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**Complaints Handling Quarter 2 Report**

**November 2024 – January 2025**

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

|  |  |  |
| --- | --- | --- |
| **Quarter** | **Stage 1 Complaints (includes escalated complaints** | **Stage 2 Complaints**  |
| November 2024 – January 2025 | 24 (2 escalated) | 3 |

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

**Stage 1 closed within 5 working days:**  18 (75%)

**Stage 2 closed within 20 working days**: 2 (66%)

**Escalated closed within 20 working days**: 2 (100%)

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

**Stage 1**: 4 working days

**Stage 2**: 18 working days

**Escalated:**  12 working days

# Indicator 4: The outcome of complaints at each stage

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint Outcome** | **Number of Stage 1 complaints and also as a % of all complaints closed at Stage 1** | **Number of Stage 2 complaints and also as a % of all complaints closed at Stage 2** | **Number of Escalated complaints and also as a % of all complaints closed after Escalation**  |
| **Upheld**  | 4 (18%) | 0 | 0 |
| **Partially upheld** | 5 (23%) | 1 (33.33%) | 0 |
| **Not upheld** | 4 (18%) | 1 (33.33%) | 1 (50%) |
| **Resolved** |  9 (41%)  | 1 (33.33%) | 1 (50%) |

# Learning from Complaints (LFC)

During the second quarter of session 24/25 by completing an LFC we have helped improve services and delivery, some of the actions taken in response to complaints were:

* Repainting of disabled parking spaces to ensure spaces are clearly marked.
* Lecturer considered and reflected on student feedback to improve approach to teaching
* Refresher course for lecturers on Student Absence Management (SAM) forms to be organised for next staff development session.
* Reminder to lecturers on a weekly newsletter to ensure all students have access to SAM forms

**Case Study**

**Complaint**: Member of the public complained about students littering

**Outcome:** Resolved

**What went wrong?** Students littering in private courtyards and surrounding paths and gardens.

**Actions implemented**: Awareness raised to students through a Stop Littering Poster

# Customer satisfaction with the complaints process

No surveys were completed in the second quarter.

# Compliments

2 compliments were received in the second quarter:

**Student Services** (compliment from a parent)

Their daughter recently started college in Granton, she was a bag of nerves going in on her first day as she has complex needs and suffers with anxiety. The parent was dreading her daughter coming home and expecting a meltdown about how the day had gone, however she had the best day possible and she wouldn't stop going on about how great a staff member from student offices was, he was patient with her daughter and settled her right in. The parent said “to this day I'm yet to have someone have that effect on my wee one after such a short period of time! Thank you”

**Compliment from a member of the public**

They were on bus with a toddler when lots of College students got on the bus. They said that the students were helpful, respectful and thoughtful. That their behaviour is a credit to the College.