



**Dumfries and  
Galloway College**

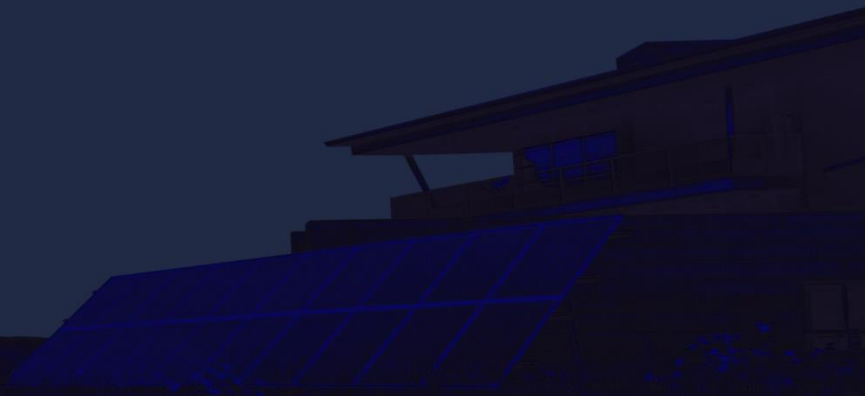
One step ahead

# COMPLAINTS HANDLING REPORT QUARTER 2, 23-24

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Performance Team

March 2024



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# Complaints Handling Report Quarter 2 2023-2024

## ***1. The Purpose of the Report***

The purpose of the report is to provide a summary of our quarter two 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.

## **3. Key Observations**

This analysis includes statistics showing the volume and type of complaint as well as key performance details.

On comparison to Quarter 2 in Session 22-23 the number of complaints received is comparable. 6 were received at Stage 1 (7 received in 22-23) and 6 received at Stage 2 (6 received in 22-23).

The average time to action both Stage 1 and Stage 2 complaints was under the SPSO targets. 3.16 days for Stage 1 and 8.83 days for Stage 2 (SPSO targets are 5 days and 20 days respectively).

No complaints were escalated to Stage 2.

## **4. The Report**

The report covers the period 1<sup>st</sup> November 2023 to 31<sup>st</sup> January 2024. In this period there were 6 frontline complaints (Stage 1) and 6 complaints requiring a full investigation (Stage 2). No complaints were escalated to Stage 2.

### **4.1 Indicator One: The total number of complaints received**

<b>Quantitative Indicator</b>	
Number of complaints received	12
Number of complaints received per 100 population as a %	0.31%

<b>Breakdown of Complaints</b>	<b>Quantity</b>
Stage 1 Number of complaints received	6
Stage 2 Number of complaints received	6
Stage 1 Number of complaints escalated to Stage 2	0

<b>Breakdown of Complaint Categories</b>	<b>Quantity</b>
<b>Stage 1</b>	
Customer Care	3
Course Related	2
Services	1
<b>Stage 2</b>	
Customer Care	3
Course related	2
Services	1
<b>Escalated Complaints</b>	
No complaints were escalated	0

***4.2 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***

<b>Quantitative Indicator</b>	<b>No.</b>	<b>%</b>
Number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full	5	83%
The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full *	5	83%
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 1 complaint was not closed off within the five working days. The delay in response to the complainant was as a result of staff absence.

One Stage 2 complaint which was not closed off within the set timescale. This was due to the nature of the complaint which required additional time to investigate all the points raised by the complainant.

### ***4.3 Indicator Three: The average time in working days for a full response to complaints at each stage***

<b>Quantitative Indicator</b>	<b>Average time in working days</b>
Average time in working days to respond to complaints at stage 1	3.16
Average time in working days to respond to complaints at stage 2	8.83
Average time in working days to respond to complaints after escalation	n/a

