

**Complaints Handling Performance Yearly Report**

**August 2023 – July 2024**

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# Introduction:

This annual report shows complaint information for session 2023/24

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

| **Quarter** | **Stage 1 Complaints (includes escalated complaints)** | **Stage 2 Complaints** |
| --- | --- | --- |
| Aug 2023 – July 2024 | 111 (15 escalated complaints) | 25 |

# 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:** 80 (72%)

**Stage 2 closed within 20 working days:** 13 (52%)

**Escalated closed within 20 working days:** 14 (93%)

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

**Stage 1** – 3

**Stage 2** – 15

**Escalated** –10

# Indicator 4: The outcome of complaints at each stage

| **Complaint Outcome** | **Number of Stage 1 complaints** | **Number of Stage 2 complaints** (5 remain open at 31/7/24) | **Number of Escalated complaints** |
| --- | --- | --- | --- |
| **Upheld** | 2 | 2 | 1 |
| **Partially upheld** | 35 | 10 | 2 |
| **Not upheld** | 14 | 7 | 11 |
| **Resolved** | 45 | 1 | 1 |

# Complaints Trends

Session 23/24 has shown the main complaint trends in:

**Category C1: Customer Care, Sub Category: Staff Conduct** – 30 complaints in total

* **Stage 1 - 21 complaints:** 3 not upheld, 1 partially upheld, 14 resolved, 1 upheld (2 escalated to S2)
* **Escalated to Stage 2** – **2 complaints:** 1 not upheld and 1 partially upheld
* **Stage 2 – 9 complaints:** 4 not upheld, 4 partially upheld and 1 1 resolved

**Category C6: Others, Sub Category: C6S01**: **Others** – 36 complaints in total (32 related to strike action)

* **Stage 1 - 36 complaints:** 28 partially upheld, 2 resolved, (6 escalated to S2).
* **Escalated to Stage 2** – **6 complaints:** 5 not upheld, 1 resolved.
* **Stage 2 – 0 complaints**

# Actions taken or will be taken to improve services

* Kindness to neighbours’ posters circulated around campus and externally on fences around the houses that had complained about rubbish being thrown into their garden
* Wording changed in student car parking permit application to advise students to display their permit on the front windscreen.
* External company used to supply vending machines will ensure that their staff are aware of the importance of checking product dates.
* ECSA will refresh signage/guidance around community fridges to ensure students are aware of who to contact should they have any issues with the food in the fridge.
* A review of the automatic message sent to unsuccessful applicants. More information to be included.
* Progression information about a course made clearer on the College website.
* A review of how information about attendance for School College Partnership students is communicated to parents.
* A review of the wording in the e-mail template to students when offered a School College Partnership course.

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