



**Dumfries and
Galloway College**

One step ahead

COMPLAINTS HANDLING REPORT QUARTER 3, 22-23

Performance Team

May 2023

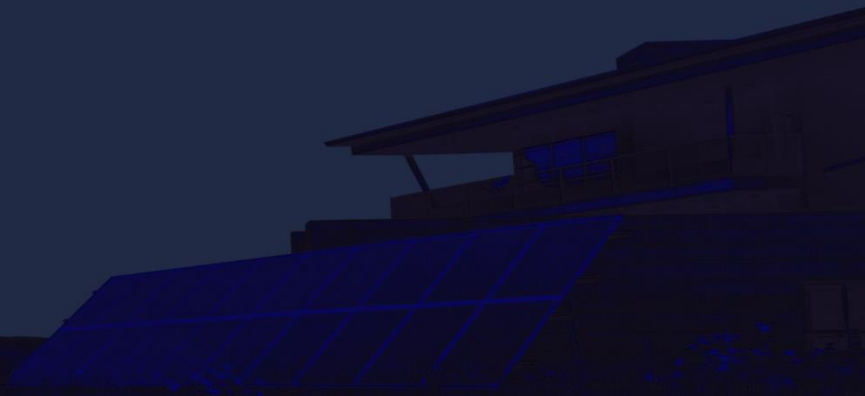


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Complaints Handling Report Quarter 3 2022–2023

1. The Purpose of the Report

The purpose of the report is to provide a summary of our quarter three performance in handling complaints effectively, resolving complaints in a timely manner 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 we are required to publish on a quarterly basis information on complaints outcomes and actions taken to improve services. The college must also publish an annual complaints performance report on its website in line with the SPSO's Model Complaints Handling Procedure and also as part of our duties under Freedom of Information legislation. 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 1st February 2023 to 28th April 2023. In this period there were 2 frontline complaints (Stage 1) and 7 complaints requiring a full investigation (Stage 2). No complaints were escalated to Stage 2.

Indicator One: The total number of complaints received

2	Quantitative Indicator	
	Number of complaints received	9
	Number of complaints received per 100 population as a %	0.21%

Breakdown of Complaints	Quantity
Stage 1 Number of complaints received	2
Stage 2 Number of complaints received	7
Stage 1 Number of complaints escalated to Stage 2	0

Breakdown of Complaint Categories	Quantity
Stage 1	
Course Related	1
Services	1
Stage 2	
Customer Care	6
Services	1

Indicator Two: 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	2	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	6	86%
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 Three: 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	2.5 days
4.2	Average time in working days to respond to complaints at stage 2	9.9 days
4.3	Average time in working days to respond to complaints after escalation	0 days

Indicator Four: 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	2 (100%)	0 (0%)	0 (0%)	0 (0%)
5.2	Number of complaints as a % of all complaints closed at stage 2	2 (29%)	0 (0%)	2 (29%)	3 (43%)
5.3	Number of complaints as a % of all complaints closed after escalation	0 (0%)	0 (0%)	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

Learning from complaints: Service delivery improvements

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 2022–23, Quarter 3, service delivery will be improved in the following areas:

SVQ Assessors – Following difficulties with observation videos being submitted by email and WhatsApp it was agreed that all observations of practice will now be carried out face to face. Following the lifting of COVID restrictions it is now possible for assessors to visit candidates in their care settings.

Cancellation of short courses – Due to staff illness a short course was cancelled on the morning of the planned day of delivery. Cancellation on the day of delivery is not normal practice for Dumfries and Galloway College but unfortunately on this occasion another member of staff was not available to deliver the course. Alternative dates were offered to the complainant.

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 they were dealt with courteously at all times
- 👉 Whether their complaint was thoroughly investigated

- Whether they received a fair and clear response and within an appropriate timescale

In Quarter 3, 2022-23 only 2 complainants (25%) provided feedback on their satisfaction of the service provided, their responses are indicated in the table below:

Complaint Handling Point	Strongly Agree	Agree	Disagree	Strongly Disagree
I found the complaints process easy to access	0 (0%)	2 (100%)	0 (0%)	0 (0%)
I received a prompt acknowledgement of my complaint	0 (0%)	1 (50%)	1 (50%)	0 (0%)
I was dealt with courteously at all times	0 (0%)	1 (50%)	1 (50%)	0 (0%)
I found my complaint was thoroughly investigated	0 (0%)	0 (0%)	2 (100%)	0 (0%)
I received a fair and clear response to my complaint, within an appropriate timescale	0 (0%)	0 (0%)	2 (100%)	0 (0%)

The above responses demonstrate that the complainants were in agreement that the complaints process was easy to access.

