



**Dumfries and  
Galloway College**

One step ahead

# COMPLAINTS HANDLING REPORT QUARTER 2, 21-22

---

Performance Team

February 2022



## 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 2 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 November 2021 to January 2022. In this period there were three frontline complaints (Stage 1) and zero complaints 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 2 service delivery will be improved in the following areas:

#### **👉 *Student Conduct***

Following a complaint regarding students allegedly smoking illegal substances on the College premises the Senior Leadership team advised the College would continue to liaise with the Community Police Officer and continue to address any further reports of such incidents. Additional steps to address this issue would include the strengthening of tracking of incidents including reportage and CCTV to inform subsequent actions.

#### **👉 *Course Management / Timetabling***

The availability of the course timetable for Block 2 caused issues for a student regarding planning of childcare /employment.

In addition, as the view of the timetable (on LearnNet) of staff differed to the view of the student clarification via email was required to confirm the timetabled days for Block 2.

#### **👉 *Customer Care / Data Protection***

After photographs were taken of students without the required permission the relevant staff were reminded of the College's Data Protection Policy and GDPR requirements. An apology was issued and the photographs deleted.

**Indicator Two: The total number of complaints received**

2	Quantitative Indicator	
	Number of complaints received	3
	Number of complaints received per 100 population as a %	0.07%

**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	1	33%
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%

**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	6.66 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

**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	0%	0%	0%	100%
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%
-----	---	----	----	----	----

\*\*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 2, 2021-22 two complainants did not provide feedback to indicate they were satisfied with how their complaint had been dealt with. The third complainant (a student group) acknowledged they were happy with the complaints handling process.

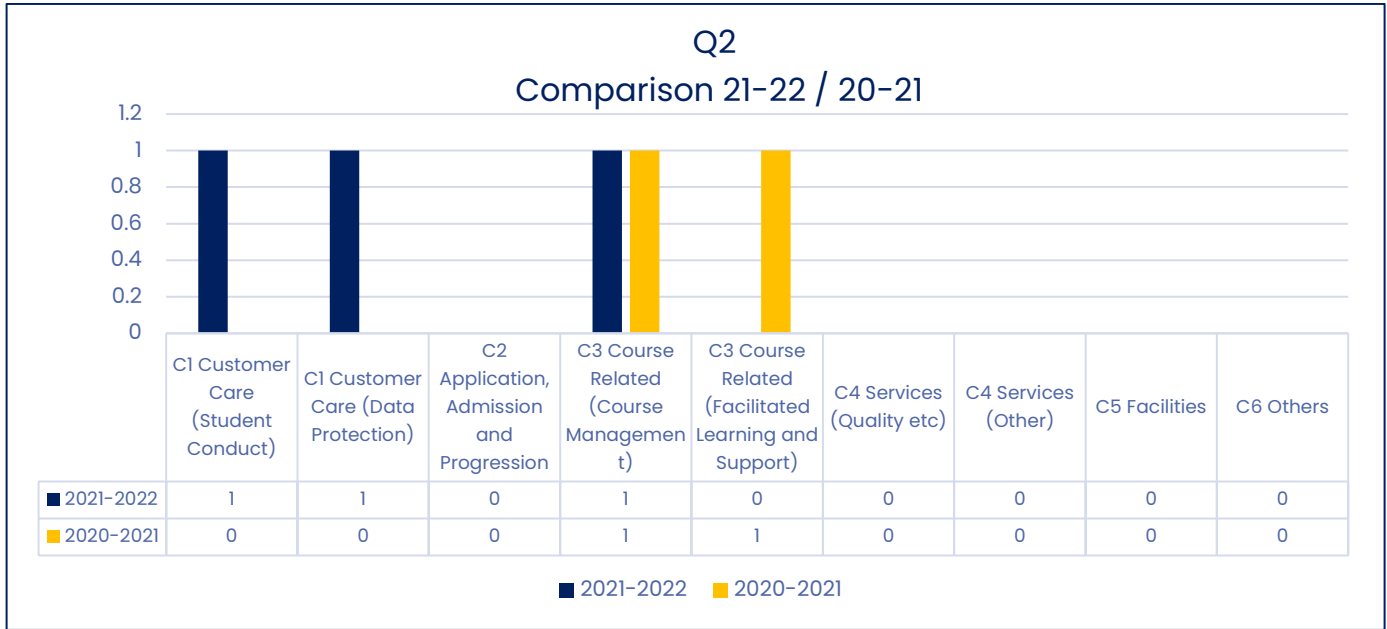
### ***Key Observations***

On comparison to Quarter 2 in Session 20-21 the numbers of complaints received, and the complaint categories are very comparable:

Session	No. of Stage 1 complaints received Q2	No. of Stage 2 complaints received Q2	Complaint Categories
2021-2022	3	0	Customer Care (Student Conduct) Course Related (Course Management)

