



Annual Stakeholder Feedback Report

Quality Department

AY2024-25

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1. Update on Actions for the 2024-25 Session

Person Responsible	Action	Deadline	Outcome
Senior Quality Co-ordinator	Complaints – updated processes and training programmes to include Child Friendly Complaints.	End of AY 2024-25	Action completed in February 2024. Mandatory training updated with the Child Friendly Complaints updates and the process being followed throughout the academic year with success.

2. Complaints Performance Indicators for Q1-Q4

North East Scotland College (NESCoI) 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 Executive and Leadership Team.

A summary of the complaints key performance indications is detailed in the table below for academic year 2024-25.

Compliance with Complaint Response Deadlines

The complexity of a complaint will determine the category it is assigned and the timescale the college has to respond. The categories are as follows:

Stage 1 - Frontline: the college has five working days to respond from the date the college receives the complaint. A five day extension can be applied if required. This category includes escalated complaints, as they were first received at stage 1.

Stage 2 - Investigation: the college has 20 working days to respond from the date the college receives the complaint. With the agreement of the complainant, the response deadline can be extended if required.

	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	20	3	20	3	0	0
Nov-Jan	17	2	16	2	1	0
Feb-Apr	13	0	13	0	0	0
May-July	16*	7**	14	5	0	0
Total	66	12***	63	10	1	0

*Figure includes two frontline complaints that remain open

**Figure includes two investigation complaints that remain open

*** Figure includes four frontline complaint that were escalated to investigation once closed at frontline

As of 1st August 2025, there are 4 open complaints

Annual Comparison of Deadline Compliance

	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
2022-23	46	11	46 (100%)	11 (100%)	0	0
2023-24	66	8	66 (100%)	7 (87.5%)	0	1(12.5%)
2024-25	66*	12**	63 (95%)	10 (83%)	1 (1%)	0

*As of the 1st August 2025, there are two open frontline complaints

** As of 1st August 2025, there are two open investigation complaints

The college has seen an increase in the number of complaints received during the 2024-25 session, with investigation complaints up by 4 in comparison to the previous academic year. The increase in the investigation complaints is primarily due to the complexity of the complaints raised which covered a few different teams and required the additional time to fully investigate. Frontline complaint totals however remain the same as the previous academic year. The escalations this year have been higher than previous years. This is when a complaint has been opened as frontline, the process followed and complaint closed with the complainant requesting the complaint be reopened and looked at as an investigation as per SPSO guidelines. At this stage the frontline complaint is removed from reporting functions and the investigation used for data reporting.

One frontline complaint missed the deadline in quarter 2. There was a file note created for the complaint however the complaints handler did not manage to contact the complainant to discuss. At this stage there would need to be a written response sent out to the complainant but this was not done. Measures have been made to ensure that this mis-communication does not happen going forward.

Quarterly Complaint Outcomes

With the introduction of the 'resolved' category, there are now four complaint outcomes:

1. Upheld
2. Not upheld
3. Partially upheld and
4. Resolved

There are no changes to the scope of the original three outcomes. It is worth noting that, where some points of a complaint are upheld but others are not, this is reported as partially upheld.

A complaint is resolved when both the college and the complainant agree what action (if any) will be taken to provide full and final resolution for the complainant, without making a decision about whether the complaint is upheld or not.

	Number of complaints	Number upheld	Number partially upheld	Number not upheld	Number resolved
Aug-Oct	23	11	9	3	0
Nov-Jan	19	6	6	7	0
Feb-Apr	13	7	4	2	0
May-July	23*	5	7	7	0
Total	78	29	26	19	0

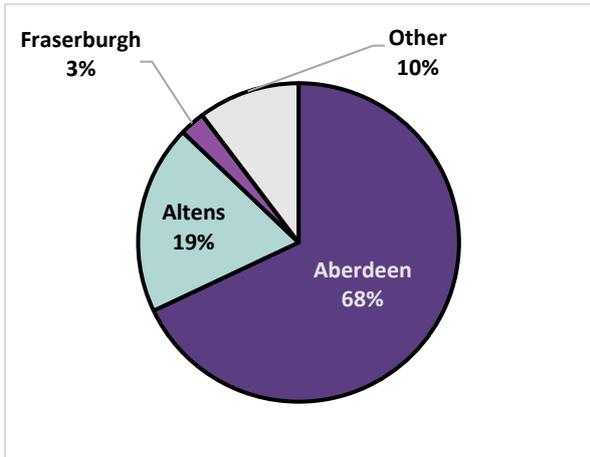
*Four complaints are open currently so not included in the outcome figures

