



**Dumfries and
Galloway College**

One step ahead

COMPLAINTS HANDLING REPORT QUARTER 3, 23-24

Performance Team

May 2024

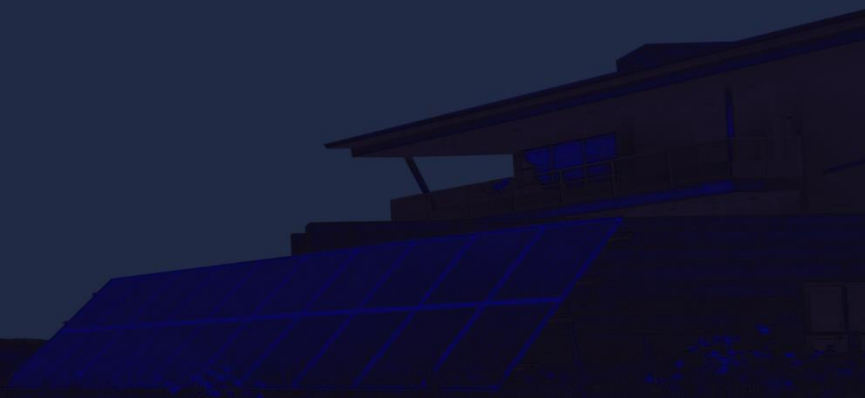


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Complaints Handling Report Quarter 3 2023-2024

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.

3. Key Observations

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

On comparison to Quarter 3 in Session 22-23 the number of complaints received at Stage 1 is comparable, 2 were received at Stage 1 and 2 were received in 22-23. For Stage 2 complaints only 4 were received at Stage 2 compared to the 7 received in 22-23.

The average time to action Stage 1 complaints was 1.5 days which significantly under the 5-day SPSO target. The average time in working days to respond to complaints at Stage 2 was 21.75 days, which is slightly over the SPSO 20-day target.

No complaints were escalated to Stage 2.

4. The Report

The report covers the period 1st February 2024 to 29th April 2024. In this period there were 2 frontline complaints (Stage 1) and 4 complaints requiring a full investigation (Stage 2). No complaints were escalated to Stage 2.

4.1 Indicator One: The total number of complaints received

Quantitative Indicator	
Number of complaints received	6
Number of complaints received per 100 population as a %	0.13%
Breakdown of Complaints	Quantity
Stage 1 Number of complaints received	2
Stage 2 Number of complaints received	4
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	1
Course related	2
Services	1
Escalated Complaints	
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

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	2	100%
The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full *	3	75%
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 2 complaint which was not closed off within the set timescale. This was due to the relevant member staff and the complainant being on annual leave consecutively.

4.3 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	1.5
Average time in working days to respond to complaints at stage 2	21.75
Average time in working days to respond to complaints after escalation	n/a

Response Times

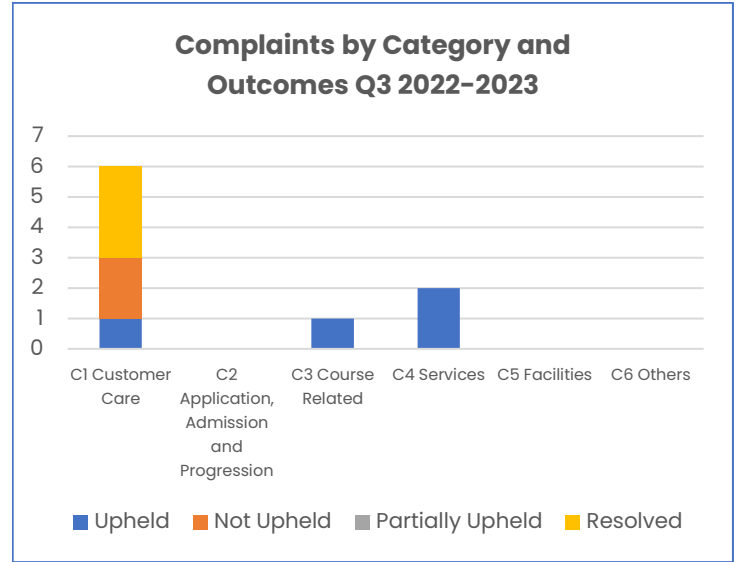
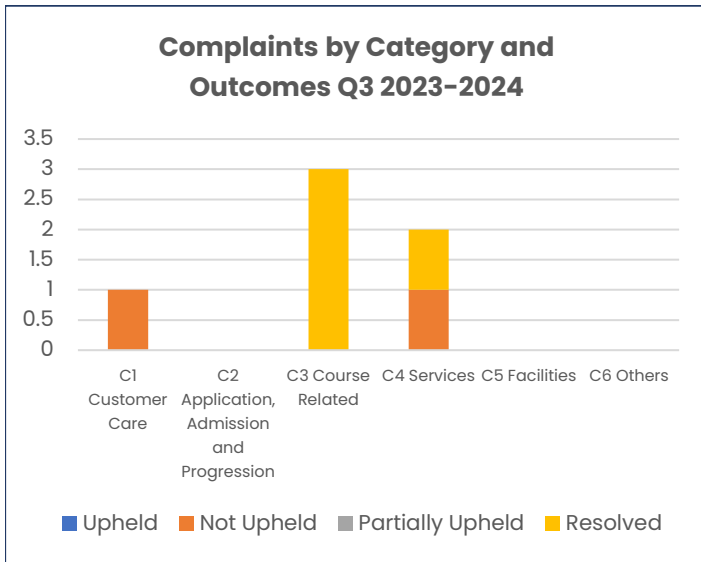
The average time in working days to respond to complaints at Stage 1 was 1.5 days. The average time in working days to respond to complaints at Stage 2 was 21.75 days, which is slightly over the SPSO 20-day target.

4.4 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%)	0 (0%)	0 (0%)	2 (100%)
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

Complaint by Category and Outcomes Comparison Q3 23-24 v 22-23



The complaint categories are comparable:

Session	No. of Stage 1 complaints received Q3	No. of Stage 2 complaints received Q3	Complaint Categories		
			Stage 1	Stage 2	Escalated
2023-2024	2	4	~ Course Related ~ Services	~ Course Related ~ Customer Care ~ Services	None
2022-2023	2	7	~ Course Related ~ Facilities	~ Customer Care ~ Services	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 3, service delivery has been improved in the following areas:

An additional post is to be created in order to split workload across two team leaders in the Work Based Learning Team. It was recognised that due to the high number of SVQ and Modern Apprenticeship candidates additional staffing was required. This change will be implemented in order to improve performance in this sector.

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 3, 2023–24 only 2 complainants (33%) 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	1 (50%)	0 (0%)	1 (50%)	0 (0%)
I received a prompt acknowledgement of my complaint	1 (50%)	1 (50%)	1 (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	0 (0%)	2 (100%)	0 (0%)	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. Feedback from one complainant noted 'It was well handled, at all times polite and the intention to learn and improve was definitely evident'.

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 3 of Session 2023-2024.

The Performance Team, May 2024