



South
Lanarkshire
College

East Kilbride

ANNUAL COMPLAINTS HANDLING REPORT

with SPSO Performance Indicators

2019/20

COMPLAINTS PERFORMANCE INDICATORS PER QUARTER FOR THE YEAR 2019-20

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1	Q2	Q3	Q4	YTD						
1.0	Total number of complaints received & complaints received per 100 population											
1.1	Number of complaints Received	6	7	3	4	20						
1.2/1a	College Population and Number of Complaints received per 100 population	4355	0.1	4889	0.1	5177	0.1	5319	0.1	5319	0.4	0.0
2.0	Number of complaints closed at each stage and as a % of all complaints closed											
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	6	100.0%	6	85.7%	2	66.7%	4	100.0%	18	90.0%	0.0%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	14.3%	0	0.0%	0	0.0%	1	5.0%	0.0%
2.4	Open	0	0.0%	0	0.0%	1	33.3%	0	0.0%	1	5.0%	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage as a % of complaints closed at that stage											
3.0	Stage 1											
3.1/3a	Number and % of complaints upheld at Stage 1	4	66.7%	3	50.0%	1	50.0%	2	50.0%	10	56%	0.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	2	33.3%	3	50.0%	1	50.0%	2	50.0%	8	44%	0.0%
3.0	Stage2											
3.4/3d	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
3.0	Escalated											
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	100.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	100.0%	0.0%
4.0	Total working days and average time in working days to close complaints at each stage											
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	4	0.7	4	0.7	10	5.0	6	1.5	0	0.0	0.0
4.2	Total working days and average time in working days to close complaints at Stage 2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0.0
4b	Total working days and average time in working days to close complaints after Escalation	0	0.0	22	100.0	0	0.0	0	7.5	22	22.0	0.0
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)											
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	6	100.0%	5	83.3%	0	0.0%	2	50.0%	0	0.0%	0.0%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	1	16.7%	2	100.0%	2	50.0%	0	0.0%	0.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
5.4/5d	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%	0.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	100.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	100.0%	1	100.0%	0	0.0%	2	200.0%	0.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised											
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	0	0.0%	1	16.7%	2	100.0%	2	50.0%	0	0.0%	0.0%
6.2/6b	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%	0.0%
6.3/6c	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%	0.0%
6.4/6d	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%	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	50.0%	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	50.0%	0.0%

REPORTING PERFORMANCE INDICATORS (PIs)

Indicator 1 – The total number of complaints received

Indicator 2 – Closed complaints at stage one and stage 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	01/8/19 - 31/10/19	= 4355
Q2	01/11/19 - 31/01/20	= 4889
Q3	01/02/20 - 30/04/20	= 5177
Q4	01/05/20 - 31/07/20	= 5319
YTD	Year to Date	

CUSTOMER CATEGORY BY QUARTER

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

Customer Category: by Quarter	Q1 - 1/8/19 - 31/10/19
C1: Customer Care	0
C2: Applications to Progression	3
C3: Course Related	3
C4: Services	0
C5: Facilities	0
C6: Others	0

COMPLAINTS SUMMARY 2019-20

Summary of complaint by category/ subcategory	Upheld/not upheld	Learning from Complaints (Indicator 8)
Customer Care – 4 complaints Staff Conduct – 3 complaints Health & Safety (wellbeing) – 1 complaint	Staff Conduct – 2 upheld and 1 is still open as a Stage 2 investigation Health & Safety (wellbeing) – not upheld	<p>For the course teams to consistently apply college policies 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.</p> <p>CLT will refer staff to the Complaints Handling Procedures and remind them of the importance of the SPSO timelines for dealing with complaints.</p>
Applications to Progression – 5 complaints Admissions – 4 complaints Withdrawal – 1	Admissions – 3 upheld and 1 not upheld Withdrawal – Not upheld	<p>Course teams to consider wider reasons for poor attendance when students apply for progression and to discuss this with them as part of the application for progression process.</p>
Course Related – 8 complaints Learning & Teaching – 1 Course Management – 1 Facilitated Learning & Support – 3 Assessment	Learning & Teaching – Upheld Course Management - Upheld Facilitated Learning & Support - 1 upheld and 2 not upheld Assessment – 1 upheld and 2 not upheld	<p>Course teams were reminded of the importance of communicating clearly with students regarding appeals and the potential for timetable changes throughout the year.</p> <p>Course teams were reminded of the importance of consistently applying Learning Development recommendations.</p>
Services – 1 complaint Finance – 1	Finance – Not upheld	<p>For the College to take account of student's individual circumstances before implementing debt collection procedures.</p>
Facilities – 2 complaints Car parking	Car Parking – 1 upheld and 1 not upheld	<p>The Facilities team will continue with spot check campaigns and will sticker the cars of those who park in disabled parking bays.</p>