Annual Comparison of Complaint Outcomes

	Number of complaints	Number upheld	Number partially upheld	Number not upheld	Number resolved
2022-2023	57	23	19	14	1
2023-2024	74	24	30	17	3
2024-2025	78*	29	26	19	0

*Four complaints are still open

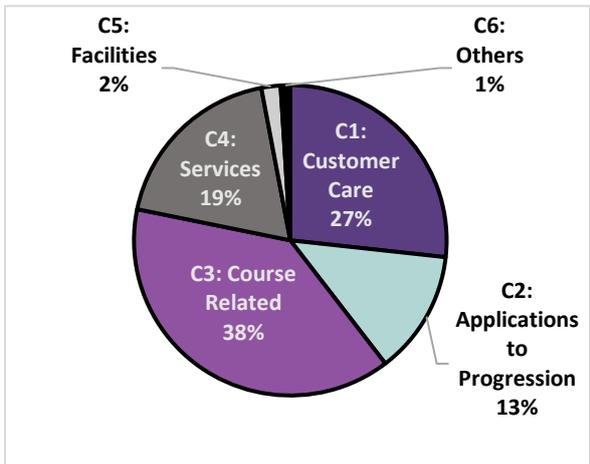
Complaints Origin Summary



The Aberdeen City Campus received the highest number of complaints (53). This coincides with the high stakeholder population at this campus.

In comparison, the Altens campus received 15 complaints, Fraserburgh received two and other college locations received eight. There were zero complaints where the campus origin was unknown.

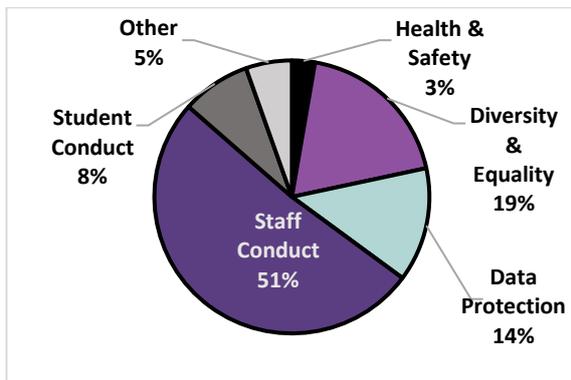
Category Summary



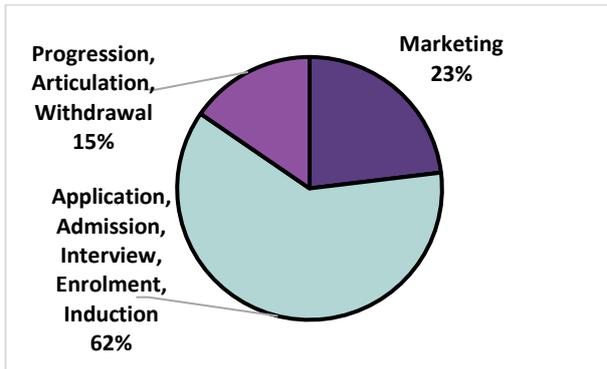
Upon receipt of a complaint, the complaints team review and highlight the key points of dissatisfaction, apply the relevant category/categories and issue the complaint to the appropriate complaint handler. The appropriate timescale will also be applied, frontline or investigation.

A summary of the category breakdown for the 78 complaints received in this academic year is available in the pie chart to the left.

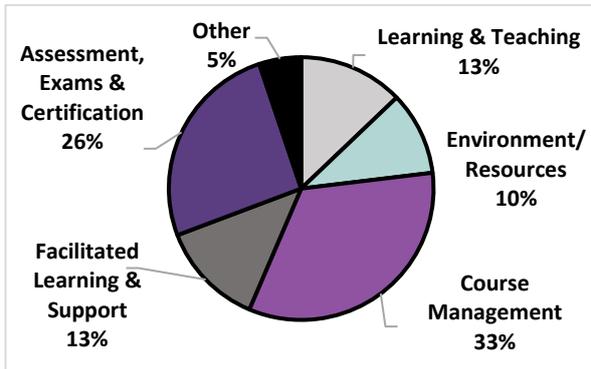
Each category can be broken down into related sub-categories, a summary of which is displayed below.



