

COMPLAINTS REPORT

April 2017 (3rd 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						
ALL						

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				
ALL				

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				
TOTAL				

Origin of Complaints – Department

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

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

COS11	Car Parking	1	1	0	
ALL		25	22	20	