



South
Lanarkshire
College
East Kilbride

ANNUAL COMPLAINTS HANDLING REPORT

with SPSO Performance Indicators

2020/21

COMPLAINTS PERFORMANCE INDICATORS REPORTED FROM 1/8/20 – 31/7/21

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1	Q2	Q3	Q4	YTD						
1.0	Total number of complaints received & complaints received per 100 population											
1.1	Number of complaints Received	6	2	11	4	23						
1.2/1a	College Population and Number of Complaints received per 100 population	4808	0.1	5583	0.0	5715	0.2	5996	0.1	5996	0.4	0.0
2.0	Number of complaints closed at each stage and as a % of all complaints closed											
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	5	83.3%	2	100.0%	9	81.8%	3	75.0%	19	82.6%	0.0%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	1	16.7%	0	0.0%	2	18.2%	1	25.0%	4	17.4%	0.0%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	1	9.1%	1	25.0%	2	8.7%	0.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage as a % of complaints closed at that stage											
3.0	Stage 1											
3.1/3a	Number and % of complaints upheld at Stage 1	4	80.0%	1	50.0%	7	77.8%	2	66.7%	14	73.7%	0.0%
3.3/3c	Number and % of complaints not upheld at Stage 1	1	20.0%	1	50.0%	3	33.3%	1	33.3%	0	0.0%	0.0%
3.0	Stage 2											
3.4/3d	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	100.0%	0	0.0%	1	50.0%	1	0.0%	3	75.0%	0.0%
3.0	Escalated											
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	1	100.0%	1	50.0%	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	50.0%	0.0%
4.0	Total working days and average time in working days to close complaints at each stage											
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	20	4.0	16	8.0	40	4.4	24	8.0	100	5.3	0.0
4.2	Total working days and average time in working days to close complaints at Stage 2	13	13.0	0	0.0	27	13.5	30	30.0	70	17.5	0.0
4b	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	100.0	8	8.0	15	15.0	23	11.5	0.0
5.0	Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)											
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	4	80.0%	1	50.0%	9	100.0%	1	33.3%	15	78.9%	0.0%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	20.0%	1	50.0%	0	0.0%	0	0.0%	2	10.5%	0.0%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	100.0%	0	0.0%	1	50.0%	1	100.0%	3	75.0%	0.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	100.0%	1	100.0%	0	0.0%	1	50.0%	0.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised											
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	1	20.0%	0	0.0%	1	11.1%	2	66.7%	4	21.1%	0.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	1	100.0%	0	0.0%	0	0.0%	1	50.0%	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	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%	0	0.0%	0	0.0%	0	0.0%	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0.0%

REPORTING PERFORMANCE INDICATORS (PIs)

Indicator 1 – The total number of complaints received

Indicator 2 – Closed complaints at stage one and stage two

Indicator 3 – Complaints upheld/not upheld

Indicator 4 – Average times for a full response to complaints at each stage

Indicator 5 – Performance against timescales – at each stage within 5- and 20-day timescales