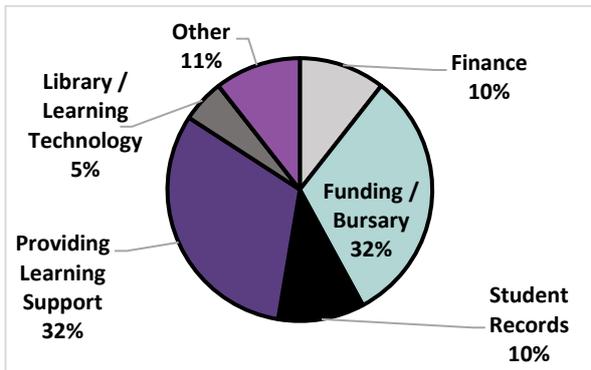
C1: Customer Care	
Health & Safety	1
Security	0
Diversity & Equality	7
Data Protection	5
Environmental	0
Staff Conduct	19
Student Conduct	3
Other	2



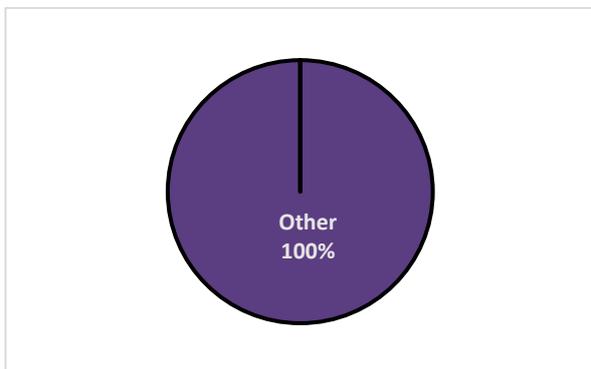
C2: Applications to Progression	
Marketing	3
Application, Admission, Interview, Enrolment, Induction	8
Progression, Articulation, Withdrawal	2
Other	0



C3: Course Related	
Learning & Teaching	5
Environment / Resources	4
Course Management	13
Facilitated Learning & Support	5
Assessment, Exams & Certification	10
Other	2



C4: Services	
Finance	2
Funding / Bursary	6
Student Records	2
Providing Learning Support	6
Library / Learning Technology	1
Quality etc.	0
Other	2



C5: Facilities	
Catering	0
Student Accommodation	0
Maintenance, Lifts, Car Parking	0
Other	2

Withdrawn Complaints Summary

This academic session, seven expressions of dissatisfaction were logged as complaints but were later withdrawn. Four of the withdrawn complaints were deemed to be best suited to be dealt with under more relevant People Services processes. Two complaints were received with no information included

to allow any form of investigation. Further information was requested for both. One of these we received no response to any attempt made to obtain further information. The last email highlighted that if the complainant wished to provide information the complaint could be opened and looked in to. The other complainant changed their mind on request of information and asked for the complaint to be closed.

3. Impact on Service Delivery

Upon closing a complaint, the complaints 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. On a quarterly basis, the quality department publish examples of lessons learned and actions taken on the college website to share the learning from complaints within the organisation. The below are examples of lessons and actions from this year that highlight the value of stakeholder feedback.

The Importance of thoroughly Assessing Student Admissions

A complaint was received in regards to a decision not to offer a student a place on a course. More specifically, the basis on which this decision was made. On looking into the complaint, the complaint handler concluded that some information shared with the family was incorrect. Following investigation, it was realised that within this curriculum area there needs to be more of a link between Student Support and the curriculum team in the application process. It was noted that going forward there will be assurances that any decision regarding admissions, especially those with additional learning needs, will be fully informed by way of discussion with student support staff, and information from awarding bodies, to ensure that any undue stress is avoided in every application going forward.

Improving Communication over Staff Holidays

A student had complained due to the lack of response to emails sent in attempts to gain access to systems to complete course work. This was during the holiday period but from a student on a remote programme. On investigating, it was realised that some staff did not have an out of office on their emails which caused the confusion. It was reiterated the importance of this going forward and managers will ensure that these are set with appropriate information going forward. In addition, remote programme managers will be informed of which staff will be on annual leave and who will be available. This will enable them to give students the contact details of those who will be able to assist should their lecturer be on annual leave. This will allow smoother communication through holidays for remote or distance programmes.

Improving Marking Processes

A complaint was received regarding a delay in the marking of paper-based work. On looking into the complaint, the complaints handler saw that as this option had not been readily offered since COVID 19, there was some confusion over the expected actions required when a student undertakes a paper based course. A conversation with the course material suppliers and an improved process for students on said courses has been confirmed.

Improving communication between college departments

A complaint was received highlighting a small weakness in regards to the communication between the Student Advice and Support Team and the curriculum teams. This has prompted the wider discussions within the team to ensure that the importance of any changes to individuals are not only communicated with students but also to the curriculum teams promptly. This has now led to a better overall experience for students.

