



South  
Lanarkshire  
College  

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East Kilbride

# ANNUAL COMPLAINTS HANDLING REPORT

with SPSO Performance Indicators

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## 2018/19

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**COMPLAINTS PERFORMANCE INDICATORS PER QUARTER 2018-19 - SOUTH LANARKSHIRE COLLEGE**

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD	
<b>1.0</b>	Total number of complaints received & complaints received per 100 population										
<b>1.1</b>	Number of complaints Received	0		2		8		4		14	
<b>1.2/1a</b>	College Population and Number of Complaints received per 100 population	3827	0.0	4404	0.045413	4870	0.2	5177	0.1	5177	0.3
<b>2.0</b>	Number of complaints closed at each stage and as a % of all complaints closed										
<b>2.1/2a</b>	Number of complaints closed at Stage 1 and % of total closed	0	0.0%	1	50.0%	7	87.5%	4	100.0%	12	85.7%
<b>2.2/2b</b>	Number of complaints closed at Stage 2 and % of total closed	0	0.0%	0	0.0%	1	12.5%	0	0.0%	1	7.1%
<b>2.3/2c</b>	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>2.4</b>	Open	0	0.0%	1	50.0%	0	0.0%	0	0.0%	1	7.1%
<b>3.0</b>	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage										
<b>3.0</b>	Stage 1										
<b>3.1/3a</b>	Number and % of complaints upheld at Stage 1	0	0.0%	1	100.0%	3	42.9%	2	50.0%	6	50.0%
<b>3.3/3c</b>	Number and % of complaints not upheld at Stage 1	0	0.0%	0	0.0%	4	57.1%	2	50.0%	6	50.0%
<b>3.0</b>	Stage 2										
<b>3.4/3d</b>	Number and % of complaints upheld at Stage 2	0	0.0%	1	100%	1	100.0%	0	0.0%	2	100%
<b>3.6/3f</b>	Number and % of complaints not upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>3.0</b>	Escalated										
<b>3.7/3g</b>	Number and % of complaints upheld after Escalation	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100%
<b>3.9/3i</b>	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>4.0</b>	Total working days and average time in working days to close complaints at each stage										
<b>4.1/4a</b>	Total working days and average time in working days to close complaints at Stage 1	0	0.0	10	10.0	6	0.9	4	1.0	23	1.9
<b>4.2</b>	Total working days and average time in working days to close complaints at Stage 2	0	0.0	0	0.0	8	8.0	0	0.0	8	8.0
<b>4b</b>	Total working days and average time in working days to close complaints after Escalation	0	0.0	10	100.0	0	0.0	0	7.5	10	100%
<b>5.0</b>	Number and % of complaints closed within set timecales	( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)									
<b>5.1/5a</b>	Number and % of Stage 1 complaints closed within 5 working days	0	0.0%	0	0.0%	3	42.9%	4	100.0%	0	0.0%
<b>5.2/5b</b>	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	1	100.0%	4	57.1%	0	0.0%	5	41.7%
<b>5.3/5c</b>	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	100.0%
<b>5.4/5d</b>	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>5.5/5e</b>	Number and % of Escalated complaints closed within 20 working days	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100%
<b>5.6/5f</b>	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>6.0</b>	Number and % of complaints closed at each stage where extensions have been authorised										
<b>6.1/6a</b>	Number and % of Stage 1 complaints closed within 10 working days ( extension)	0	0.0%	1	100.0%	4	57.1%	0	0.0%	6	50.0%
<b>6.2/6b</b>	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>6.3/6c</b>	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0%	0	0.0%
<b>6.4/6d</b>	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>6.5/6e</b>	Number and % of Escalated complaints closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>6.6/6f</b>	Number and % of Escalated complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

**REPORTING PERFORMANCE INDICATORS (PIs)**

Indicator 1 – The total number of complaints received

Indicator 2 – Closed complaints at stage one & two

Indicator 3 – Complaints upheld/not upheld

Indicator 4 – Average times for a full response to complaints at each stage

Indicator 5 – Performance against timescales – at each stage within 5 and 20 day timescales

Indicator 6 – Number of cases where an extension is authorised

Indicator 7 – Customer satisfaction with the complaints service

Indicator 8 – Learning from complaints

**Q1** | 1/8/18 - 31/10/18  
**Q2** | 1/11/18 - 31/1/19  
**Q3** | 1/2/19 - 30/4/19  
**Q4** | 1/5/19 - 31/7/19  
**YTD** | Year to Date

