

## COMPLAINTS REPORT

### November 2018 (1st Quarter)

Colleges must publish their complaints outcomes, trends and actions taken on a quarterly basis and use case studies and examples to show how complaints have helped improve services. This information should also be reported regularly (at least quarterly) to the college's senior management team.

#### Number, Category and Response Rates

COMPLAINTS KEY PERFORMANCE INDICATORS	Q1		Q2		Q3		Q4		YTD	
Total number of complaints received & complaints received per 100 population	No.	%	No.	%	No.	%	No.	%	No.	%
No. of complaints Received	15	100								
College Population and No. of Complaints received per 100 population	11,041	0.1								
<b>Number of complaints closed at each stage and as a % of all complaints closed</b>										
No. of complaints closed at Stage 1 and % of total closed	14	93.3								
No. of complaints closed at Stage 2 and % of total closed	1	6.7								
No. of complaints closed after Escalation and % of total closed	0	0								
Open	0	0								
<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>										
<b>Stage 1</b>										
No. and % of complaints upheld at Stage 1	3	21.4								
No. and % of complaints partially upheld at Stage 1	3	21.4								
No. and % of complaints not upheld at Stage 1	8	57.1								
<b>Stage 2</b>										
No. and % of complaints upheld at Stage 2	1	100								
No. and % of complaints partially upheld at Stage 2	0	0								
No. and % of complaints not upheld at Stage 2	0	0								
<b>Escalated</b>										
No. and % of complaints upheld after Escalation	0	0								
No. and % of complaints partially upheld after Escalation	0	0								

No. and % of complaints not upheld after Escalation	0	0								
<b>Total working days and average time in working days to close complaints at each stage</b>										
Total working days and average time in working days to close complaints at Stage 1	40	2.9								
Total working days and average time in working days to close complaints at Stage 2	18	18								
Total working days and average time in working days to close complaints after Escalation	0	0								
<b>Number and % of complaints closed within set timescales ( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)</b>										
No. and % of Stage 1 complaints closed within 5 working days	14	100								
No. and % of Stage 1 complaints not closed with 5 working days	0	0								
No. and % of Stage 2 complaints closed within 20 working days	1	100								
No. and % of Stage 2 complaints not closed within 20 working days	0	0								
No. and % of Escalated complaints closed within 20 working days	0	0								
No. and % of Escalated complaints not closed within 20 working days	0	0								
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>										
No. and % of Stage 1 complaints closed within 10 working days ( extension)	0	0								
No. and % of Stage 1 complaints not closed within 10 working days (extension)	0	0								
No. and % of Stage 2 complaints closed within 40 working days (extension)	0	0								
No. and % of Stage 2 complaints not closed within 40 working days (extension)	0	0								
No. and % of Escalated complaints closed within 40 working days ( extension)	0	0								
No. and % of Escalated complaints not closed within 40 working days ( extension)	0	0								

### Extensions & Escalations

Quarter	Number of Frontline extensions	Number of Frontline escalations	Number of Investigation extensions
AUG-OCT	0	0	0
NOV-JAN			
FEB-APR			
MAY-JUL			
ALL			

### Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	Other	All
AUG-OCT	13	0	1	1	15
NOV-JAN					
FEB-APR					
MAY-JUL					
TOTAL					

### Origin of Complaints – Department

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
BUSINESS & COMMUNITY DEVELOPMENT	2				
ABERDEEN CAMPUS	3				
ALTENS CAMPUS					
FRASERBURGH CAMPUS	1				
OTHER SITE	1				
SCOTTISH MARITIME ACADEMY					
FACILITIES					
CATERING	1				
HEALTH & SAFETY	1				
HUMAN RESOURCES					
IT	1				
EXAMS					
STUDENT ACCESS & SUPPORT	2				
STUDENT RECORDS					
FINANCE	1				
TIMETABLING					
MARKETING & COMMUNICATION	2				
ALL	15				

