



# Complaints Handling Report

Quarter 1 (August - October)

Academic Year 2022-23

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## 1. Introduction

North East Scotland College (NESCol) is committed to ensuring all clients and customers receive the best possible service. The College monitors stakeholder complaint feedback and ensures any lessons learned are actioned to improve its services. Reports measuring the College's complaints handling performance will be published online quarterly and issued to the Leadership Team.

NESCol complaints handling procedures are subject to regular review and alteration as required. This could be as a result of stakeholder experiences, internal changes or external initiatives. The College is a member of the sector Complaints Handling Advisory Group, operating with the College Development Network (CDN) and in association with the Scottish Public Sector Ombudsman (SPSO).

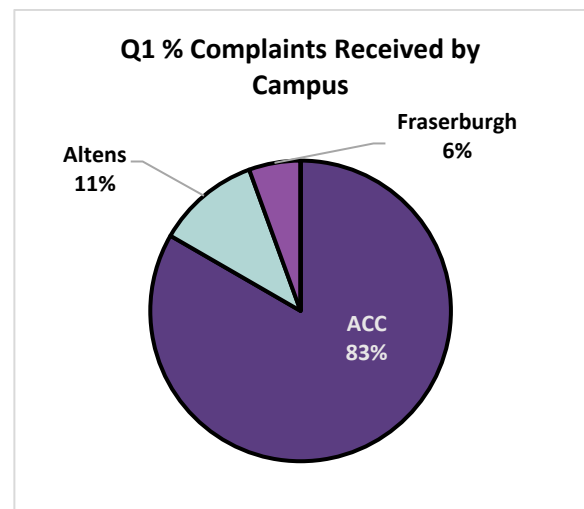
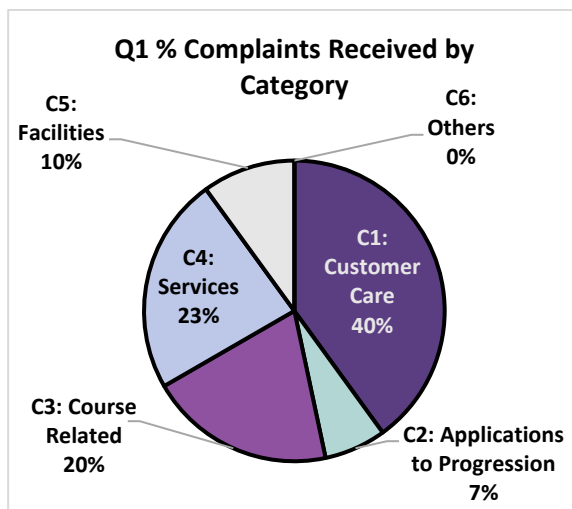
NESCol is an equal opportunities College therefore all complaints are administered in compliance with the Data Protection Act 2018, The General Data Protection Regulation (GDPR) and Freedom of Information (Scotland) Act 2002.

## 2. Quarterly Trends

For this quarter, NESCol received 18 complaints. The majority of complaints made are Customer Care Related (C1). Common themes regarding the cause of complaints are:

- Staff Conduct;
- Student Records;
- Lack of communication.

The pie chart to the left shows the percentage of complaints received for each complaint category. The pie chart to the right shows a breakdown of the percentage of complaints received this quarter for each campus. Of the complaints received this quarter, Aberdeen City received 15, Fraserburgh received 1 and Altens received 2.



### 3. Impact on Service Delivery

Upon closing a complaint, the complaints handling 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 this quarter highlights the value of stakeholder feedback.

#### Improving communication around College transportation

Complaints were received regarding the lack of communication around the delay in bus transportation provided by the College. The actions that have been raised in response to these complaints focus on the need for all staff dealing with College transportation to be aware of the procedure to be followed, if advised that buses are not running on time. Staff were reminded that a message should be posted on the College website and social media sites. The procedure will also be updated to include emails and Teams messages as more accessible methods of communication.

#### Improving student support at team level

A complaint was received regarding support and understanding by a tutor regarding a student with ongoing medical and mental health conditions. As a result of the lessons learned from this complaint, it was found that individual student needs should be shared with all team members and regularly discussed at Team and Course team meetings.

### 4. Further Education Complaints Performance Indicators – Definitions

The following definitions for stage 1, stage 2, and escalated should be consistently applied throughout all indicators.

#### Stage 1

This means those responded to at stage 1 (frontline resolution). This does not include those escalated from stage 1 to stage 2. These will be counted in the escalated complaints. This includes those where the extended timeline (i.e. + additional 5 working days) was used.

#### Stage 2

This means those responded to at stage 2 (investigation). This includes those where the extended timeline (i.e. + additional 20 working days) was used.

This refers to those complaints considered directly at stage 2 for the following reasons:

- \* straight away by complainant (this refers to customers who did not wish to be dealt with at stage 1 and wished to go straight to stage 2)
- \* straight away by the College, or within a day or so after due consideration (i.e. College recognised complex, serious, high risk nature of the complaint and felt it was not suitable to be considered at stage 1)

## Escalated

This means those escalated from stage 1 to stage 2.

