



**Dumfries and
Galloway College**

One step ahead

COMPLAINTS HANDLING REPORT QUARTER 1, 21-22

Performance Team

November 2021

A dark, blue-tinted background image showing the silhouette of a building and a wind turbine against a lighter sky.

Table of Contents

The Purpose of the Report.....	2
Background to the Report.....	2
The Report.....	3
Performance Indicators P1 – P8.....	3
Complaints by Category.....	8
Complaints by Sub-Category.....	8
Scottish Public Services Ombudsman (SPSO).....	9

Complaints Handling Report Quarter 1 2021–2022

1. The Purpose of the Report

The purpose of the report is to provide a summary of our performance in handling complaints effectively, resolving complaints quickly and identifying areas for improvement when our service is found to be below expectation.

2. Background to the Report

The College is required to comply with the Scottish Public Services Ombudsman (SPSO) complaints handling procedure and report annually on its performance in handling complaints. This analysis includes statistics showing the volume and type of complaint as well as key performance details.

3. The Report

The report covers the period August 2021 to October 2021. In this period there were five frontline complaints (Stage 1) and one complaint requiring a full investigation (Stage 2).

2020–2021 Performance Indicators 1 – 8

Indicator One: Learning from complaints

Service delivery improvements

By recording and analysing complaints data we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

Following complaints received in Academic Year 2021–22, Quarter 1 service delivery will be improved in the following areas:

👉 Communication/Student Records

To ensure parents/guardians are copied into email/correspondence when this requirement has been requested student's records are to be updated accordingly. College processes were amended and a flag on the student viewer highlights this to all staff.

👉 Communication/Admissions

Regular monitoring of departmental voicemails to ensure no messages are missed, especially during the summer months when there is minimum staffing. This complaint arose after a parent was unable to contact staff in the Admissions Department to confirm details of her son's college place.

👉 Services/Other (Transport)

At the start of next academic session ensure that information on the College's student digital id card facility is issued to all transport providers. If all drivers are aware that both digital and physical cards are acceptable there should be no instances when students are refused access to buses or asked for payment.

Indicator Two: The total number of complaints received

2	Quantitative Indicator	
	Number of complaints received	6
	Number of complaints received per 100 population as a %	0.18%

Indicator Three: The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days

3	Quantitative Indicator	No.	%
3.1	Number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full	4	80%
3.2	the number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full	0*	0%
3.3	the number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation.	0	0%

*One Stage 2 complaint open at the time of reporting (complaint received 29.10.21)

Indicator Four: The average time in working days for a full response to complaints at each stage

Quantitative Indicator		Average time in working days
4.1	Average time in working days to respond to complaints at stage 1	2.8 days
4.2	Average time in working days to respond to complaints at stage 2	0 days *
4.3	Average time in working days to respond to complaints after escalation	0 days

*One Stage 2 complaint open at the time of reporting (complaint received 29.10.21)

Indicator Five: The outcome of complaints at each stage

	Quantitative Indicator	Upheld	Partially upheld	Not upheld	Resolved**
5.1	Number of complaints as a % of all complaints closed at stage 1	60%	0%	0%	40%
5.2	Number of complaints as a % of all complaints closed at stage 2 *	0%	0%	0%	0%

5.3	Number of complaints as a % of all complaints closed after escalation	0%	0%	0%	0%
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*One Stage 2 complaint open at the time of reporting (complaint received 29.10.21)

**A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld

Indicator Eight: Customer satisfaction with complaints process

To ensure compliance with the College Complaints Handling Procedure we request feedback from complainants regarding their satisfaction with the service they received, and not the circumstances or outcome of their actual complaint.

They are asked to evaluate the service considering the following points:

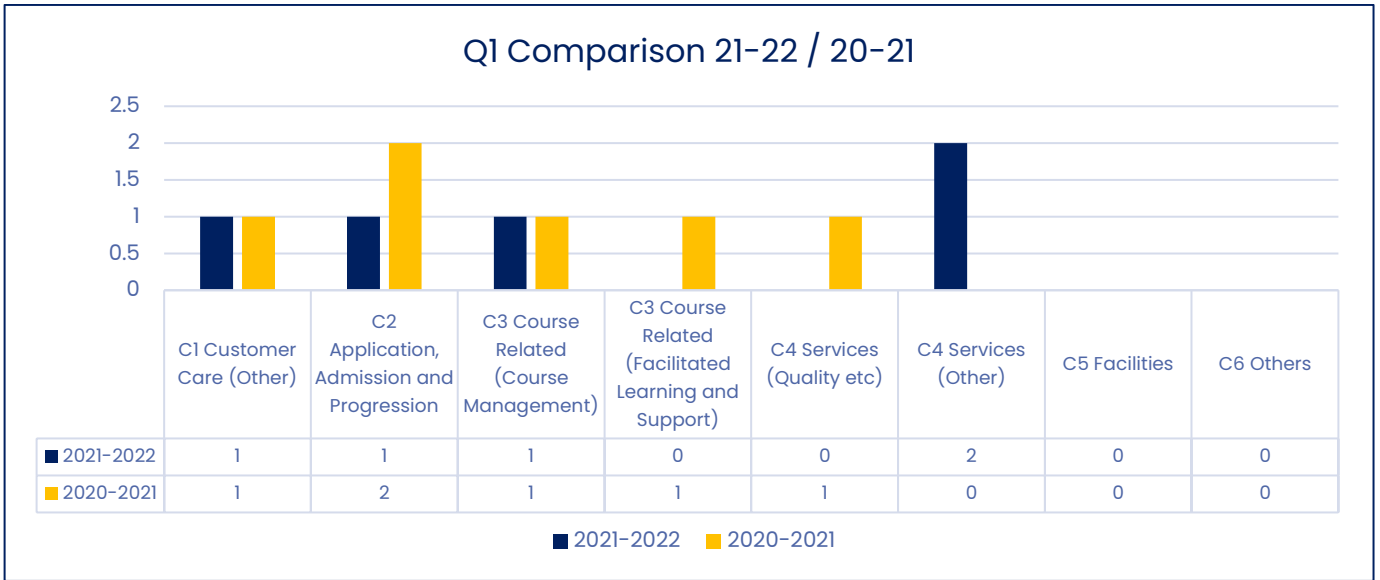
- Whether the complaints process was easy to access
- Whether they received a prompt acknowledgement of their complaint
- Whether their complaint was thoroughly investigated
- Whether they received a fair and clear response and within an appropriate timescale
- Whether they were dealt with courteously at all times

