

COMPLAINTS REPORT

April 2019 (3rd 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				
College Population and No. of Complaints received per 100 population	11,041	0.1	13,161	0.2	17,036	0.1				
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	12	70				
No. of complaints closed at Stage 2 and % of total closed	2	12.5	2	8	0	0				
No. of complaints closed after Escalation and % of total closed	0	0	2	8	1	6				
Open	0	0	0	0	4*	24				
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	8	67				
No. and % of complaints partially upheld at Stage 1	3	21.4	4	19	1	8				
No. and % of complaints not upheld at Stage 1	8	57.1	12	57	3	25				
Stage 2										
No. and % of complaints upheld at Stage 2	1	50	0	0	0	0				
No. and % of complaints partially upheld at Stage 2	0	0	0	0	0	0				
No. and % of complaints not upheld at Stage 2	1	50	2	100	0	0				
Escalated										
No. and % of complaints upheld after Escalation	0	0	0	0	0	0				
No. and % of complaints partially upheld after Escalation	0	0	2	100	1	100				

No. and % of complaints not upheld after Escalation	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	47	4				
Total working days and average time in working days to close complaints at Stage 2	56	28	48	24	0	0				
Total working days and average time in working days to close complaints after Escalation	0	0	38	19	16	16				
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)										
No. and % of Stage 1 complaints closed within 5 working days	14	100	15	71	10	83				
No. and % of Stage 1 complaints not closed with 5 working days	0	0	6	29	2	17				
No. and % of Stage 2 complaints closed within 20 working days	1	50	1	50	0	0				
No. and % of Stage 2 complaints not closed within 20 working days	1	50	1	50	0	0				
No. and % of Escalated complaints closed within 20 working days	0	0	2	100	1	100				
No. and % of Escalated complaints not closed within 20 working days	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	3*	100				
No. and % of Stage 1 complaints not closed within 10 working days (extension)	0	0	0	0	0	0				
No. and % of Stage 2 complaints closed within 40 working days (extension)	0	0	1	100	0	0				
No. and % of Stage 2 complaints not closed within 40 working days (extension)	0	0	0	0	0	0				
No. and % of Escalated complaints closed within 40 working days (extension)	0	0	2	100	1	100				
No. and % of Escalated complaints not closed within 40 working days (extension)	0	0	0	0	0	0				

*One extension responded to within 5 days.

*2 extension and 2 investigation complaints open at time of report completion. *One extension 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			
ALL			

*2 open at time of writing report.

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					
TOTAL					

Origin of Complaints – Department

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

DEPARTMENT	AUG-OCT	NOV-JAN	FEB-APR	MAY-JUL	YEAR
ALTENS CAMPUS					
FRASERBURGH CAMPUS	1				
OTHER SITE					
SCOTTISH MARITIME ACADEMY					
FACILITIES					
CATERING	1		1		
HEALTH, SAFETY & SECURITY	1	2	2		
ENGINEERING & CONSTRUCTION			2		
HUMAN RESOURCES					
IT	1		1		
FUNDING			1		
EXAMS					
STUDENTS' ASSOCIATION			1		
STUDENT ACCESS & SUPPORT	2	1	1		
STUDENT ADVICE & SUPPORT		1			
STUDENT RECORDS					
FINANCE	1				
TIMETABLING					
MARKETING & COMMUNICATION	2				
ALL	16	26	17		

Nature of Complaints

Code	Category of Complaint	Number Received			
C1: Customer Care		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C1S01	Health & Safety	1			
C1S02	Security			2	
C1S03	Diversity & Equality		2		
C1S04	Data Protection				
C1S05	Environmental	1			
C1S06	Staff Conduct		9	3	
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	1	1	

Code	Category of Complaint	Number Received			
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	
C3S02	Environment/Resources				
C3S03	Course Management			5	
C3S04	Facilitated Learning & Support				
C3S05	Assessment, Exams & Certification	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	
C4S03	Student Records				
C4S04	Providing Learning Support			1	
C4S05	Library / Learning Technology	1		1	
C4S06	Quality etc.				
C4S99	Other	1		1	
C5: Facilities		Aug-Oct	Nov-Jan	Feb-Apr	May-Jul
C5S01	Catering	1		1	
C5S02	Student Accommodation				
C5S03	Maintenance, Lifts, Car Parking		1		
C5S99	Other		1		
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	25	4	6	13
FEB-APR	17	8	2	3
MAY-JUL				
ALL				

Customer Satisfaction

As of 31st April, we have collected 8 satisfaction surveys.

