DGC

Dumfries and Galloway College

One step ahead

COMPLAINTS HANDLING REPORT QUARTER 4, 22-23

Performance Team

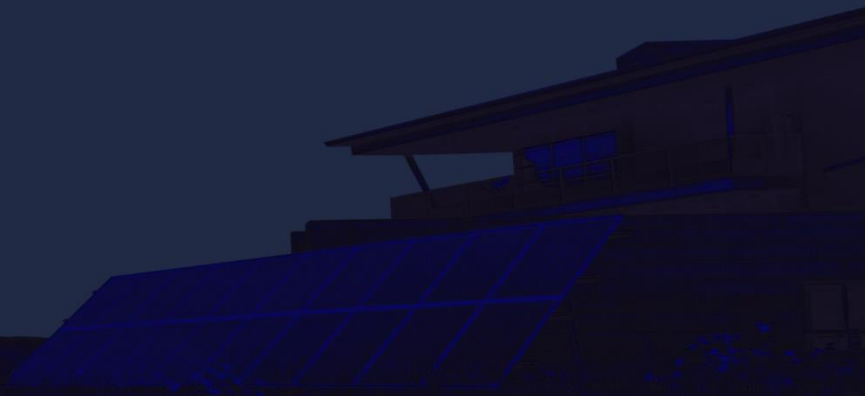September 2023

Table of Contents

Complaints Handling Report Quarter 4 2022-2023

1. The Purpose of the Report

The purpose of the report is to provide a summary of our quarter four 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 May to 31st July 2023. In this period there were 5 frontline complaints (Stage 1) and 4 complaints requiring a full investigation (Stage 2). No complaints were escalated to Stage 2.

Indicator One: The total number of complaints received

Quantitative Indicator	
Number of complaints received	9
Number of complaints received per 100 population as a %	0.17%

Breakdown of Complaints	Quantity
Stage 1 Number of complaints received	5
Stage 2 Number of complaints received	4
Stage 1 Number of complaints escalated to Stage 2	0

Breakdown of Complaint Categories	Quantity
Stage 1	
Applications, Admission, Progression	1
Course Related	2
Facilities	2
Stage 2	
Customer Care	3
Applications, Admission, Progression	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

Quantitative Indicator	No.	%
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%
The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full	1	25%
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
Average time in working days to respond to complaints at stage 1	2.6
Average time in working days to respond to complaints at stage 2	25.5
Average time in working days to respond to complaints after escalation	0

Indicator Four: The outcome of complaints at each stage

Quantitative Indicator	Upheld	Partially upheld	Not upheld	Resolved**
Number of complaints as a % of all complaints closed at stage 1	0 (0%)	1 (20%)	1 (20%)	3 (60%)
Number of complaints as a % of all complaints closed at stage 2	0 (0%)	0 (0%)	2 (50%)	2 (50%)
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 4, service delivery will be improved in the following area:

Work-based learning

Changes are planned on the timing of placements for students within the HNC Childhood Practice and the approach to delivery of the SVQ units.

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 4, 2022-23 only 2 complainants (28.6%) 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	2 (100%)	0 (0%)	0 (0%)	0 (0%)
I received a prompt acknowledgement of my complaint	2 (100%)	0 (0%)	0 (0%)	0 (0%)
I was dealt with courteously at all times	1 (50%)	1 (50%)	0 (0%)	0 (0%)
I found my complaint was thoroughly investigated	1 (50%)	0 (0%)	1 (50%)	0 (00%)
I received a fair and clear response to my complaint, within an appropriate timescale	1 (50%)	0 (0%)	1 (50%)	0 (0%)

Complainants found the complaints process easy to access. Complaints can be made through various channels, Have your Say, LearnNet, and the College Website so is widely accessible for students.

For the most part, the above responses demonstrate that the complainants were in agreement overall with the handling of their complaints. However, 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.

The feedback provided by the complainant regarding the investigation of their complaint was noted by the relevant manager.

Key Observations

On comparison to Quarter 4 in Session 21-22 there has been an increase in the number of Stage 1 complaints and a decrease in the number Stage 2 complaints. No complaints were escalated during this quarter which indicates that staff dealing with complaints are adhering to the 5 working day timeline.

The complaint categories are comparable:

Session	No. of Stage 1 complaints received Q4	No. of Stage 2 complaints received Q4	Complaint Categories		
2022-2023	5	4	Stage 1 ~ Applications, Admission, Progression ~ Course Related ~ Facilities	Stage 2 ~ Customer Care ~ Applications, Admissions, Progression	Escalated complaint N/A
2021-2022	2	9	Stage 1 ~ Applications, Admission, Progression ~ Course Related	Stage 2 ~ Customer Care ~Applications, Admission, Progression ~Course Related	Escalated complaint ~ Course Related

Complaint Category and Outcomes Comparison Q4 22-23 v 21-22

Complaints by Category and Outcomes Q4 2022-2023

Complaints by Category and Outcomes Q4 2021-2022
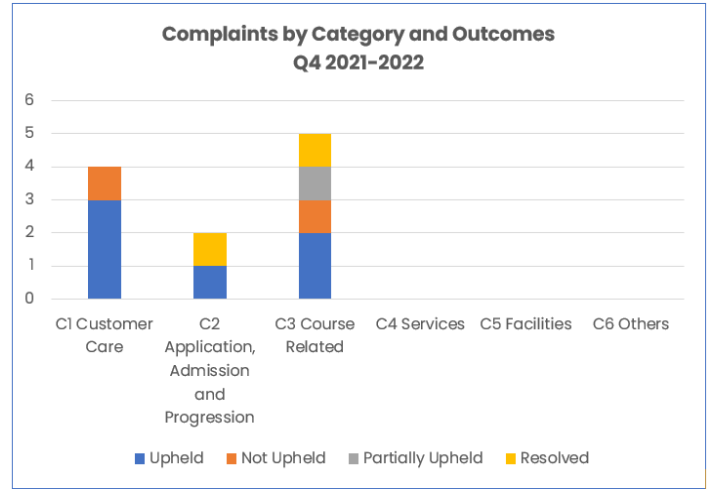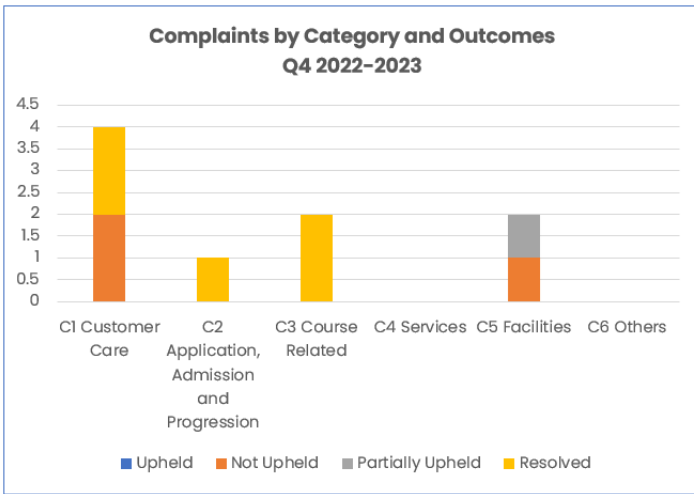
Response Times

The average time in working days to respond to complaints at Stage 1 was 2.6 days which is under the SPSO 5-day target. The average time in working days to respond to complaints at Stage 2 was 25.5 days which is over the SPSO 20-day

target. For three of the complaints, due to annual leave, the relevant staff were not available.

SPSO (Scottish Public Services Ombudsman)

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 4 of Session 2022-2023.

The Performance Team, September 2023