



**Dumfries and  
Galloway College**

One step ahead

# COMPLAINTS HANDLING REPORT QUARTER 3, 21-22

---

Performance Team

May 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 3 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 1<sup>st</sup> February 2022 to 29<sup>th</sup> April 2022. In this period there were seven frontline complaints (Stage 1) and three 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 3 service delivery will be improved in the following areas:

#### **👉 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. Lecturing Staff were to ensure that students have information regarding the timetabling prior to the commencement of the next block.

#### **👉 Course Management / ICT support**

A new platform was introduced as part of a course delivery, DigiSkill Scotland, which allowed for the extending of essential ICT skills needed for future careers and development of independent learning skills. Unfortunately students who had limited ICT experience or who were returning to education after a long period of time had difficulties using an additional platform along with Teams and LearnNet. For the next academic session it was proposed to use a guidance video on its use. In addition, student access to the platform will be monitored, as no or little access could highlight students requiring ICT support.

#### **👉 Services / Learning Technology**

Three complaints were received regarding the quality and speed of the college computers available for student use. Digital Services advised that funding had been secured for replacement computers and they would be installed during the summer months in preparation for the start of Academic Year 22/23.

👉 Customer Care / Staff Conduct

A student group were dissatisfied with the management of online classes. Following discussions with the student group and member of staff, changes are to be implemented to cover issues raised. For example, students to be called to class if they have not logged on in time thus avoiding disruptions with students joining after the start class time. Teaching to be delivered to groups rather than individual students. Separate ICT and Communications time slots to be established to complete this session's assessments.

👉 Customer Care / Staff Conduct

A parent was unhappy with the manner and tone used by a Manager when discussing course issues with a student. As complaints relating to members of staff are dealt with through the appropriate reporting/disciplinary channels the outcome of this complaint was that the member of staff was to be mindful of how they had a conversation with the student in future.

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

2	Quantitative Indicator	
	Number of complaints received	10
	Number of complaints received per 100 population as a %	0.19%

***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	7	100%
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	2*	66%
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 complaint open at the time of reporting

**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	1.4 days
4.2	Average time in working days to respond to complaints at stage 2*	12.5 days
4.3	Average time in working days to respond to complaints after escalation	0 days

\*one complaint open at the time of reporting

**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	57%	14%	29%	0%
5.2	Number of complaints as a % of all complaints closed at stage 2 *	33%	0%	0%	33%
5.3	Number of complaints as a % of all complaints closed after escalation	0%	0%	0%	0%

\*one complaint open at the time of reporting

\*\*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 3, 2021-22 only two complainants indicated that they were satisfied with how their complaint was dealt with. There were no responses from the other complainants following the issue of a monitoring email by the Performance Team. The Performance Team plan to look at the approach taken to obtain this feedback for session 2022/23. Possibly look at sending complainants a Microsoft form/survey to complete.

### *Key Observations*

On comparison to Quarter 3 in Session 20-21 the number of Stage 1 complaints received are comparable although the complaint categories vary:

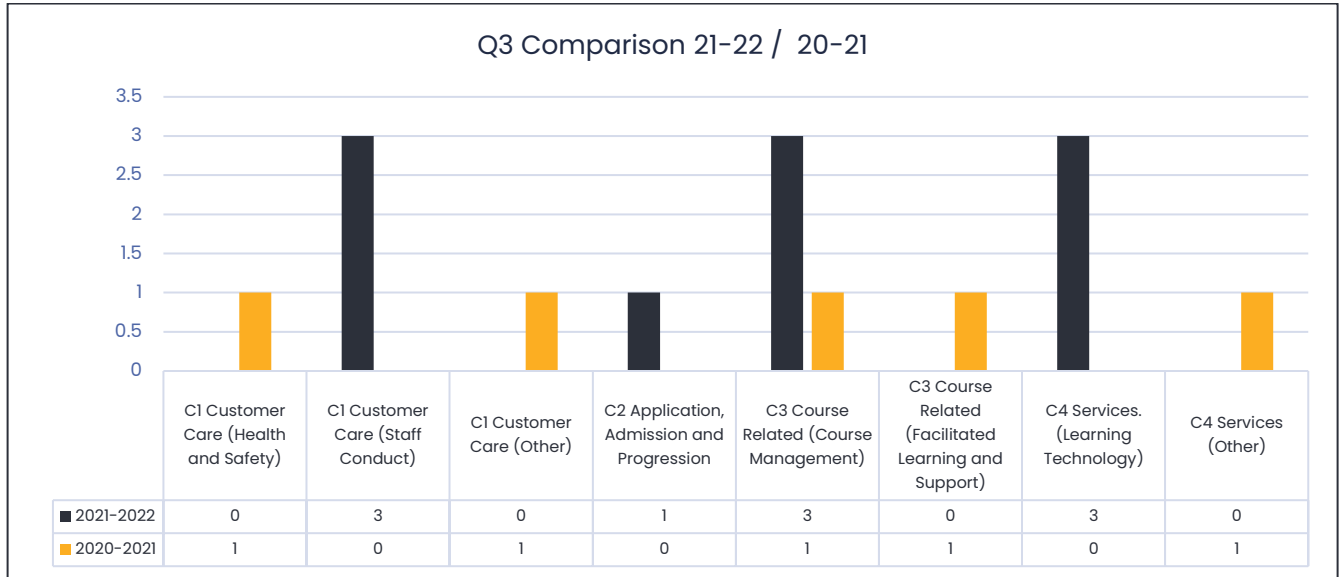
Session	No. of Stage 1 complaints received Q3	No. of Stage 2 complaints received Q3	Complaint Categories
2021-2022	7	3	Stage 1 Course Related (Course Management) Services (Learning Technology) Applications-Admission-Progression (Application, Admission, Interview, Enrolment, Induction)  Stage 2 Customer Care (Staff Conduct)
2020-2021	5	0	Stage 1 Customer Care (Health and Safety) Customer Care (Other) Course related (Facilitated Learning and Support) Course related (Course Management)

The average time in working days to respond to complaints at Stage 1 was 1.4 days which is well within the 5 days response time.

Likewise for the Stage 2 complaints, the average response time was 12.5 days, so well within the 20 working time timeline.

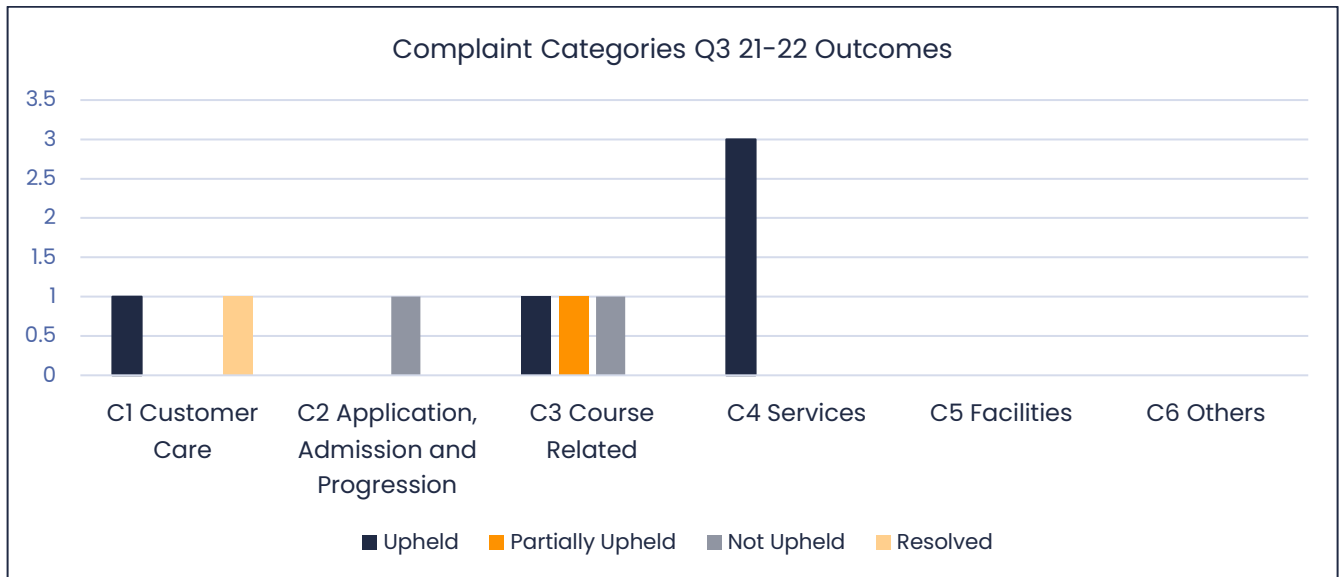
*Session Comparison Quarter 3 2021-2022 / 2020-2021*