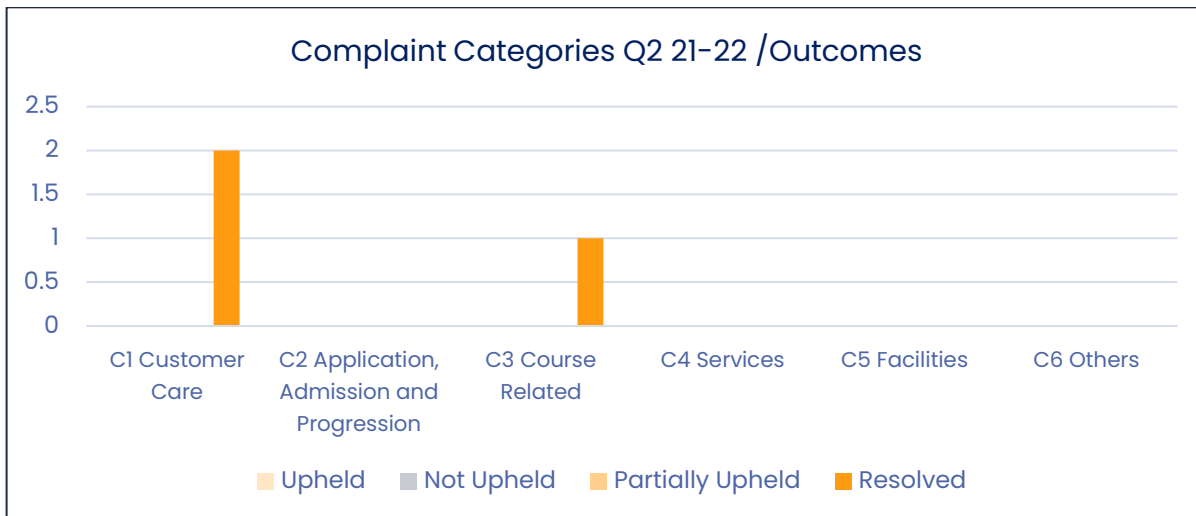
			Customer Care (Data Protection)
2020-2021	2	0	Course related (Course Management) Course Related (Facilitated Learning and Support)

Session Comparison Quarter 2 2021-2022 / 2020-2021



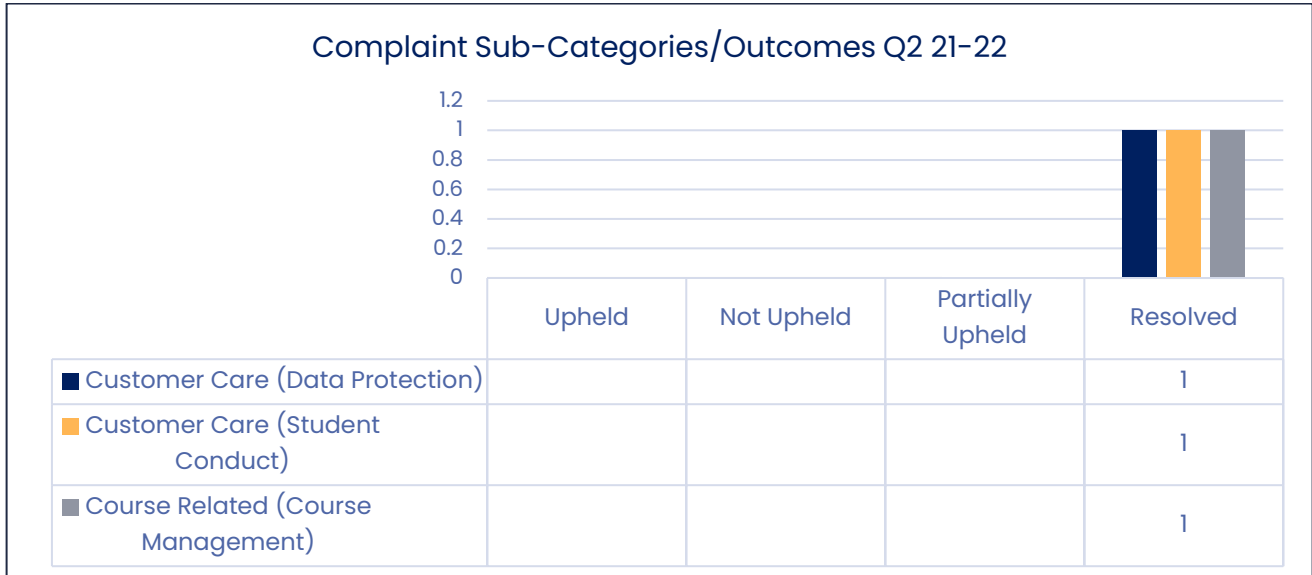
Complaint Categories 2021-2022

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



### Complaints by Sub-category

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



### **SPSO (Scottish Public Services Ombudsman)**

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 2 of Session 2021-2022.

The Performance Team, February 2022