COMPLAINT CATEGORY SUMMARY: BY QUARTER	Q1	Q2	Q3	Q4	2018/19
<b>C1: Customer Care</b>	0	2	4	4	10
<b>C1S01: Health &amp; Safety</b>	0	0	0	0	0
<b>C1S02: Security</b>	0	0	0	0	0
<b>C1S03: Diversity &amp; Equality</b>	0	0	0	0	0
<b>C1S04: Data Protection</b>	0	0	0	0	0
<b>C1S05: Environmental</b>	0	0	1	0	1
<b>C1S06: Staff Conduct</b>	0	1	3	3	7
<b>C1S07: Student Conduct</b>	0	1	0	1	2
<b>C1S99: Other</b>	0	0	0	0	0
<b>C2: Applications to Progression</b>	0	0	0	0	0
<b>C2S01: Marketing</b>	0	0	0	0	0
<b>C2S02: Application, Admission, Interview, Enrolment, Induction</b>	0	0	0	0	0
<b>C2S03: Progression, Articulation, Withdrawal</b>	0	0	0	0	0
<b>C2S99: Other</b>	0	0	0	0	0
<b>C3: Course Related</b>	0	0	3	0	3
<b>C3S01: Learning &amp; Teaching</b>	0	0	0	0	0
<b>C3S02: Environment/Resources</b>	0	0	0	0	0
<b>C3S03: Course Management</b>	0	0	0	0	0
<b>C3S04: Facilitated Learning &amp; Support</b>	0	0	1	0	1
<b>C3S05: Assessment, Exams &amp; Certification</b>	0	0	0	0	0
<b>C3S99: Other (Industrial Action)</b>	0	0	2	0	2
<b>C4: Services</b>	0	0	1	0	1
<b>C4S01: Finance</b>	0	0	0	0	0
<b>C4S02: Funding / Bursary</b>	0	0	0	0	0
<b>C4S03: Student Records</b>	0	0	0	0	0
<b>C4S04: Providing Learning Support</b>	0	0	0	0	0
<b>C4S05: Library / Learning Technology</b>	0	0	0	0	0
<b>C4S06: Quality etc.</b>	0	0	0	0	0
<b>C4S99: Other</b>	0	0	1	0	1
<b>C5: Facilities</b>	0	0	0	0	0
<b>C5S01: Catering</b>	0	0	0	0	0
<b>C5S02: Student Accommodation</b>	0	0	0	0	0
<b>C5S03: Maintenance, Lifts, Car Parking</b>	0	0	0	0	0
<b>C5S99: Other</b>	0	0	0	0	0
<b>C6: Others</b>	0	0	0	0	0
<b>C6S01: Others</b>	0	0	0	0	0
<b>C6S99:</b>	0	0	0	0	0

Complaint Category Summary: by Quarter	Q1	Q2	Q3	Q4	2018/19
<b>C1: Customer Care</b>	0	2	4	4	10
<b>C2: Applications to Progression</b>	0	0	0	0	0
<b>C3: Course Related</b>	0	0	3	0	3
<b>C4: Services</b>	0	0	1	0	1
<b>C5: Facilities</b>	0	0	0	0	0
<b>C6: Others</b>	0	0	0	0	0

