



South Lanarkshire  
College  
East Kilbride

# ANNUAL COMPLAINTS HANDLING REPORT

with SPSO Performance Indicators

**2022/2023**



**COMPLAINTS PERFORMANCE INDICATORS REPORTED FROM 1/8/2022 – 31/7/2023**

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	2	1	4	3	10					
<b>1.2</b>	College Population and Number of Complaints received per 100 population	3904	4440	4783	5505	5505	0.05%	0.02%	0.08%	0.05%	0.18%
<b>2.0</b>	Number of complaints closed at each stage and as a % of all complaints closed										
<b>2.1</b>	Number of complaints closed at Stage 1 and % of total closed	2	1	4	1	8	100%	100%	33.33%	80%	
<b>2.2</b>	Number of complaints closed at Stage 2 and % of total closed	0	0	0	1	1	0%	0%	33.33%	10%	
<b>2.3</b>	Number of complaints closed after Escalation and % of total closed	0	0	0	1	1	0%	0%	33.33%	10%	
<b>2.4</b>	Open	0	0	0	0	0	0%	0%	0%	0%	
<b>3.0</b>	Number of complaints upheld, partially upheld and not upheld at each stage as a % of complaints closed at that stage										
<b>3.1</b>	Stage 1										
<b>3.1a</b>	Number and % of complaints upheld at Stage 1	0	0	1	0	0	0%	25%	0%	13%	
<b>3.1b</b>	Number and % of complaints not upheld at Stage 1	2	1	3	1	7	100%	75%	100%	87%	
<b>3.0</b>	Number of complaints upheld, partially upheld and not upheld at each stage as a % of complaints closed at that stage										
<b>3.2</b>	Stage 2										
<b>3.2a</b>	Number and % of complaints upheld at Stage 2	0	0	0	0	0	0%	0%	0%	0%	
<b>3.2b</b>	Number and % of complaints not upheld at Stage 2	0	0	0	1	0	0%	0%	100%	0%	
<b>3.2c</b>	Number and % of complaints upheld after escalation	0	0	0	0	0	0%	0%	0%	0%	
<b>3.2d</b>	Number and % of complaints not upheld after escalation	0	0	0	1	1	0%	0%	100%	100%	
<b>3.2e</b>	Number and % of complaints partially upheld after escalation	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	10	1	22	10	43	5	1	5.5	6	
<b>4.2</b>	Total working days and average time in working days to close complaints at Stage 2	0	0	0	22	22	0%	0%	22	22	
<b>4b</b>	Total working days and average time in working days to close complaints after Escalation	0	0	0	27	27	0%	0%	27	27	
<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	2	1	3	1	7	100%	100%	100%	87%	
<b>5.2/5b</b>	Number and % of Stage 1 complaints not closed with 5 working days	0	0	1	0	1	0%	25%	0%	1%	
<b>5.3/5c</b>	Number and % of Stage 2 complaints closed within 20 working days	0	0	0	0	0	0%	0%	0%	0%	
<b>5.4/5d</b>	Number and % of Stage 2 complaints not closed within 20 working days	0	0	0	1	1	0%	0%	100%	100%	
<b>5.5/5e</b>	Number and % of Escalated complaints closed within 20 working days	0	0	0	0	0	0%	0%	0%	0%	
<b>5.6/5f</b>	Number and % of Escalated complaints not closed within 20 working days	0	0	0	1	1	0%	0%	100%	100%	
<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	1	0	1	0%	100%	0%	100%	
<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%	
<b>6.3/6c</b>	Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	0	0	1	1	0%	0%	100%	100%	
<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%	
<b>6.5/6e</b>	Number and % of Escalated complaints closed within 40 working days ( extension)	0	0	0	1	1	0%	0%	100%	100%	
<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%	

## CUSTOMER CATEGORY BY QUARTER

	Q1	Q2	Q3	Q4	2022/23
<b>C1: Customer Care</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>5</b>
C1S01: Health & Safety	0	0	0	0	0
C1S02: Security	0	0	0	0	0
C1S03: Diversity & Equality	0	1	0	0	1
C1S04: Data Protection	0	0	0	0	0
C1S05: Environmental	0	0	1	0	1
C1S06: Staff Conduct	0	0	1	2	3
C1S07: Student Conduct	0	0	0	0	0
C1S99: Other	0	0	0	0	0
<b>C2: Applications to Progression</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
C2S01: Marketing	0	0	0	0	0
C2S02: Application, Admission, Interview, Enrolment, Induction	1	0	0	0	0
C2S03: Progression, Articulation, Withdrawal	0	0	0	0	0
C2S99: Other	0	0	0	0	0
<b>C3: Course Related</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
C3S01: Learning & Teaching	0	0	0	0	0
C3S02: Environment/Resources	0	0	0	0	0
C3S03: Course Management	1	0	1		2
C3S04: Facilitated Learning & Support	0	0	0	0	0
C3S05: Assessment, Exams & Certification	0	0	0	0	0
C3S99: Other (Industrial Action)	0	0	0	0	0
<b>C4: Services</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
C4S01: Finance	0	0	0	0	0
C4S02: Funding / Bursary	0	0	1	0	0
C4S03: Student Records	0	0	0	0	1
C4S04: Providing Learning Support	0	0	0	1	1
C4S05: Library / Learning Technology	0	0	0	0	0
C4S06: Quality etc.	0	0	0	0	0
C4S99: Other	0	0	0	0	0
<b>C5: Facilities</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
C5S01: Catering	0	0	0	0	0
C5S02: Student Accommodation	0	0	0	0	0
C5S03: Maintenance, Lifts, Car Parking	0	0	0	0	0
C5S99: Other	0	0	0	0	0
<b>C6: Others</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
C6S01:	0	0	0	0	0
C6S99	0	0	0	0	0

