

COMPLAINTS REPORT

July 2019 (4th 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	16	100	25	100	17	100	15	100	73	100%
College Population and No. of Complaints received per 100 population	11,041	0.1	13,161	0.2	15,471	0.1	21,432	0.06	21,432	0.3
Number of complaints closed at each stage and as a % of all complaints closed										
No. of complaints closed at Stage 1 and % of total closed	14	87.5	21	84	14	82	14	93	63	86
No. of complaints closed at Stage 2 and % of total closed	2	12.5	2	8	2	12	1	7	7	10
No. of complaints closed after Escalation and % of total closed	0	0	2	8	1	6	0	0	3	4
Open	0	0	0	0	0	0	0	0	0	0
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage										
Stage 1										
No. and % of complaints upheld at Stage 1	3	21.4	5	24	9	64	3	21	20	32
No. and % of complaints partially upheld at Stage 1	3	21.4	4	19	2	14	7	50	16	25
No. and % of complaints not upheld at Stage 1	8	57.1	12	57	3	22	4	29	27	43
Stage 2										
No. and % of complaints upheld at Stage 2	1	50	0	0	1	50	0	0	2	29
No. and % of complaints partially upheld at Stage 2	0	0	0	0	0	0	0	0	0	0
No. and % of complaints not upheld at Stage 2	1	50	2	100	1	50	1	100	5	71
Escalated										
No. and % of complaints upheld after Escalation	0	0	0	0	0	0	0	0	0	0
No. and % of complaints partially upheld after Escalation	0	0	2	100	1	100	0	0	3	100

No. and % of complaints not upheld after Escalation	0	0	0	0	0	0	0	0	0	0
Total working days and average time in working days to close complaints at each stage										
Total working days and average time in working days to close complaints at Stage 1	40	2.9	107	5	61	4	56	4	264	4
Total working days and average time in working days to close complaints at Stage 2	56	28	48	24	28	14	20	20	152	21
Total working days and average time in working days to close complaints after Escalation	0	0	38	19	16	16	0	0	54	18
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)										
No. and % of Stage 1 complaints closed within 5 working days	14	100	15	71	11	79	12	86	52	82
No. and % of Stage 1 complaints not closed with 5 working days	0	0	6	29	3	21	2	14	11	18
No. and % of Stage 2 complaints closed within 20 working days	1	50	1	50	2	100	1	100	5	71
No. and % of Stage 2 complaints not closed within 20 working days	1	50	1	50	0	0	0	0	2	29
No. and % of Escalated complaints closed within 20 working days	0	0	2	100	1	100	0	0	3	100
No. and % of Escalated complaints not closed within 20 working days	0	0	0	0	0	0	0	0	0	0
Number and % of complaints closed at each stage where extensions have been authorised										
No. and % of Stage 1 complaints closed within 10 working days (extension)	0	0	7*	100	5*	100	2	100	14	100
No. and % of Stage 1 complaints not closed within 10 working days (extension)	0	0	0	0	0	0	0	0	0	0
No. and % of Stage 2 complaints closed within 40 working days (extension)	0	0	1	100	0	0	0	0	1	100
No. and % of Stage 2 complaints not closed within 40 working days (extension)	0	0	0	0	0	0	0	0	0	0
No. and % of Escalated complaints closed within 40 working days (extension)	0	0	2	100	1	100	0	0	3	100
No. and % of Escalated complaints not closed within 40 working days (extension)	0	0	0	0	0	0	0	0	0	0

*One extension responded to within 5 days.

*Two extensions responded to within 5 days.

Extensions & Escalations

Quarter	Number of Frontline extensions	Number of Frontline escalations	Number of Investigation extensions
AUG-OCT	0	0	0
NOV-JAN	7	2	1
FEB-APR	5	1	0
MAY-JUL	2	0	0
ALL	14	3	1

Origin of Complaints - Site

Quarter	Aberdeen City & Community	Aberdeen Altens	Fraserburgh & SMA	Other	All
AUG-OCT	13	0	2	1	16
NOV-JAN	14	8	1	2	25
FEB-APR	9	7	1	0	17
MAY-JUL	12	1	1	1	15
TOTAL	48	16	5	4	73

Origin of Complaints – Department

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
BUSINESS & COMMUNITY DEVELOPMENT	2	3	1		6
CARE, ESOL & CORE SKILLS	2			1	3
ESOL & CORE SKILLS (EXCEPT IT)	1				1
SOCIAL CARE				2	2
HEALTHCARE	1			1	2
CHILDCARE		1			1
SCIENCE	1				1
LEARNING OPPORTUNITIES		1			1
BUSINESS PROFESSIONS		2	1		3
BUSINESS ENTERPRISE & ADMIN				1	1
ELECTRICAL ENGINEERING		1			1
MECHANICAL ENG SKILLS & AUTOMOTIVE		6	3		9
MECHANICAL ENG TECH & OPITO		2	2		4
MUSIC, DRAMA, ANIMATION & MEDIA		1			1
SOCIAL SCIENCE		2	1		3

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
TOURISM, EVENTS & HOSPITALITY		1			1
FRASERBURGH CAMPUS	1				1
SCOTTISH MARITIME ACADEMY				1	1
FACILITIES				2	2
CATERING	1		1	1	3
HEALTH, SAFETY & SECURITY	1	2	2	2	7
CONSRUCTION			2		2
HUMAN RESOURCES				1	1
IT	1		1	1	3
STUDENTS' ASSOCIATION			1		1
STUDENT ACCESS & INFORMATION	3	2	2	3	10
STUDENT SUPPORT		1			1
MARKETING & COMMUNICATION	2				2
ALL	16	25	17	16	74

