and students and lack of knowledge of staff regarding their appointment. Complaint was upheld: salon was short staffed and was therefore not manned by usual informative staff. CH and Operations Manager were working to address this.

Student was frustrated by exam and assessment handling and staff turnover. Complaint was resolved: CH spoke with students and put plans in place to alleviate the issues raised for the remainder of the course.

**APPLICATIONS TO PROGRESSION** Received: 2 Upheld: 0

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

An applicant complained that they did not get a place on the course in which they applied and that they felt the e-mails they received from the College about this were confusing and dismissive. Complaint was resolved: student's application being handled by different staff and departments caused confusion. Student's record was updated, and improvements put in place to ensure decisions made by Faculties are retained centrally.

**COURSE RELATED** Received: 2 Upheld: 0

#### **C3S03: Course Related**



A student complained that the class did not have a full timetable issued for the year meaning planning was an issue. Complaint was resolved: timetable was missing elements in error, timetables were updated where possible and CH communicated the issues and resolved with the students.