Indicator 6 – Number of cases where an extension is authorised

Indicator 7 – Customer satisfaction with the complaints service

Indicator 8 – Learning from complaints

Q1	01/08/20 - 31/10/20	= 4808
Q2	01/11/20 - 31/01/21	= 5583
Q3	01/02/21 - 30/04/21	= 5715
Q4	01/05/21 - 31/07/21	= 5996

YTD | Year to Date

CUSTOMER CATEGORY BY QUARTER

CUSTOMER CATEGORY: BY QUARTER	Q1	Q2	Q3	Q4	2020/21
C1: Customer Care	0	0	0	0	0
C1S01: Health&Safety	0	0	0	0	0
C1S02: Security	0	0	0	0	0
C1S03: Diversity & Equality	0	0	0	1	1
C1S04: Data Protection	0	0	0	0	0
C1S05: Environmental	0	0	0	0	0
C1S06: Staff Conduct	2	0	2	2	6
C1S07: Student Conduct	0	0	0	0	0
C1S99: Other	0	0	0	0	0
C2: Applications to Progression	0	0	0	0	0
C2S01: Marketing	0	0	0	0	0
C2S02: Application, Admission, Interview, Enrolment, Induction	3	0	2	0	5
C2S03: Progression, Articulation, Withdrawal	0	0	0	0	0
C2S99:Other	0	0	0	0	0
C3: Course Related	0	0	0	0	0
C3S01: Learning & Teaching	0	0	0	0	0
C3S02: Environment/Resources	0	0	0	0	0
C3S03: Course Management	0	1	1	0	2
C3S04: Facilitated Learning & Support	0	0	0	0	0
C3S05: Assessment, Exams & Certification	1	0	0	0	1
C3S99: Other (Industrial Action)	0	0	1	1	2
C4: Services	0	0	0	0	0
C4S01: Finance	0	1	3	0	4
C4S02: Funding / Bursary	0	0	1	0	1
C4S03: Student Records	0	0	0	0	0
C4S04: Providing Learning Support	0	0	0	0	0
C4S05: Library / Learning Technology	0	0	0	0	0
C4S06: Quality etc.	0	0	0	0	0
C4S99: Other	0	0	1	0	1
C5: Facilities	0	0	0	0	0
C5S01: Catering	0	0	0	0	0
C5S02: Student Accommodation	0	0	0	0	0
C5S03: Maintenance, Lifts, Car Parking	0	0	0	0	0
C5S99: Other	0	0	0	0	0
C6: Others	0	0	0	0	0
C6S01: Others	0	0	0	0	0
C6S99	0	0	0	0	0

Customer Category: by Quarter	Q1	Q2	Q3	Q4	2020/21
C1: Customer Care	2	0	2	3	7
C2: Applications to Progression	3	0	2	0	5
C3: Course Related	1	1	2	1	5
C4: Services	0	1	5	0	6
C5: Facilities	0	0	0	0	0
C6: Others	0	0	0	0	0

COMPLAINTS SUMMARY 2020/21

Summary of complaint by category/ subcategory	Upheld/not upheld	Learning from Complaints (Indicator 8)
Customer Care (7 complaints) <ul style="list-style-type: none"> Diversity & Equality – 1 Staff Conduct – 6 	Diversity & Equality – upheld Staff Conduct – 4 upheld and 2 not upheld	<p>For the course teams to consistently apply college policies in relation to Covid guidance in line with Scottish Government guidance.</p> <p>To consult meaningfully with major stakeholders to include them in programming decisions to foster effective customer relationships.</p> <p>Greater understanding is required on occasion and not to respond to applicants in a way that may be perceived as defensive or negative.</p> <p>To ensure students receive the specific educational support needs that they require and to discuss this at Course Team meetings.</p> <p>Ensure all members of lecturing staff adhere to the college policy relating to non-attendance of students.</p> <p>Remind staff to be aware that when speaking to colleagues their actions and tone may have a negative impact.</p>
Applications to Progression (5 complaints) <ul style="list-style-type: none"> Admissions and Applications – 5 	Admissions – 5 upheld	<p>For a College system to be put in place which notifies counter signatory if a PVG record has not been received.</p> <p>When requesting that students are invited to enrol and do not, Lecturers will contact them individually before the start date of the course.</p> <p>To ensure a positive student experience the Application process and course information on the website must be kept accurate and up to date.</p>
Course Related (5 complaints) <ul style="list-style-type: none"> Course Management – 2 Assessment – 1 Covid Related – 1 Strike Action – 1 	Course Management – 2 not upheld Assessment – 1 not upheld Covid related – 1 upheld Strike Action – 1 upheld	<p>For the College to notify all eligible students earlier about dates and arrangements for Graduation.</p> <p>Communications with Managing Agents and their employers could be clearer to improve planning arrangements for student assessments.</p> <p>Consult with major stakeholders to include them in programming decisions to foster effective customer relationships.</p> <p>Where students have been disadvantaged due to Covid the Faculty must explain to students what alternatives are available to them.</p>

