

COMPLAINTS REPORT

July 2018 (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	10	3	5 (50%)	3 (100%)	5 (50%)	0
Nov-Jan	12	4	9 (75%)	4 (100%)	3 (25%)	0
Feb-Apr	21	4	21 (100%)	4 (100%)	0	0
May-Jul	10	1	10 (100%)	1 (100%)	0	0
Total	53	12	45 (85%)	12 (100%)	8 (15%)	0

*Frontline includes extensions and investigations includes escalations

Complaints Upheld

Quarter	Number of complaints	Number upheld	Number partially upheld	Number not upheld
Aug-Oct	13	7	3	3
Nov-Jan	16	8	4	4
Feb-Apr	25	12	5	8
May-Jul	11	4	2	5
Total	65	31 (47.7%)	14 (21.5%)	20 (30.8%)

Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	Other	All
Aug-Oct	7	4	2	0	13
Nov-Jan	9	3	2	2	16
Feb-Apr	14	6	3	2	25
May-Jul	8	0	3	0	11
Total	38	13	10	4	65

Origin of Complaints – Department

Department	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
Business & Community Development	0	2	2	1	5
Service Industries	1	4	2	2	9
Engineering, Science & Technology	3	4	7	2	16
Creative Industries, Computing & Business Enterprise	0	0	4	1	5
Facilities	0	0	1	2	3
Catering	1	0	3	1	5
Health & Safety	2	2	1	2	7
Student Support	5	3	2	0	10
IT & Innovation	1	0	0	0	1
Learning Enhancement	0	1	3	0	4
Total	13	16	25	11	65

Nature of Complaints

No. Complaints Received by Sub-Category 2017-18		Q1	Q2	Q3	Q4	Total
C1: Customer Care						
C1S01	Health & Safety	0	0	0	0	0
C1S02	Security	0	0	0	2	2
C1S03	Diversity & Equality	1	2	0	0	3
C1S04	Data Protection	1	0	0	0	1
C1S05	Environmental	2	0	0	0	2
C1S06	Staff Conduct	1	3	7	2	13
C1S07	Student Conduct	0	5	3	1	9
C1S99	Other	0	0	1	0	1
C2: Applications to Progression						
C2S01	Marketing	0	0	0	0	0
C2S02	Application, Admission, Interview, Enrolment, Induction	4	0	1	1	6
C2S03	Progression, Articulation, Withdrawal	0	0	1	0	1
C2S99	Other	0	0	0	0	0
C3: Course Related						
C3S01	Learning & Teaching	1	3	5	0	9
C3S02	Environment/Resources	0	1	0	0	1
C3S03	Course Management	1	1	0	0	2
C3S04	Facilitated Learning & Support	0	0	1	0	1
C3S05	Assessment, Exams & Certification	2	0	1	2	5
C3S99	Other	0	0	0	1	1
C4: Services						
C4S01	Finance	1	0	0	0	1
C4S02	Funding / Bursary	1	1	0	0	2
C4S03	Student Records	0	0	0	0	0
C4S04	Providing Learning Support	0	0	0	0	0
C4S05	Library / Learning Technology	0	0	2	0	2
C4S06	Quality etc.	0	0	0	0	0

C4S99	Other	0	0	0	0	0
C5: Facilities						
C5S01	Catering	1	0	3	1	5
C5S02	Student Accommodation	0	0	0	0	0
C5S03	Maintenance, Lifts, Car Parking	0	0	1	0	1
C5S99	Other	0	0	0	1	1
C6: Others						
C6S01	Others	0	0	0	0	0
C6S99		0	0	0	0	0
No. Complaints Received by Category 2017-18		Q1	Q2	Q3	Q4	Total
C1: Customer Care		5	10	11	5	31
C2: Applications to Progression		4	0	2	1	7
C3: Course Related		4	5	7	3	19
C4: Services		2	1	2	0	5
C5: Facilities		1	0	4	2	7
C6: Others		0	0	0	0	0

Withdrawn Complaints

In the 2017-18 academic session, 12 complaints were logged and later withdrawn for a variety of reasons; complaints made without the permission of the person the complainant is complaining on behalf of, complaint made to the wrong institution, complaint made with incorrect contact details etc.

Anonymous Complaints

In the 2017-18 academic session, 7 complaints were made anonymously. These were passed on to the appropriate manager for review and a file response was requested, should the complainant enquire what had been done about their complaint later.

Not Complaints

In the 2017-18 academic session, 4 complaints were made which were deemed not actual complaints. These were passed on to the appropriate manager for review and action.