

COMPLAINTS REPORT

July 2017 (4th Quarter)

Number, Category and Response Rates

Quarter	Number of Frontline complaints received	Number of Investigation complaints received	Number of Frontline responses within deadline	Number of Investigation responses within deadline	Number of Frontline responses missing deadline	Number of Investigation responses missing deadline
AUG-OCT	21	4	18 (86%)	4 (100%)	3 (14%)	N/A
NOV-JAN	16	6	10 (63%)	4 (67%)	6 (37%)	2 (33%)
FEB-APR	19	1	15(79%)	1(100%)	4(21%)	N/A
MAY-JUL	20	2	11 (55%)	2 (100%)	9 (45%)	N/A
ALL	76	13	54 (71%)	11 (85%)	22 (29%)	2 (15%)

Complaints Upheld

Quarter	Number of complaints	Number upheld	Number partially upheld	Number not upheld
AUG-OCT	25	8 (32%)	4 (16%)	13 (52%)
NOV-JAN	22	6 (28%)	8 (36%)	8 (36%)
FEB-APR	20	11(55%)	7(35%)	2(10%)
MAY-JUL	22	10 (46%)	6 (27%)	6 (27%)
ALL	89	35 (39%)	25 (28%)	29 (33%)

Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	ALL
AUG-OCT	18	3	4	25
NOV-JAN	18	2	2	22
FEB-APR	8	2	10	20
MAY-JUL	9	11	2	22
TOTAL				

Origin of Complaints – Department

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
BUSINESS & COMMUNITY DEVELOPMENT	0	2	3	2	7
SERVICE INDUSTRIES	4	4	6	2	16
ENGINEERING, SCIENCE & TECHNOLOGY	4	2	4	7	17
CREATIVE INDUSTRIES, COMPUTING & BUSINESS ENTERPRISE	3	2	0	2	7
SCOTTISH MARITIME ACADEMY	0	0	0	0	0
FACILITIES	2	1	1	0	4
CATERING	0	1	0	0	1
HEALTH & SAFETY	2	3	2	1	8
HUMAN RESOURCES	1	0	0	0	1
STUDENT SERVICES	3	0	2	0	5
IT & INNOVATION	0	0	1	2	3
INFORMATION & BOOKINGS	1	0	1	1	3
EXAMS	0	0	0	0	0
LEARNER RESOURCES	1	1	0	1	3
STUDENT RECORDS & ADMIN	4	1	0	0	5
STUDENT FUNDING	0	5	0	4	9
TIMETABLING	0	0	0	0	0
EVENTS	0	0	0	0	0
ALL	25	22	20	22	89

Nature of Complaints

	Category of Complaint	Number Received			
		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
CP1	Timetabling/course cancellations/staff change	1	1	2	1
CP2	Quality of learning and teaching	2	2	3	0
CP3	Standards of equipment or accommodation (course related)	0	0	0	4
CP4	Information provided about, or communication relating to courses	0	0	0	1
CP5	Course content	1	0	1	0
CP6	Assessment and/or certification arrangements or outcomes	2	1	0	1
CP7	Applications process and enrolment	4	0	0	2
CP8	Arrangements relating to interviews/appointments	0	0	0	0
CP9	Behaviour of student within the College	1	0	0	0
CP10	Libraries/Information Technology Centre	0	1	0	1
CP11	Discrimination – protected characteristics	1	0	0	0
CP12	Behaviour of Staff	4	5	7	4
SS1	Quality of College accommodation (not course related)	0	0	0	0
SS2	Provision of general college information	0	0	0	0
SS3	Financial matters – invoices/refunds/payments	2	3	0	5
SS4	Bursary administration	0	3	0	0
SS5	Health and Safety Issues	1	0	0	0
SS6	College Events	0	0	0	0
SS7	Services for Disabled	0	0	0	0
SS8	Guidance/Student Support	3	1	2	0
COS1	Catering	0	1	0	0
COS2	Security	0	2	3	0
COS4	Transport	0	0	0	0
COS5	Janitorial provision	0	0	0	0
COS6	Facilities & cleaning services	2	1	1	0
COS10	IT Services	0	0	1	2

COS11	Car Parking	1	1	0	1
ALL		25	22	20	22

Complaints Satisfaction

A questionnaire is sent to all complainants 3 weeks after the response to their complaint has been sent out. The purpose of this questionnaire is to ask about the complainant's satisfaction with the way they were dealt with through the College's Complaints process. 13 complainants completed the survey this year and the results for this year are below:

Complaints Procedure Handling Questionnaire Feedback 2016-17

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	No Response	Total	%age satisfaction
I was aware of the complaints procedure before I needed to make a complaint	2	2	5	3	1	0	13	33%
I found the complaints process easy to access	4	7	0	2	0	0	13	85%
I found the complaints form easy to use	3	4	1	1	4	0	13	78%
I was able to access information and assistance in making my complaint where this was required	2	6	1	2	2	0	13	73%
I felt my complaint was taken seriously	3	6	1	2	1	0	13	75%
I felt my complaint was thoroughly investigated	3	5	1	3	1	0	13	67%
I was kept informed during the process of the investigation	3	3	3	2	2	0	13	55%
I received a fair and objective response to my complaint	3	6	2	2	0	0	13	69%
I received a clear response to my complaint	5	6	0	2	0	0	13	85%
I received a response to my complaint within an appropriate timescale	5	4	2	2	0	0	13	69%
I was dealt with courteously at all times	3	6	1	1	0	2	13	82%
My complaint was closed off to my satisfaction	4	4	1	3	0	1	13	67%

Overall satisfaction: 71%