Totals: 2019-20 = 20 Complaints
Totals: 2018-19 = 14 Complaints
Totals: 2017-18 = 11 Complaints

Summary: 11 Upheld. 8 Not upheld. One Stage 2 complaint is still open
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 Forms link seeking their views on the complaints process after the complaint has been dealt with and closed.

In 2019-20 six responses were received from surveys emailed to fifteen complainants.

One complainant was aware of the Complaints Procedure before they needed to make a complaint and five were not aware.

Four complainants reported it was easy to access information about the College complaints process and two reported it was not easy.

Three complainants found it easy to make my complaint and three did not find it easy.

Four complainants were able to get help in making my complaint as required and two were not.

Three complainants felt their complaint was taken seriously and three did not.

Three complainants felt their complaint was thoroughly investigated and three did not.

Four complainants were satisfied with the time taken to respond to their complaint and two were not.

Three complainants say the response received addressed the content of their complaint and three did not.

Five complainants were always dealt with courteously and one was not.

There are only 3 comments relating to the Complaints Handling Process:

1. I called to discuss the response as I wasn't satisfied, and I was told it would be looked into and no one called me back
2. Dealt with in professional manner
3. Happy with how it was handled and outcome.

Whilst only 6 of the fifteen 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 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 DHoF Business (Complaints Handler).	Completed. November 2019.
Store a copy of the published Report in the College Management Team shared space and share with the Student Association.	DHoF Business (Complaints Handler).	Completed. 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 DHoF Business (Complaints Handler) for inclusion in the next appropriate Student Newsletter.	Completed November 2019. Information set to SA. SA to publish information on 'How to make a complaint' in their next issue.
Ensure that the Complaints Handling Procedure is included as part of Student Induction. Review as appropriate.	DHoF Business (Complaints Handler) / Head of Student Services.	Completed. November 2019. Included in Student Induction.
Present 2018-19 Annual Complaints Handling Published Report to the internal OM/CM Forum Agenda for discussion of lessons learned.	DHoF Business (Complaints Handler).	Completed. 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).	Partially Completed with only two support functions and one Faculty taking up the offer. November 2019. This action will be carried forward and strengthened for 20-21.

ACTION PLAN 2020-21

Action	By whom	Target Date/Update/Action Completed
Publish the 2019-20 Annual Complaints Handling Report on the College website following presentation to and approval by the Board of Management in December 2020.	Marketing via DHoF Business (Complaints Handler).	By the end of December 2020.
Discuss and plan ways to raise awareness of the Complaints Handling Procedure amongst the student population with the Student Association.	DHoF Business (Complaints Handler) and the Student Association.	By the end of January 2021.
Present the 2019-20 Annual Complaints Handling Published Report to internal groups for discussion of lessons learned.	DHoF Business (Complaints Handler).	January to March 2021.
The DHoF Business (Complaints Handler) to attend Faculty/ Departmental meetings to raise awareness of complaints handling.	DHoF Business (Complaints Handler).	January to April 2021.
The DHoF Business (Complaints Handler) to form a Short Life Working Group (SLWG) to consult on adopting the revised SPSO Further Education Model Complaints Handling Procedure where there is scope to insert permitted additional detail to the SPSO procedure prior to the agreed date of implementation by colleges across the sector.	DHoF Business (Complaints Handler). Membership of the SLWG to include: JNC and the Student Association as well as a range of levels of participation across the College.	This is dependant on whether an extension to the 1 April 2021 date is agreed to by the SPSO to the preferred date by the college sector of August 2021.
Publish and launch the revised Further Education Model Complaints Handling Procedure to raise awareness across the college community and on the College website.	DHoF Business (Complaints Handler), Marketing Team, Student Association.	April or August 2021.
Organise and carry out any agreed awareness raising and required training activities arising from the work of the SLWG in relation to the revised Further Education Model Complaints Handling Procedure.	DHoF Business (Complaints Handler) and HR Team (CPD).	April or August 2021.





COMPLAINTS HANDLING REPORT 2019/20