#### **Response Times**

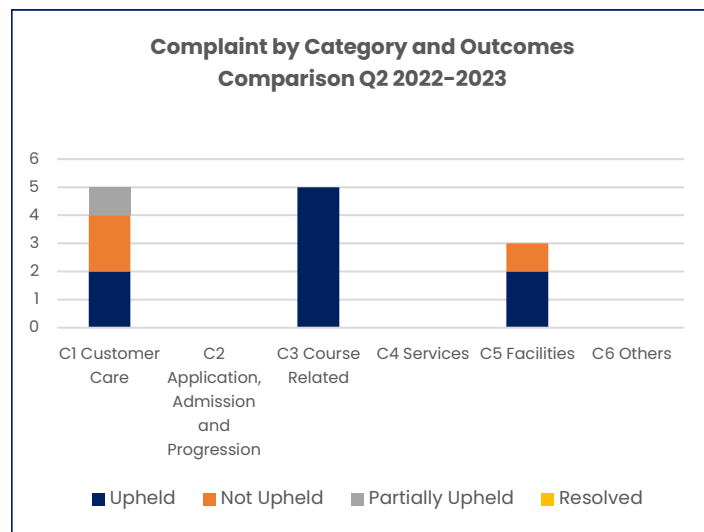
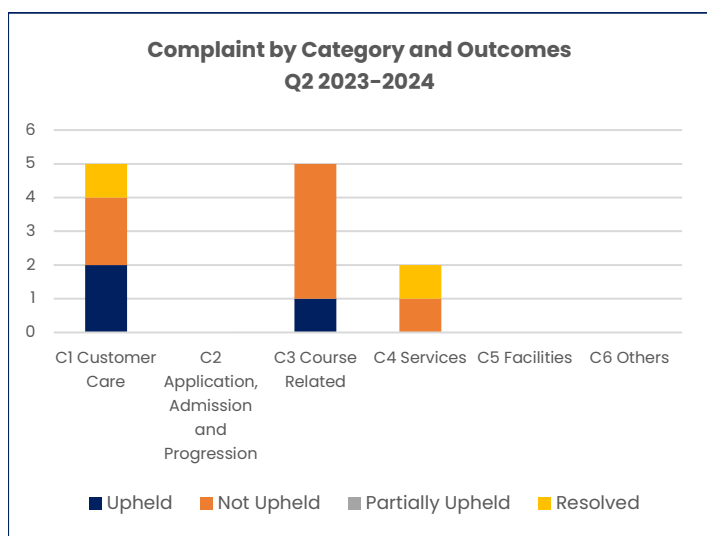
The average time in working days to respond to complaints at Stage 1 was 3.16 days which is under the SPSO 5-day target. The average time in working days to respond to complaints at Stage 2 was 8.83 days, which is under the SPSO 20-day target.

### ***4.4 Indicator Four: The outcome of complaints at each stage***

<b>Quantitative Indicator</b>	<b>Upheld</b>	<b>Partially upheld</b>	<b>Not upheld</b>	<b>Resolved**</b>
Number of complaints as a % of all complaints closed at stage 1	3 (50%)	0 (0%)	3 (50%)	0 (0%)
Number of complaints as a % of all complaints closed at stage 2	0 (0%)	0 (0%)	4 (67%)	2 (33%)
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

## Complaint by Category and Outcomes Comparison Q2 23–24 v 22–23



The complaint categories are comparable:

Session	No. of Stage 1 complaints received Q2	No. of Stage 2 complaints received Q2	Complaint Categories		
2023–2024	6	6	Stage 1 ~ Customer Care ~ Course Related ~ Services	Stage 2 ~ Customer Care ~ Services	Escalated None
2022–2023	7	6	Stage 1 ~ Customer Care ~ Course Related ~ Facilities	Stage 2 ~ Customer Care ~ Course Related ~ Facilities	Escalated None

### 4.5 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 2023–24, Quarter 2, service delivery has been improved in the following areas:

- Signage has been installed at both Campuses to clearly mark the smoking/non-smoking areas
- Finance department to create and post a document on the College website which clearly shows fees payable

#### 4.6 *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 2, 2023-24 only 2 complainants (17%) provided feedback on their satisfaction of the service provided, their responses are indicated in the table below:

<b>Complaint Handling Point</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
I found the complaints process easy to access	0 (0%)	1 (50%)	1 (50%)	0 (0%)
I received a prompt acknowledgement of my complaint	1 (50%)	0 (%)	1 (50%)	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 (0%)
I received a fair and clear response to my complaint, within an appropriate timescale	1 (50%)	0 (0%)	1 (50%)	0 (0%)

The above responses demonstrate that the complainants were in agreement overall with the handling of their complaints.

Dissatisfaction was indicated by one complainant for all of the points with the exception of one (I was dealt with courteously at all times). A follow up with the complainant to explore the areas of dissatisfaction further did not generate any response. We believe that they were considering the outcome of their complaint when responding to the questions rather than the complaints handling service.

The low response to the requests for feedback may be taken as a positive attribute in that complainants were satisfied with the complaints handling process and had no wish to evaluate or comment further.

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

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 2 of Session 2023-2024.

The Performance Team, March 2024