COMPLAINTS SUMMARY 2020/21

Summary of complaint by category/ subcategory	Upheld/not upheld	Learning from Complaints (Indicator 8)
Services (6 complaints) <ul style="list-style-type: none"> Finance – 4 Funding/Bursary – 1 Other – 1 	Finance – 3 upheld, 1 not upheld Bursary – 1 upheld Other – 1 not upheld	<p>We need to ensure that students are made aware of their responsibilities regarding payment of fees before they commence their studies at interview and / or induction and we should review available information for students who have problems with payment.</p> <p>The studentfees@slc.ac.uk email address for queries and support could be made more prominent.</p> <p>The Finance Dept will also ensure that Student Services know where to access outstanding fees information/reports.</p> <p>The College will ensure that information on course fees is available and visible on the College Website and that students are given the correct advice by staff regarding fees and funding prior to enrolment and at Induction.</p>
Facilities (no complaints)	-	-
<p>One case was referred to the SPSO by a complainant. This was not taken forward by the SPSO and the case was closed by the SPSO in July 2021.</p>		

YEAR ON YEAR TOTALS

Totals: 2020-21 = 23 Complaints **Summary:** 16 upheld. 7 Not upheld.

Totals: 2019-20 = 20 Complaints **Summary:** 11 upheld. 8 Not upheld. One Stage 2 complaint was not closed due to lack of contact from the complainant.

Totals: 2018-19 = 14 Complaints **Summary:** 8 upheld. 6 Not upheld.

Totals: 2017-18 = 11 Complaints **Summary:** 5 upheld. 4 Not upheld. 2 Partially upheld.

INDICATOR 7: CUSTOMER SATISFACTION WITH THE COMPLAINTS HANDLING SERVICE

The College requests formal feedback from complainants regarding their satisfaction with the complaints process. A survey is sent to complainants via a Microsoft 365 Forms link seeking their views on the complaints process after the complaint has been dealt with and closed.

In 2020-2021 five responses were received from surveys emailed to twenty-three complainants.

1. One complainant was aware of the Complaints Procedure before they needed to make a complaint and four were not aware.

2. Two complainants reported it was easy to access information about the College complaints process and three reported it was not easy.

3. One complainant found it easy to make my complaint and four did not find it easy.

4. One complainant was able to get help in making my complaint as required and four were not.

5. Two complainants felt their complaint was taken seriously and three did not.

6. Five complainants felt their complaint was not thoroughly investigated.

7. Three complainants were satisfied with the time taken to respond to their complaint and two were not.

8. One complainant said the response received addressed the content of their complaint and four did not.

9. Three complainants were always dealt with courteously and two was not.

ACTION PLAN 2021/22

Action	By whom	Target Date/Update/Action Completed
Publish the 2020-21 Annual Complaints Handling Report on the College website following presentation to and approval by SLT and the Board of Management in February 2022.	Marketing via Interim Associate Principal (AP) Business (Complaints Handler).	By the end of February 2022
Present the 2021-22 Annual Complaints Handling Published Report to SLT/CLT for discussion of lessons learned.	Interim AP Business (Complaints Handler).	January to March 2022
The Interim AP Business (Complaints Handler) to attend Faculty/ Departmental meetings to continue to raise awareness of complaints handling.	Interim AP Business (Complaints Handler).	January to April 2022
Publicise the Complaints Handling Procedures more widely to students.	Interim AP Business (Complaints Handler) to meet with the Head of Student Services to agree that information re complaints be added to the Student Portal.	March to April 2022
Discuss arrangements with Depute Principal for Succession Planning for Complaints Handling	Interim AP Business (Complaints Handler) to progress discussions with Depute Principal	January 2022





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