In Quarter 1 2020-21 there were two responses received (40% of complainants) who indicated they were satisfied with how their complaint had been dealt with. One complainant noted that her complaint was dealt with quickly, efficiently and was resolved.

Key Observations

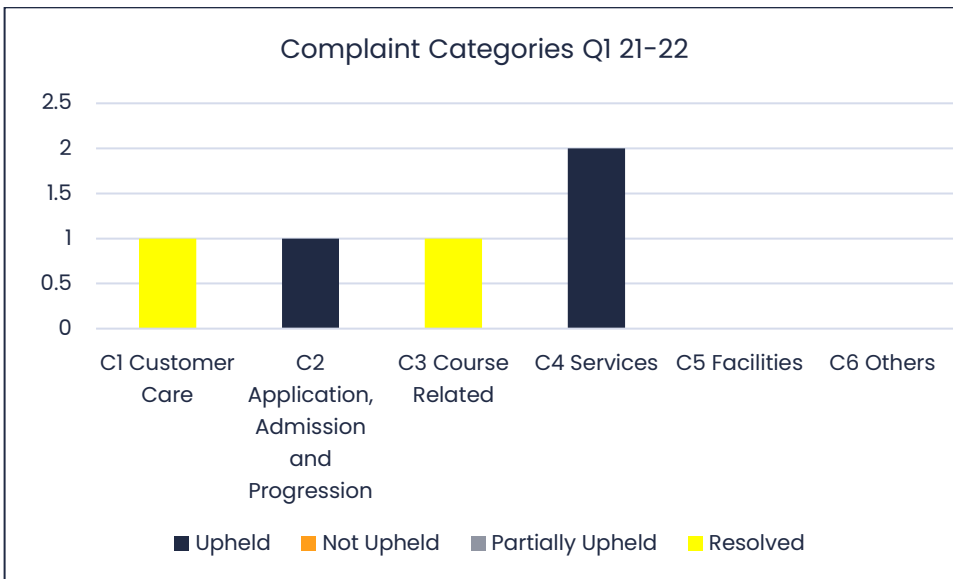
On comparison to Quarter 1 in Session 20-21 the numbers of complaints received, and the complaint categories are very comparable.

Session Comparison Quarter 1 2021-2022 / 2020-2021



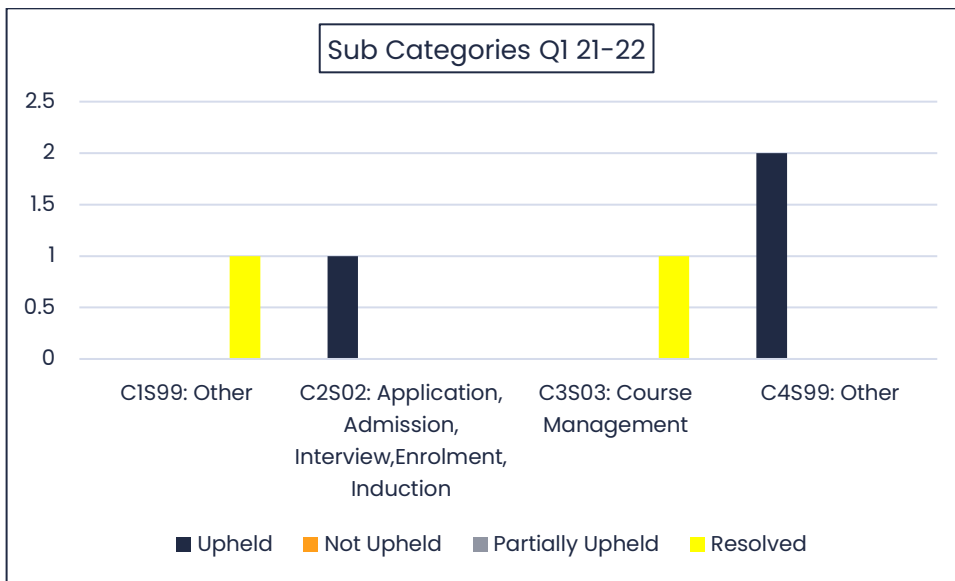
Complaint Categories 2021-2022

A breakdown of the Complaint Categories complaint outcomes are provided below:



Complaints by Sub-category

A breakdown of the Complaint Categories complaint outcomes are provided below:



The Customer Care (Other) complaint related to a loan of a college device to a student.

The Services (Other) complaints related to Transport.

SPSO (Scottish Public Services Ombudsman)

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 1 of Session 2021-2022

The Performance Team, November 2021