Nature of Complaints

Code	Category of Complaint	Number Received			
		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C1: Customer Care		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C1S01	Health & Safety	1			1
C1S02	Security			2	
C1S03	Diversity & Equality		2		3
C1S04	Data Protection				
C1S05	Environmental	1			
C1S06	Staff Conduct		9	3	3
C1S07	Student Conduct	1			1
C1S99	Other				
C2: Applications to Progression		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C2S01	Marketing				
C2S02	Application, Admission, Interview, Enrolment, Induction	4	1	1	1
C2S03	Progression, Articulation, Withdrawal	1	1		
C2S99	Other				
C3: Course Related		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C3S01	Learning & Teaching	2	7	2	2
C3S02	Environment/Resources				1
C3S03	Course Management			5	

Code	Category of Complaint	Number Received			
C3S04	Facilitated Learning & Support				
C3S05	Assessment, Exams & Certification	1	1		1
C3S99	Other		2		
C4: Services		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C4S01	Finance		2	2	
C4S02	Funding / Bursary	3	1	1	3
C4S03	Student Records				
C4S04	Providing Learning Support			1	
C4S05	Library / Learning Technology	1		1	
C4S06	Quality etc.				
C4S99	Other	1		1	2
C5: Facilities		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C5S01	Catering	1		1	1
C5S02	Student Accommodation				
C5S03	Maintenance, Lifts, Car Parking		1		1
C5S99	Other		1		
C6: Others		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C6S01	Others	2			

Customer Satisfaction

As of 31st July, we have collected 9 satisfaction surveys.

Complaint Lessons & Actions – Service Improvement

Upon closing a complaint, the quality team request details of any lessons learned or actions for completion (where applicable) from the relevant departments. The feedback received from stakeholders through the complaints process can alter our service delivery and highlight areas for improvement in order to better our practices. The below examples from academic year 2018-19 highlight the value of stakeholder feedback.

Complaint regarding an unexpected invoice for course materials.

A student received an invoice for course materials after withdrawing from the course 7 months prior. The complaint was upheld and the responding Director acknowledged that there were lessons to be learned as a result of the students' experience. The appropriate Director has since created a working group to review the procedures around raising invoices in order to put steps in place to ensure the prompt raising of invoices. The Director also liaised with the Manager of the team who provided the student with incorrect details in order to raise awareness of the correct procedure and customer service standards.

Complaint regarding staff conduct and the completion of course elements.

A student reported they believed they had already completed an aspect of their course in their previous studies and consequently felt they were experiencing issues with the lecturer delivering this class. The appropriate Director acknowledged that certain members of staff had taken too long to respond to the student and that the communication surrounding their attendance had been ineffective at times. The Director clarified the situation for the student and advised that communication between staff regarding recognition of prior learning need to be improved. This process was relayed to staff to ensure they were all clear on this going forward when advising students.

Complaint regarding perceived discrimination regarding an international application.

A student reported that they felt that they were refused a place on a desired course because they possessed international qualifications. The student also felt that the adviser to international students did not offer suitable advice. The Head of Faculty called the student to discuss the entry requirements for the desired course and explained in detail why the student did not meet particular criteria set by an external council. The complaint was not upheld but this did highlight the fact that entry requirements for courses could be clearer for applicants. The Head of Faculty has worked alongside the Marketing & Communications team to emphasise English level requirements for each individual course and this has been live since November 2018.

Complaint regarding the late notice and frequency of cancelled classes.

A student complained about the frequency and late notice of cancelled classes. The student advised that the class were told to check their timetable on a regular basis however, it was thought this was unreliable. The student suggested that a text notification would be more suitable. The investigating Director advised that, depending on the cause of the cancellation, it was not always possible to provide advanced notice of classes being put on self-study. The Director apologised and advised that they would ensure the curriculum team organised text alerts going forward. The poor communication was highlighted to the team and they were advised that text alerts should be issued where suitable to inform students.

Complaint regarding the use of Google Translate.

A student complained about Google Translate being blocked by the NESCol network, which made their studies more difficult. The appropriate Director advised the student that the staff were asked to give them a list of classes who may require access to Google Translate but unfortunately, their class had not been included. The Director then added the whole class to the access list so that they could all use the blocked site. The Director recognised that not all staff were aware of the requirement to request access permission for the site. An update was published on the NESCol intranet in August 2018 as a reminder.

Complaint regarding the lack of parking for a part-time course.

A student advised that they were unaware that students are not permitted to park at the Aberdeen City Campus (ACC), therefore they had to use one of the pay to park services which significantly increased the cost for attending the course. The appropriate Director investigated the NESCol website and found that there was a lack of information regarding student parking facilities at the ACC. The Director has discussed the content with the Marketing & Communications team and they are investigating the possibility of including some links to the City Council car parks to provide further information for potential students.

Complaint regarding a lack of communication regarding alterations to the graduation ceremony.

A student complained about the lack of clear communication regarding the NESCol graduation ceremony and changes to the allocated time slots. The appropriate Director acknowledged that an external company had sent an email in error and apologised for any inconvenience. The lessons learned from this complaint were that the information regarding the allocation of tickets needed to be clearer and that clearer communication needed to be provided where changes have been made. The Director has re-examined and altered the allocation details online and any changes must be highlighted via email, and letter, at least three weeks before the ceremony. Also, the external company will no longer issue emails to students without prior approval from the graduation team.

Complaint regarding the conduct of security staff.

A visitor to NESCol complained about the perceived rude and unprofessional service offered by one of the security personnel. The appropriate department head advised that the Aberdeen City Campus car park is for staff only however the member of staff should have conveyed this information in a polite and professional manner. The department head organised for the Security Manager to attend a "train the trainer" course to develop the skillset to deliver customer care training quicker to security officers. The security officer involved has also undertaken a refresher customer services course.