*Complaint Categories Comparison*



*Complaint Categories 2021-2022, Quarter 3*

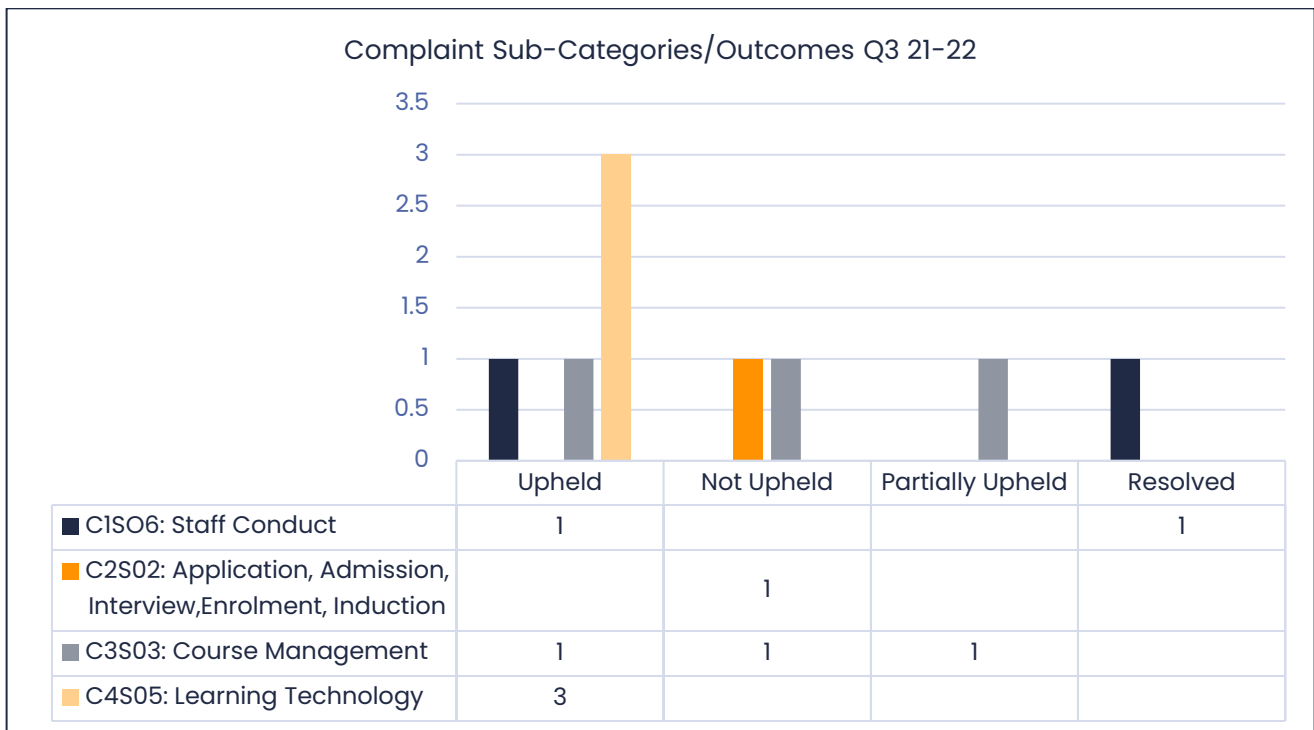
A breakdown of the Complaint Categories and complaint outcomes is provided below:



\*one complaint open at the time of reporting

### Complaints by Sub-category

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



\*one complaint open at the time of reporting

### SPSO (Scottish Public Services Ombudsman)

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 3 of Session 2021-2022.

The Performance Team, May 2022