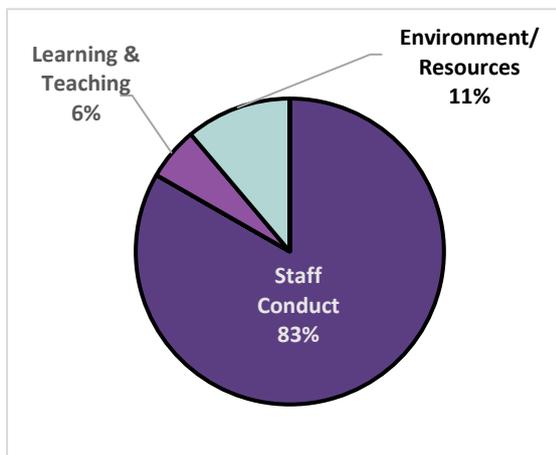
Improving clarity for bookings online

A complaint was received regarding additional required paperwork relating to booking an online course for employees. On looking into the complaint, it was noted that the required information for these applications were not listed on the college website and on the employer booking form. This has since been rectified with both updated allowing more transparency on what documents would be required in these situations before the submission is being undertaken.

Improving Customer Service and Communication

The college received a complaint in regards to the noise levels of a marketing van promoting the NESCol open day. The complaints handler was regretful that the issue could not have been resolved on the day of the incident and has spoken with the Advertising Contractor to discuss fully. The Marketing and Communication team will liaise with the contractor to ensure that planning and noise level regulations in both the city and shire councils are adhered to in any future projects.

4. Compliments and Thank You’s



During the 2024-25 academic year the Quality department were notified of 18 compliments and thank you’s that have been made in relation to various teams across the college.

Some compliments were related to more than one theme. Of the compliments made, the majority were of the themes highlighting the professionalism and support of how NESCol staff have conducted themselves (15), of the environment and resources of the college (2) or of positive experiences of learning and teaching (1).

Some examples of the compliments received are available below:

“Thank you so much for meeting with me. You really go above and beyond. A true credit to NESCol.”

“His level of support, checking in on me, his leniency and approachability, really stood out from the rest. You can tell he genuinely cares and finds passion in what he does.”



“The staff members attentiveness and quick response clearly reflect a strong commitment to public safety and to the welfare of our community members. His actions this morning are a great example of the professionalism and care we hope to see in all team members.”

“It has been everything and more we could have hoped for. That doesn’t happen by chance and while I know there will be an opportunity to appropriately acknowledge the role of NESCol and the staff next year, I thought I’d let you know given you were there from the very start of this journey. It’s been excellent. “

5. Appendix 1 – Annual KPI Summary Table & Comparison to Previous AY Data

COMPLAINTS HANDLING PROCEDURE INDICATORS		2024-25		2023-24	
1.0	Total number of complaints received & complaints received per 100 population	No.	%	No.	%
1.1	Number of complaints Received	78	100.0%	74	100.0%
1.2/1a	College Population and Number of Complaints received per 100 population	22185	0.4	22161	0.3
2.0	Number of complaints closed at each stage and as a % of all complaints closed	No.	%	No.	%
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	64	82.1%	65	87.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	4	5.1%	6	8.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	6	7.7%	2	2.7%
2.4	Open	4	5.1%	1	1.4%
3.0					
3.0	Stage 1	No.	%	No.	%
3.1/3a	Number and % of complaints upheld at Stage 1	27	42.2%	23	35.4%
	Number and % of complaints partially upheld at Stage 1	22	34.4%	24	36.9%
3.3/3c	Number and % of complaints not upheld at Stage 1	15	23.4%	15	23.1%
	Number and % of complaints resolved at Stage 1	0	0.0%	3	4.6%
3.0	Stage 2	No.	%	No.	%
3.4/3d	Number and % of complaints upheld at Stage 2	1	25.0%	1	16.7%
	Number and % of complaints partially upheld at Stage 2	2	50.0%	4	66.7%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	25.0%	1	16.7%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%
3.0	Escalated	No.	%	No.	%
3.7/3g	Number and % of complaints upheld after Escalation	1	16.7%	0	0.0%
	Number and % of complaints partially upheld after Escalation	2	33.3%	1	50.0%
3.9/3i	Number and % of complaints not upheld after Escalation	3	50.0%	1	50.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%
4.0	Total working days and average time in working days to close complaints at each stage	No.	%	Total	No.
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	295	4.6	305	4.7
4.2	Total working days and average time in working days to close complaints at Stage 2	66	16.5	113	18.8

4b	Total working days and average time in working days to close complaints after Escalation	105	17.5	41	20.5
5.0	Number and % of complaints closed within set timecales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)	No.	%	No.	%
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	55	85.9%	53	81.5%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	9	14.1%	11	16.9%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	4	100.0%	5	83.3%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	1	16.7%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	5	83.3%	1	50.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	16.7%	1	50.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised	No.	%	No.	%
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	6	66.7%	4	36.4%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	3	33.3%	1	9.1%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	0	0.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	3	100.0%	1	100.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%