## COMPLAINTS SUMMARY

Summary of complaint by category and subcategory	Upheld/not upheld	Learning from Complaints (Indicator 8)
<b>Customer Care (5 complaints)</b> <ul style="list-style-type: none"> <li>• Diversity &amp; Equality – 1</li> <li>• Environmental – 1</li> <li>• Staff Conduct – 3</li> </ul>	<b>Diversity &amp; Equality</b> not upheld  <b>Environmental</b> not upheld  <b>Staff Conduct</b> not upheld	<p>Raise awareness with lecturers the impact of how students may feel when difficult issues are being discussed.</p> <p>Ensure that lecturers have a greater understanding when giving feedback to students this may be perceived as negative.</p>
<b>Applications to Progression (1 complaint)</b>  Application, Admissions, Interview, Enrolment, Induction	<b>Admissions</b> not upheld	Develop a system that student applications are reviewed during lecturer holidays.
<b>Course Related (2 complaints)</b> <ul style="list-style-type: none"> <li>• Course Management – 2</li> </ul>	<b>Course Management</b> not upheld	
<b>Services (2 complaints)</b> <ul style="list-style-type: none"> <li>• Funding/Bursary – 1</li> <li>• Providing Learning Support – 1</li> </ul>	<b>Funding</b> 1 upheld  <b>Providing Learning Support</b>  1 not upheld	Ensure that students are supported to understanding funding implications
<b>Facilities</b> <ul style="list-style-type: none"> <li>• No complaints received.</li> </ul>		
<b>Others</b> <ul style="list-style-type: none"> <li>• No complaints received</li> </ul>		

Customer Category: by Quarter	Q1	Q2	Q3	Q4	2022/23
C1: Customer Care	0	1	2	2	5
C2: Applications to Progression	1	0	0	0	1
C3: Course Related	1	0	1	0	2
C4: Services	0		1	1	2
C5: Facilities	0	0	0	0	0
C6: Others	0	0	0	0	0

**YEAR ON YEAR TOTALS**

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**Totals 2021-22:** 23 complaints  
**Summary:** 19 upheld, 4 not upheld

**Totals: 2020-21:** 23 Complaints  
**Summary:** 16 upheld. 7 Not upheld.

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ld. 8 Not upheld. One Stage 2 complaint was not closed due to lack of contact from complainant.

**Totals: 2018-19:** 14 Complaints  
Not upheld. **Summary:** 8 upheld. 6

**Totals: 2017-18:** 11 Complaints  
Not upheld. 2 Partially upheld. **Summary:** 5 upheld. 4

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### INDICATOR 7: CUSTOMER SATISFACTION WITH THE COMPLAINTS

The College requests formal feedback from complainants regarding their satisfaction with the complaints process.

In 2022-2023 no feedback was received

## ACTION PLAN 2023/24

Action	By whom	Target Date/Update/Action Completed
Publish the 2022-23 Annual Complaints Handling Report on the College website following presentation to and approval by Senior Leadership Team (SLT) and the Curriculum, Quality and Development Committee (CQD) of the Board of Management	Marketing via Depute Head of Curriculum (Complaints Handler)	November 2023
Present the 2022-23 Annual Complaints Handling Published Report to SLT and Curriculum Mangers for discussion of lessons learned.	Depute Head of Curriculum (Complaints Handler).	December 2023-January 2024
Develop a robust system to collate feedback on the complaints handling process	Depute Head of Curriculum (Complaints Handler)	November 2023
Develop a mechanism to ensure that lessons learned from 2023/24 complaints are shared with curriculum and department teams	Depute Head of Curriculum (Complaints Handler)	October 2023 January 2024 April 2024 June 2024
Review the Complaints Handling Policy and Procedure to reflect the change in college structure with the Vice Principal Learning Teaching and the Student Experience	Depute Head of Curriculum (Complaints Handler).	January to April 2024
Attend curriculum and departmental meetings to raise awareness of any changes to Complaints Handling Policy and Procedure	Depute Head of Curriculum (Complaints Handler).	May to June 2024





## **COMPLAINTS HANDLING REPORT 2022/23**