**Ref: 008/24**

As of 1 October 2012, Edinburgh’s Telford College, Jewel & Esk College and Stevenson College merged to create a single college called Edinburgh College.

We refer to your request for information dated 22 February 2024. The College has considered your request as a request for information under section 1 of the Freedom of Information (Scotland) Act 2002 (“FOISA”).

**008/24 (1):** How many complaints has the college received about issues relating to accessibility requirements or physical disability, from when the campus opened?

Thank you for clarifying in your email that you are seeking the requested information based on the following:

* Time period from 2019/20
* Categories Customer Care, Services and Facilities – sub categories Health and Safety, Diversity and Equality, Staff Conduct, Facilitated Learning & Support, Providing Learning Support and Maintenance.

The information provided below relates to information held under these categories (and sub categories) by the College from Academic Year 2019/20 to 22 February 2024.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Accessibility requirements or physical disability | Building access requirements | Material barriers to learning | Other |
| No of complaints | \* | \* | \* | 138  |

\* Please note, numbers of less than five are not provided to protect confidentiality. This information is exempt under Section 38 (1) (b) of the FOI(S) Act 2002 as (due to the low numbers involved) individuals could be identified by this information alongside other information that could be available, and this would therefore risk disclosure of individuals’ personal data.

Of the complaints made from when the campus opened, how many:

**008/24 (2):** referred to building access requirements? (ie: doors, corridors, roads, fire exits)

Please refer to table in **008/24 (1)**

**008/24 (3):** referred to material barriers to learning? (ie: wheelchair accessible desks, accessibility software, large print textbooks)

Please refer to table in **008/24 (1)**

**008/24 (4):** Referred to other issues

Please refer to table in **008/24 (1)**

Of the complaints made:

**008/24 (5):** What was the average time taken to resolve a complaint?

|  |  |
| --- | --- |
| Average time | 7 working days |
| Shortest time | 0 working days |
| Longest time | 51 working days  |

**008/24 (6):** What was the shortest time taken to resolve a complaint?

Please refer to table in **008/24 (5)**

**008/24 (7):** What was the longest time taken to resolve a complaint?

Please refer to table in **008/24 (5)**

**008/24 (8):** With regards to the longest time taken, what was the complaint about?

This information is exempt under Section 38 (1) (b) of the FOI(S) Act 2002 as (due to relating to an individual complaint) individuals could be identified by this information alongside other information that could be available, and this would therefore risk disclosure of individuals’ personal data.

Edinburgh College is subject to the provisions of the Freedom of Information (Scotland) Act (FOISA) 2002. If you are dissatisfied with this response, you may ask the college to review this decision. To do this, please contact the Director of Communications, Policy and Research at the postal address below or e-mail the Director of Communications, Policy and Research at governance@edinburghcollege.ac.uk describing your original request and explaining your grounds for dissatisfaction. (Please include in your review request, your name and address (email or postal) for correspondence).

You have 40 working days from receipt of this letter to submit a review request to:

Director of Communications, Policy and Research

4th Floor

Edinburgh College (Milton Road Campus)

24 Milton Road East

Edinburgh

EH15 2PP

When the review process has been completed and if you are still dissatisfied, you may ask the Scottish Information Commissioner to intervene.

You can make an appeal to the Commissioner by email or post.

To appeal by email, send your application form or email to mail to: enquiries@itspublicknowledge.info

To appeal by post, send your application form or letter to:

Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

KY16 9DS

Full details on how to make an appeal to the Commissioner are available from their website: <http://www.itspublicknowledge.info/Appeal>

You must appeal to the Commissioner within six months of receiving the review decision.

You also have the right to appeal to the Court of Session on a point of law following a decision of the Commissioner.

Regards

FOI Team