## COMPLAINTS SUMMARY 2018-19

Summary of complaint by category/ subcategory	Upheld/not upheld	Learning from Complaints (Indicator 8)
<b>Customer Care</b> – 10 complaints. <b>Staff conduct</b> – 7 complaints	<b>Staff Conduct</b> – 4 were upheld and 3 were not upheld.	<p>For the course teams to consistently apply college policies across all groups in relation to guidance, attendance, assessment, feedback and their professional conduct. This may better support teams to handle difficult situations with students that arise later in an Academic Year. CMT has been requested to refer staff to the Complaints Handling Procedures and to remind them of the importance of the associated SPSO timelines for dealing with complaints.</p>
<b>Environmental</b> – 1 complaint regarding disruption to a neighbour due to bins being emptied during the night	<b>Environmental</b> – Upheld	<p>The Facilities team will take account of the impact on residential neighbours when making plans for on-site arrangements with contractors.</p>
<b>Student Conduct</b> - 2 complaints	<b>Student Conduct</b> – 2 were upheld	<p>The Alternative Funding team has reviewed procedures for risk assessments for student trips. They have also reviewed procedures for informing students and external referral agencies of the need for written consent from students if they wish a third party to be involved in discussions relating to their welfare.</p> <p>Where there are obvious clashes which may have arisen due to cultural differences, the associated Curriculum Manager will meet students to mediate before the students feel they need to make a formal complaint.</p>
<b>Course Related</b> – 3 complaints <b>Industrial Action</b> – 2	<b>Industrial Action</b> – Not upheld	<p>The College has reviewed how students are communicated with when there is a change to the College Calendar following publication in the Student Handbook and on the College Calendar on the website.</p>
<b>Facilitated Learning &amp; Support</b> - 1	<b>Facilitated Learning &amp; Support</b> - Upheld	<p>None</p>
<b>Services (Other) Human Resources</b> – 1 complaint relating to the recruitment procedure.	<b>Services (Other) Human Resources</b> - Not upheld	<p>All applicants will be informed that any queries relating to recruitment should be sent via the HR email address to ensure messages are picked up and dealt with promptly.</p>

**Totals:** 2018-19 = 14 Complaints.

**Totals:** 2017-18 = 11 complaints.

**Summary:** 8 Upheld. 6 Not upheld

**Summary:** 5 Upheld. 4 Not upheld. 2 Partially upheld

**INDICATOR 7: CUSTOMER SATISFACTION WITH THE COMPLAINTS HANDLING SERVICE**

The College requests formal feedback from complainants regarding their satisfaction with the complaints process. A survey is sent to complainants via a Microsoft 365 link seeking their views on the complaints process after the complaint has been dealt with and closed.

One complainant felt that their 'complaint was taken seriously', whilst 2 did not.

One complainant felt that their 'complaint was properly investigated' whilst 2 did not.

In 2018-19 there were only 3 responses received to surveys emailed to fourteen complainants.

All complainants felt that they had been 'dealt with courteously at all times'.

From the 3 responses, only one respondent confirmed they were 'aware of the complaints handling procedure before making their complaint.

Two complainants were 'happy with the time taken to respond to the complaint' and 1 did not despite the response having been made within the SPSO required timeline and the College keeping them informed of the progress of the complaint.

Two 'found it easy to access information about the procedure' and 1 did not. Whilst 2 did not find it easy to make a complaint both said they were able to get the help they required from the College to make a formal complaint.

Whilst only 3 of the 14 complainants responded to the survey there are still improvements the College can make in publicising the Complaints Handling Procedures more widely to students.

**ACTION PLAN 2018-19**

Action	By whom	Target Date/ Update/Action Completed
Complaints Handling Procedures to be added to an Operational Managers /Curriculum Managers (OM/CM) Forum Agenda to raise awareness of the procedures.	Request made by the Complaints Handler.	Completed
Publish Complaints Handling Procedure in 'SLC News'.	Information sent to Marketing the Complaints Handler for publication.	Completed

**ACTION PLAN 2019-20**

Action	By whom	Target Date/ Update/Action Completed
Publish 2018/19 Annual Complaints Handling Report on the College website following the presentation to the Development Committee of the College Board of Management on 5 November 2019.	Marketing via Complaints handler	November 2019
Store a copy of the published Report in the College Management Team shared space and share with the Student Association.	Complaints Handler	November 2019.
Publish information regarding the Complaints Handling Procedure in the Student Association Student Newsletter to raise awareness amongst the student population.	To be discussed with the Student Association President and information sent by the Complaints Handler for inclusion in the next appropriate Student Newsletter.	November 2019 for next issue.
Ensure that the Complaints Handling Procedure is included as part of Student Induction. Review as appropriate.	Complaints Handler /Head of Student Services.	November 2019.
Present 2018/19 Annual Complaints Handling Published Report to the internal OM/CM Forum Agenda for discussion of lessons learned.	Complaints Handler	January 2020.
To offer Faculty Associate Principals and Heads of Department the opportunity for the College Complaints Handler to present at Faculty/ Departmental Meetings to raise awareness and respond to any areas of concern.	DHoF Business (Complaints Handler)	November 2019.

# #BeSLCek

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