

Edinburgh College Complaints Handling Second Quarter Report

November 2022 – January 2023

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

27 Complaints received in total November 2022 – January 2023
(Four Stage 1 complaints and one Stage 2 complaint were withdrawn):

Quarter	Stage 1 Complaints (includes escalated complaints)	Stage 2 Complaints
November 2022 – January 2023	20 (1 escalated)	2
November 2021 – January 2022	11 (0 escalated)	10

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:** 15 out of 19 closed complaints (79%) were closed within 5 working days.
- **Stage 2 closed within 20 working days:** None. Both complaints were outwith the timescales due to further evidence being submitted for review and staff unavailable for interviewing.
- **Escalated closed within 20 working days:** One of one closed.

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

Stage 1 – 5 working days.

- **Stage 2** – 38 working days (There were only two stage 2 complaints. It took 51 working days to issue a response for one of these due to extension over the festive break. In addition, the complainant offered further information to be reviewed near to the end of the initial investigation).

Escalated – 8 working days.

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	0	0	0
Partially upheld	3	2	0
Not upheld	3	0	1
Resolved	13	0	0

Learning from Complaints

During the second quarter of session 2022/23 we have helped improve services and delivery. Some of the actions taken in response to complaints were:

- 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

Case Study

Complaint: Student dissatisfied with the delivery of a new course and 3 days of lost classes.

What went wrong? Too many students on the course, schedule of work only given week to week so unable to prepare in advance. Application process taking up time in class. Lost classes were due to additional public holidays.

Actions implemented: Smaller class 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.

Customer satisfaction with the complaints process

Only one feedback survey was completed in the second quarter.

The complainant found it easy to make their complaint, timescales were met, positive outcomes for professionalism, friendliness, politeness, courtesy and communication style. We understood their key issues of their complaint and they agreed with the clarity of the decision and the basis for reaching the outcome to their complaint.

Compliment

We received one compliment in the second quarter:

Art & Design staff & BA Hons Visual Communication Students from Creative Edinburgh after they designed and produced the physical awards for the annual Creative Edinburgh Award ceremony

“It was an absolute pleasure working with you all this year, the staff were exceptional especially Natalie, who was so efficient and diligent to make sure we met the deadline in the weeks ahead of the event. It was so nice seeing the students attend the event as well, I hope they enjoyed it.

We would definitely love to continue the partnership next year.”