## Nature of Complaints

Code	Category of Complaint	Number Received			
C1: Customer Care		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C1S01	Health & Safety				
C1S02	Security				
C1S03	Diversity & Equality				
C1S04	Data Protection				
C1S05	Environmental				
C1S06	Staff Conduct				
C1S07	Student Conduct	1			
C1S99	Other				
C2: Applications to Progression		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C2S01	Marketing				
C2S02	Application, Admission, Interview, Enrolment, Induction	4			
C2S03	Progression, Articulation, Withdrawal	1			
C2S99	Other				
C3: Course Related		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C3S01	Learning & Teaching	2			
C3S02	Environment/Resources				
C3S03	Course Management				
C3S04	Facilitated Learning & Support				
C3S05	Assessment, Exams & Certification				
C3S99	Other				
C4: Services		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C4S01	Finance				
C4S02	Funding / Bursary	3			
C4S03	Student Records				
C4S04	Providing Learning Support				
C4S05	Library / Learning Technology	1			
C4S06	Quality etc.				
C4S99	Other				
C5: Facilities		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C5S01	Catering	1			
C5S02	Student Accommodation				
C5S03	Maintenance, Lifts, Car Parking				
C5S99	Other				
C6: Others		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C6S01	Others	2			

## Complaints Upheld

Quarter	Number of complaints	Number upheld	Number partially upheld	Number not upheld
AUG-OCT	15	4	3	8
NOV-JAN				
FEB-APR				
MAY-JUL				
ALL				

## Customer Satisfaction

As of 31<sup>st</sup> October, no complainant has elected to complete the satisfaction survey.

## Themes & Lessons Learned

Complaint No	Complaint Category	Lessons Learned (if applicable)
01	C4S02	Invoices relating to costs met by Bursary should be raised more quickly.  Students should be referred to Credit Control, or given accurate information on their options if they are unable to meet the outstanding amount in full. (Business Office).
06	C4S05	We need to inform staff about the process to access Google Translate.
07	C2S02	It is apparent that our summer arrangements for managing and processing student applications are not optimal. With very few academic staff available between the beginning of July and mid-August there is no robust system in place to acknowledge applications and to continue processing them throughout the break. This causes applications to be in the system for weeks and puts great pressure on staff to chase applications and offers on their return in August.  Furthermore – our internal processes for acknowledging student communications are poor – in this instance a letter was sent via recorded delivery to a named member of college staff. The letter was received but then disappeared. Neither the ESOL CM or the named addressee on the letter received it.
09	C2S02	English requirements should be made more explicit to applicants.
11	C1S07	As a result of this complaint the security team have identified the need for annual refresher training to staff working as a car park attendant. Whilst not strictly the responsibility of the college, we have agreed to remind students of their responsibilities about being good neighbours and citizens.

## Actions & Updates

Complaint No	Actions (if applicable)	Person Responsible	Updates
01	<p>1. A working group is in the process of reviewing procedures relating to the raising of invoices by the Student Funding team with a view to putting recommendations to SMT.</p> <p>2. Financial Controller – External Affairs has already briefed his team on the expected course of action should a student make us aware that they will have difficulty in settling an invoice in one payment.</p>	Director of Student Access and Support	Not supplied as of 01/11/2018
06	1. Staff update on the College intranet (COLin).	Director of Information Technology	Update published on COLin 30/08/18
07	<p>1. Explore options to create a summer admissions team.</p> <p>2. Improve internal processes to track and manage student correspondence.</p> <p>3. Send more “holding” coms when applications sit for a period of time.</p>	Director of Learning Enhancement, Support and Fraserburgh Futures	Not supplied as of 01/11/2018
09	1. The Head of Faculty will work with Marketing & Communications to emphasise English level requirements. These are included in prospectus but they could be emboldened after each course relating to Care.	Director of Learning Enterprise, Innovation and Aberdeen Futures	01/11/2018 We are too late for the prospectus for next AY. However, the Head of Faculty has liaised with Marketing and Communications who will ensure that ESOL requirements are on the website for each individual course. This will go live from 02/11/2018.
11	<p>1. Include requirement in staff inductions</p> <p>2. Instigate annual refresher training (prior to new terms starting)</p>	Head of Health, Safety & Security	30/10/2018 Actions have been completed.