

**Complaints Handling Second Quarter Report**

**November 2023 – January 2024**

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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 2023– January 2024 | 30 (7 escalated to Stage 2) | 4 |

# 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:** 20 out of 23 closed complaints - 87%

**Stage 2 closed within 20 working days**: 2 out of 4 closed complaints - 50% (2 remain open @ 20/2/24)

**Escalated closed within 20 working days**: 7 out of 7 closed – 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**: 20 working days – 2 Stage 2 complaints in progress @ 20/2/24

**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 - 2 complaints open @ 20/2/24** | **Number of Escalated complaints and also as a % of all complaints closed after Escalation** |
| **Upheld**  | 1 (4%) | 1 (50%) | 1 (15%) |
| **Partially upheld** | 2 (9%) | 0 | 0 |
| **Not upheld** | 5 (22%) | 1 (50%) | 6 (85%) |
| **Resolved** | 15 (65%) | 0 | 0 |

# Learning from Complaints (LFC)

During the second quarter of session 23/24 by completing an LFC we have helped improve services and delivery, some of the actions taken in response to complaints were:

* Wording changed in student car parking permit application to advise students to display their permit on the front windscreen

**Case Study**

**Complaint**: Several complaints about receiving car parking fines from UKPC

**What went wrong?** Not enough awareness of car parking rules and regulations.

**Actions implemented**: Wording changed in the student car parking permit application to advise students to display their permit on the front windscreen. Communication through ECSA Newsletter - [Newsletter: LGBT+ Inclusion / Elections / Wellbeing Fair / Free ID (ecsa.scot)](https://ecsa.scot/civicrm/mailing/view?id=1352&reset=1) at start of semester 2 to remind students to apply for a permit at reception and to display their permit clearly (advised on the windscreen).

# Customer satisfaction with the complaints process

Only 3 surveys were completed in the second quarter.

2 responses were very positive in all aspects of easiness to make the complaint, timelines, professionalism, friendliness, politeness, courtesy, communication style and agreed with their outcome however 1 was very dissatisfied with all aspects and commented that they disagreed with receiving a car parking fine.

# Compliments

2 compliments were received in the second quarter:

* Gratitude from a parent about the graduation who said “t*he warmest of welcomes at the reception beforehand and the graduation itself. The organisation was amazing, each of the staff was so friendly and helpful and the whole evening form an attendee’s perspective flowed effortless”*
* Parent thankful for Student Services staff, they said “*My son attends Edinburgh College and he suffers a great deal with anxiety as a result of his disabilities, which often makes seeking support and assistance harder. His mum and I are often having to accompany him in and out of places to support him, but, this time we couldn't.  He went into student services at Granton/Telford college and spoke to a young chap. Ever since he came back from college after speaking to him, he has been saying how appreciative of him he was. He was patient with him, made him feel welcome and even went above and beyond to discuss support avenues with him moving support.*

*I have since been into speak to him to thank him personally, but, I know that these interactions can be lost in the madness of life working in a place of that size and I really wanted the right people to know about how much of an asset he is in there. He ensured that my sons first time seeking support by himself was a success and we cannot thank him enough.*