With regards to prompt acknowledgment of their complaints, one complainant indicated disagreement. Dumfries and Galloway College's Complaints files indicate that all correspondence was issued timeously and complied with the timescales set out in the Complaints Handling Procedure.

For one of the complainants who had noted dissatisfaction with how their complaint had been investigated a follow-up email was issued asking for feedback on how their complaint could have been handled differently. At the time of reporting no response had been received. Any feedback from the complainant will be considered and used to improve service delivery where possible.

Due to the nature of the other complaint it was agreed that following up with the complainant would not be beneficial for the feedback process.

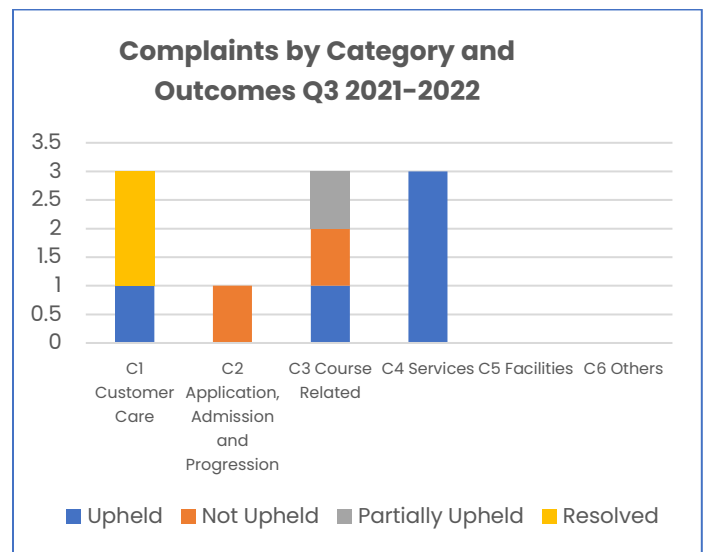
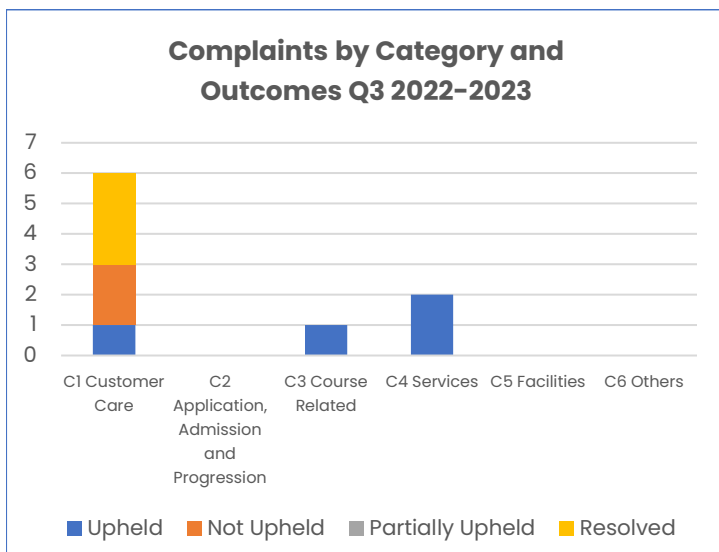
As always, there are still improvements to be made, particularly in relation to ensuring that complainants are provided with a full and thorough response, which addresses all aspects of their complaint.

Key Observations

On comparison to Quarter 3 in Session 21-22 there has been a decrease in the number of Stage 1 complaints and an increase in the number of Stage 2 complaints. The complaint categories are comparable:

Session	No. of Stage 1 complaints received Q3	No. of Stage 2 complaints received Q3	Complaint Categories	
2022-2023	2	7	Stage 1 Course Related Services	Stage 2 Customer Care Services
2021-2022	7	3	Stage 1 Course Related Services Applications-Admission-Progression	Stage 2 Customer Care

Complaint Category and Outcomes Comparison Q3 22-23 v 21-22



Percentage of complaints closed

On comparison to Quarter 2 the numbers of complaints closed at both Stage 1 and Stage 2 within the target timescales have increased.

Response Times

The average time in working days to respond to complaints at Stage 1 was 2.5 days which is under the SPSO 5 day target. The average time in working days to respond to complaints at Stage 2 was 9.9 days which is under the SPSO 20 day target. This is an improvement on the responses for Quarter 2.

SPSO (Scottish Public Services Ombudsman)

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 3 of Session 2022-2023.

The Performance Team, May 2023