



Complaints Handling Third Quarter Report

February 2023 – April 2023

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

13 Complaints received in total February – April 2023, decrease of 6 complaints from Q3 21/22

Quarter	Stage 1 Complaints (includes escalated complaints)	Stage 2 Complaints
February – April 2023	12 (includes 2 escalated to Stage 2)	1
February – April 2022	16 (includes 8 escalated to Stage 2)	2

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: only 3 out of 12 were fully closed within 5 working days. 1 complaint was moved to stage 2 as still no outcome within 10 working days. Other delays were due to the February break, complainant on holiday and a discrepancy in the complaint outcome before it was issued.

Stage 2 closed within 20 working days: The only stage 2 was closed in 27 working days due to the February break, time taken to assign an Investigating Officer and staff not being available to speak to.

Escalated closed within 20 working days: 2 out of 2 closed.

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

Stage 1 – 6 working days.

Stage 2 – 27 working days (only 1 stage 2 complaint).

Escalated – 12 working days.

Indicator 4: The outcome of complaints at each stage

One stage 1 complaint from the end of Q3 still open at time of creating this report.

Complaint Outcome	Number of Stage 1 complaints	Number of Stage 2 complaints	Number of Escalated complaints
Upheld	0	0	0
Partially upheld	4	0	1
Not upheld	2	1	1
Resolved	3	0	0

Learning from Complaints

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

Student withdrawal procedures: These have been reviewed within department to ensure that withdrawals are made in a timely manner and to ensure that there is appropriate engagement with the student prior to initiating a withdrawal.

Case Study

Complaint: Student suspended without warning and filmed in class without consent

What went wrong? College's Positive Behaviour, Anti Bullying and Harassment policy not followed correctly

Actions implemented: Apology to student. All staff in the department to be given refresher training on how to deal with students with inappropriate behaviour and Data protection with regards to consent and justification for recordings.

Customer satisfaction with the complaints process

Only one feedback survey was completed in the third quarter.

The complainant found it okay to make their complaint, timescales were met, positive outcomes for professionalism, friendliness, politeness, courtesy. Communication style was scored low and they thought we did not understand the key issues of their complaint and they did not agree with the outcome or clarity of the decision and the basis for reaching the outcome to their complaint.

Compliments

Some of the compliments we received in the third quarter:

Art & Design: S4, S5 & S6 pupils from Hawick High School who visited the School of Art & Design

"I cannot put into words how grateful we are for yesterday's visit. This has been such an enlightening experience for our young people, and just today 3 students have come to me to pursue the NC: Creative Industries course I offer. I am blown away by the positive response this has had on our young people- 1 student has also sent their application across for HND Graphic Communication and looks forward to presenting their Digital Portfolio to you soon!

I would love to collaborate together soon. I have ideas swimming around about the possibility of the college delivering our Digital Art students with a brief to work on as part of their Qualification, and potentially having them come to you to present their work as a taster? I have so many wonderful ideas in my head!!

Again, truly thank you for such a wonderful experience, I have some starstruck young people who have really had their passions ignited yesterday”

Vocational and Curriculum Partnership Officer - Hawick High School:

“Sorry about the delay in me replying. I just wanted to reiterate what True has said and again thank you for your time. There was a real buzz on the bus home and I am meeting with a few students this morning to discuss the college courses.

It would be great to link up with more departments, please feel free to pass my e-mail onto your colleague’s around the college”

Staff at Granton Library:

“I would like to thank staff in the library, they are very friendly, helpful and patient”