



Annual Complaints Handling Summary Report 2022-23

Introduction

This report is published in response to requirements by the Scottish Public Sector Ombudsman (SPSO) to reporting complaints against defined indicators and publicising complaints information. As obliged by legislation, we follow the SPSO Model Complaints Handling Procedure (MCHP) in dealing with all complaints.

The report includes mandatory reporting and publishing of complaints performance statistics, complaints trends and outcomes, and actions taken to improve services.

In addition to meeting our statutory reporting requirement, the report illustrates the importance we attach to complaints and our commitment to improve our services through learning from complaints and other feedback which we continually seek.

In addition to this annual report, which is published on our website, we also report on complaints to the Board of Governors Audit Sub-Committee on a quarterly basis.

Indicator One: The total number of complaints received

The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.

Level	Upheld	Part Upheld	Not Upheld	Resolved	Total
Level 1	15	7	24	7	53
Level 2	2	3	3	0	8
TOTAL	17	10	27	7	61

Indicator Two: The number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days

The number of complaints closed in full at stage 1, stage 2 and after escalation within MCHP timescales as percentage of all stage 1, stage 2 and escalated complaints responded to in full.

Criteria	Measure
Level 1 Complaints	53
Level 1 Closed within 5 days deadline	79%
Extended Level 1 deadline	12
Level 2 Complaints	6
Level 2 Closed within 20 days deadline	100%
Number Escalated Level 1 to Level 2	3
TOTAL	61

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

The average (mean) time in working days to respond at level 1, level 2 and after escalation.

	Average (mean) response time
Level 1 Complaints	5.2 days
Level 2 Complaints	16.1 days
Escalated Complaints	15.3 days

Where complaints are not met within the deadlines, these were dealt with proactively, but they exceeded deadlines due to delays in complainants responding to emails or staff absence including annual leave.

Indicator Four: The outcome of complaints at each stage

The number of complaints upheld, partially upheld, not upheld and resolved at level 1, level 2 and after escalation as % of all complaints closed at level 1, level 2 and after escalation.

2022-23	% Closed at Level 1	% Closed at Level 2	% Escalated L1 – L2	Number of Complaints
Upheld	88%	6%	6%	17
Part Upheld	70%	20%	10%	10
Not Upheld	89%	7%	4%	27
Resolved	100%	0	0	7
Number of Complaints	53	5	3	61

Complaints Trends and Resulting Actions

The following table summarises complaints to the college across time. With over 9,000 student enrolments at college in each academic year, it is evident that the number of complaints reflects a very small percentage of all interactions that students and other stakeholders have with the college.

Nonetheless, we take our responsibilities seriously and aim to deal with complaints promptly and to the complainant's satisfaction.

Number of Complaints				
	2019-20	2020-21	2021-22	2022-23
Total	46	46	58	61

Learning from Complaints – Annual Review of Reasons

The college actively participates in annual self-evaluation, so is always seeking to improve our services, proactively using feedback from students, customers and stakeholders.

Based on the complaints which were upheld or partly upheld, we note the following actions from the main categories of complaint and which improvement actions arose from these. Please note that in every case, complainants were satisfied with the outcomes reached.

Reason for Complaint	Total No.	Upheld/ Part Upheld	Improvement Actions
Communication	34	16	Feedback to individual or team provided, action taken to improve communication and recorded in self-evaluation.
Course Related	1	0	N/A

Delivery staff actions	9	3	Coaching provided to individual staff.
Funding	1	1	Feedback to individual or team provided and action taken to improve communication.
Management action	5	1	College website updated.
Standard of Service	3	2	Feedback to individual or team provided, action taken to improve communication and recorded in self-evaluation.
Student behaviour	5	1	Student behaviour addressed through Student Positive Behaviour and Disciplinary Procedure.
Support staff behaviour	3	3	Additional course places were offered.

Conclusion

The college follows the Scottish Public Sector Ombudsman Model Complaints Handling Policy and promotes awareness of this to staff, students and visitors.

The number of complaints received by the college is low, and all were handled proactively and to complainant's satisfaction.

We use the information gathered during the complaints handling process to inform continuous improvement in real time, as well as reflecting on these for self-evaluation purposes.

Always striving for better, the college also promotes positive feedback on staff and the college from students and stakeholders, as well as changes and improvements resulting from this via its website and social media.