

**Complaints Handling Performance Yearly Report**

**August 2022 – July 2023**

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# Introduction:

This annual report shows complaint information in line with the SPSO’s refreshed Key Performance Indicators (KPI) with effect from August 2022.

# Indicator 1: Total number of complaints received at Stages 1 & 2

| **Quarter** | **Stage 1 Complaints (includes escalated complaints)** | **Stage 2 Complaints** |
| --- | --- | --- |
| Aug 2022 – July 2023 | 84 (11 escalated complaints) | 7 |

# Indicator 2: The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 & 20 working days

**Stage 1 closed within 5 working days:** 57 (78%)

**Stage 2 closed within 20 working days:** 3 (43%)

**Escalated closed within 20 working days:** 8 (73%)

# Indicator 3: The average time in working days for a full response to complaints at each stage

**Stage 1** – 5

**Stage 2** – 19

**Escalated** –11

# Indicator 4: The outcome of complaints at each stage

| **Complaint Outcome** | **Number of Stage 1 complaints** | **Number of Stage 2 complaints** | **Number of Escalated complaints** |
| --- | --- | --- | --- |
| **Upheld** | 2 | 0 | 2 |
| **Partially upheld** | 9 | 2 | 3 |
| **Not upheld** | 17 | 2 | 4 |
| **Resolved** | 47 | 2 | 2 |

# Complaints Trends

Session 22/23 has shown the main complaint trends in:

**Category C1: Customer Care, Sub Category: Staff Conduct** – 32 complaints in total

* **Stage 1 - 25 logged:** 4 not upheld, 3 partially upheld, 14 resolved, 1 upheld (3 escalated to S2 before outcome reached at stage 1).
* **Escalated to Stage 2** – **3 logged:** 1 not upheld, 1 upheld and 1 partially upheld.
* **Stage 2 – 7 logged:** 2 not upheld, 2 partially upheld, 2 resolved and 1 upheld

**Category C3: Course Related, Sub Category: Applications, Admission, Interview, Enrolment, Induction** – 10 complaints in total

* **Stage 1 – 10 logged**: 1 not upheld, 2 partially upheld, 5 resolved
* **Escalated to Stage 2 – 2**: both not upheld

# Actions taken or will be taken to improve services

* Construction delivery strategy adapted for session 2023/24.
* Short life working group will be established with schools and the college to review SCP application process for 2024/25.
* Amendment to advertised course on college website to ensure all candidates are aware of course requirements.
* Mystery calls made to ensure staff are answering calls in a timely manner.
* Guidelines provided to staff regarding messaging to be given to candidates at interview.
* Development in place to tailor information supplied to students on the reason for rejection after application/interview.
* Students reminded not to wear whites whilst smoking outside on breaks.
* Smaller classes for January 2023 start, schedule of work given in full at the beginning of the course and changes made to the application process for payment for the course resulting in all students receiving their kits within the first half hour of the class.
* Student withdrawal procedures have been reviewed within department involved the complaint to ensure that withdrawals are made in a timely manner and to ensure that there is appropriate engagement with the student prior to initiating a withdrawal.

**Was it to make your complaint?** **How easy was it to make your complaint?**