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	<p>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.</p> <p>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.</p>
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.
19	C6S01	<p>Information on ticket allocation needs to be explained more fully.</p> <p>If ceremony time is changed the graduate must be better informed.</p>
20	C6S01	Information on ticket allocation needs to be explained more fully.
26	C5S03	<p>This complaint related to classrooms being too hot. This highlighted a conceived thought from some areas that the college was "too hot".</p> <p>Following the investigation it was identified that the areas were actually within the HSE guidance figures for temperature. It is also problematic to attempt to regulate the temperature to suit over 500 staff and several thousand students.</p>
34	C1S06	Speak to staff and students to encourage awareness of opportunities for early communication to try and resolve issues as they arise.
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39	C5S99	This complaint was received from an ex student who has a vexatious grievance against members of the security team. This complaint was not upheld.

48	C1S06	This has reinforced the importance of keeping records of meetings or conversations in order to provide evidence of engagement and support (in line with GDPR legislation).
49	C2S02 & C4S01	We need a more robust system for ensuring students are advised of postponement or cancellation of classes. Our course fee policy of taking full payments at the time of booking is not seen as being student friendly by students
50	C3S01	Improve accuracy of published timetables
59	C3S03	Poor delivery and application of quality procedures by an individual were complicated by poor communication of issues.
60	C3S03	Poor communication of class cancellations needs to be addressed
61	C4S01 & C3S01	Some of our official correspondence is insufficiently clear.
65	C3S01	Need to improve communication between servicing lecturers, tutors and support teams so all can be fully informed of student needs/developments
68	C1S02	Lesson learned from this is to ensure that Security Personnel despite the message being communicated may not be what the complainer would like to hear, this has to be communicated in the correct, polite manner at all times.
71	C1S06	Improve communication between staff/teams with respect to decisions on RPL

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> <p>Overpayments have also been calculated for students who have withdrawn from their course, and information sent so that students can make arrangements to meet the overpayment. Again this is much closer to the withdrawal date than in</p>	Director of Student Access and Support	Actions completed as part of the response.

	previous years which makes queries more current, and easier to deal with.		
06	1. Staff update on the College intranet (COLin).	Director of Information Technology	Update published on COLin 30/08/18
07	1. Explore options to create a summer admissions team. 2. Improve internal processes to track and manage student correspondence. 3. Send more "holding" coms when applications sit for a period of time.	Director of Learning Enhancement, Support and Fraserburgh Futures	Actions in progress.
09	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	1. Include requirement in staff inductions 2. Instigate annual refresher training (prior to new terms starting)	Head of Health, Safety & Security	30/10/2018 Actions have been completed.
26	1. Temperature readings were taken from identified areas. 2. FM team were contacted and asked to reduce the heating set point where possible. 3. Staff from the Student Support team met with the student to identify any special requirements they may have.	Head of Health, Safety & Security	Actions completed as part of the response.
39	1. The complainer is currently prohibited from entering the college due to his continued unreasonable behaviour.	Head of Health, Safety & Security	Action completed as part of the response.

45	Consider suitability of substitute staff carefully against the risk of postponing.	Director of Business Development	Actions completed as part of the response.
46	Consider suitability of substitute staff carefully against the risk of postponing.	Director of Business Development	Actions completed as part of the response.
47	Discuss importance of care with disciplinary warnings	Director Of Learning Equalities, Analytics and Altens Futures	Actions completed as part of the response.
49	Meetings arranged with teams involved in part-time bookings to discuss how we can improve communications, and payments.	Director of Student Access & Information	Actions completed as part of the response.
50	CM advised about improving accuracy of published timetables	Director Of Learning Enterprise, Innovation and Aberdeen Futures	Actions completed as part of the response.
59	Take more care with communication to students and management of issues	Director Of Learning Equalities, Analytics and Altens Futures	Actions completed as part of the response.
60	Instruct staff to use texting to communicate class cancellations wherever possible	Director Of Learning Equalities, Analytics and Altens Futures	Actions completed as part of the response.
61	Liaise with student funding team to review clarity of travel information sent to applicants	Director of Student Access and Information & Director of Learning Enhancement, Support and Fraserburgh Futures	Actions completed as part of the response.
66	Ensure appropriate stakeholder management with an agreed contact. Perhaps also ensuring that the contract holder is aware of this.	Director of Business Development	Actions completed as part of the response.
68	The Security Manager is to be put on a train the trainer course to develop the skillset to deliver customer care training quicker to security officers. The security officer involved has been placed on a refresher customer services course.	Head of Health, Safety & Security	Actions completed as part of the response.

71	Ensure all staff clear on process for students in relation to RPL for core skills	Director Of Learning Equalities, Analytics and Altens Futures	Actions completed as part of the response.
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