This refers to those complaints where the complainant remains dissatisfied with the outcome of the frontline resolution and have requested that their case be escalated to stage 2 for investigation.

This includes those complaints where escalation was required because frontline resolution timescales were not met (i.e. 11 working days or more). Therefore automatic escalation rules apply.

## Population

This figure will represent the total student population. For example the number of matriculated students at an agreed date.

The College, when reporting on the complaints handling KPIs for each quarter adheres to the above definitions to ensure consistency and accuracy.

## 5. Complaints Handling Key Performance Indicators

| COMPLAINTS HANDLING PROCEDURE INDICATORS  |  | Q1    |      |
|---|--|-------|------|
| Total no. of complaints received & complaints received per 100 population                               |  | No.   | %    |
| Number of complaints Received   |  | 18    | 100  |
| College Population and Number of Complaints received per 100 population                                 |  | 10723 | 0.2  |
| No. of complaints closed at each stage and as a % of all complaints closed                              |  | No.   | %    |
| Number of complaints closed at Stage 1 and % of total closed  |  | 13    | 72.2 |
| Number of complaints closed at Stage 2 and % of total closed  |  | 2     | 11.1 |
| Number of complaints closed after Escalation and % of total closed                                      |  | 0     | 0    |
| Open  |  | 3     | 16.7 |
| No. upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage |  |       |      |
| Stage 1   |  | No.   | %    |
| Number and % of complaints upheld at Stage 1  |  | 5     | 38.5 |
| Number and % of complaints partially upheld at Stage 1  |  | 4     | 30.8 |
| Number and % of complaints not upheld at Stage 1  |  | 4     | 30.8 |
| Number and % of complaints resolved at Stage 1  |  | 0     | 0    |
| Stage 2   |  | No.   | %    |
| Number and % of complaints upheld at Stage 2  |  | 1     | 50   |
| Number and % of complaints partially upheld at Stage 2  |  | 1     | 50   |
| Number and % of complaints not upheld at Stage 2  |  | 0     | 0    |
| Number and % of complaints resolved at Stage 2  |  | 0     | 0    |
| Escalated   |  | No.   | %    |
| Number and % of complaints upheld after Escalation  |  | 0     | 0    |
| Number and % of complaints partially upheld after Escalation  |  | 0     | 0    |
| Number and % of complaints not upheld after Escalation  |  | 0     | 0    |
| Number and % of complaints resolved at Stage Escalation   |  | 0     | 0    |
| Total working days and average time in working days to close complaints at each stage                   |  | No.   | Av.  |
| Total working days and average time in working days to close complaints at Stage 1                      |  | 49    | 3.8  |
| Total working days and average time in working days to close complaints at Stage 2                      |  | 23    | 11.5 |
| Total working days and average time in working days to close complaints after Escalation                |  | 0     | 0    |

| <b>Number and % of complaints closed within set timescales<br/>( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)</b> | <b>No.</b> | <b>%</b> |
|--|------------|----------|
| No. and % of Stage 1 complaints closed within 5 working days   | 11         | 84.6     |
| No. and % of Stage 1 complaints not closed with 5 working days   | 2          | 15.4     |
| No. and % of Stage 2 complaints closed within 20 working days  | 2          | 100      |
| No. and % of Stage 2 complaints not closed within 20 working days  | 0          | 0        |
| No. and % of Escalated complaints closed within 20 working days  | 0          | 0        |
| No. and % of Escalated complaints not closed within 20 working days  | 0          | 0        |
| <b>Number and % of complaints closed at each stage where extensions have been authorised</b>   | <b>No.</b> | <b>%</b> |
| No. and % of Stage 1 complaints closed within 10 working days (extension)  | 0          | 0        |
| No. and % of Stage 1 complaints not closed within 10 working days (extension)  | 0          | 0        |
| No. and % of Stage 2 complaints closed within 40 working days (extension)  | 0          | 0        |
| No. and % of Stage 2 complaints not closed within 40 working days (extension)  | 0          | 0        |
| No. and % of Escalated complaints closed within 40 working days (extension)  | 0          | 0        |
| No. and % of Escalated complaints not closed within 40 working days (extension)  | 0          | 0        |

## 6. Escalation and Extension Rationale

In this quarter, one investigation complaint was granted an extension as additional time was required to investigate fully and to accommodate the availability of relevant staff due to the College October Break for teaching staff.

## 7. Complaints Handling Feedback Questionnaire

Following the receipt of a response to their complaint, complainants are sent a complaints handling questionnaire so they can indicate their satisfaction with the different components of the complaints process.

This is monitored on a regular basis and the complaints handling team review feedback received in relation to the handling process. This can influence future practice and alterations to the procedure followed if applicable.