



**Annual Complaints Handling
Summary Report
2023-24**

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Introduction

This report is published in response to requirements by the Scottish Public Sector Ombudsman (SPSO) to report complaints and publicise complaints information.

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

This report is provided as an illustration that we take complaints seriously, and are always seeking to improve our services through learning from complaints and other feedback.

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

There are four indicators we are required to publish:

- Indicator One: The total number of complaints received
- 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
- Indicator Three: The average time in working days for a full response to complaints at each stage
- Indicator Four: The outcome of complaints at each stage.

Indicator One: The total number of complaints received

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

In Quarter 1, we received 10 complaints at Level 1 and 1 at Level 2. All were resolved to the complainant's satisfaction.

In Quarter 2, we received 18 complaints at Level 1 and 4 at Level 2. All were resolved to the complainant's satisfaction.

In Quarter 3, we received 11 complaints at Level 1 and 1 at Level 2. All were resolved to the complainant's satisfaction.

In Quarter 4, we received 4 complaints at Level 1 and 3 at Level 2. All were resolved to the complainant's satisfaction at the time of writing.

Quarter	Level	Upheld	Part Upheld	Not Upheld	Resolved	Total
1	Level 1	2	1	3	4	10
1	Level 2	0	1	0	0	1
TOTAL		2	2	3	4	11
2	Level 1	12	3	1	2	18
2	Level 2	1	2	0	1	4
TOTAL		13	5	1	3	22
3	Level 1	2	2	7	0	11
3	Level 2	1	0	0	0	1
TOTAL		3	2	7	0	12
4	Level 1	2	0	1	1	4
4	Level 2	0	3	0	0	3
TOTAL		2	3	1	1	7
GRAND TOTAL		20	12	12	8	52

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 % of all stage 1, stage 2 and escalated complaints responded to in full.

Quarter	Level 1 Complaints	Level 1 Closed within 5 days deadline	Extended Level 1 deadline	Level 2 Complaints	Level 2 Closed within 20 days deadline	Number Escalated L1 – L2	Total Complaints
1	10	90%	1	1	100%	0	11
2	18	39%	7	4	25%	1	22
3	11	90%	1	1	100%	0	12
4	4	100%	0	3	100%	0	7
TOTAL	43	79%	9	9	100%	1	52

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 stage 1, stage 2 and after escalation.

	Average (mean) response time
Level 1 Complaints	4.7 days
Level 2 Complaints	20.6 days
Escalated Complaints	30 days

Where complaints are not met within the deadlines, these were dealt with proactively, but they usually exceed deadlines due to the number of days taken by students to respond to communication, particularly for evening classes.

Indicator Four: The outcome of complaints at each stage

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

2023-24	% Closed at Level 1	% Closed at Level 2	% Escalated L1 – L2	Grand Total
Upheld	17	1	1	19
Part Upheld	6	3	0	9
Not Upheld	13	3	0	16
Resolved	7	1	0	8
Grand Total	43	8	1	52

Quarter	Outcome	% Closed at Level 1	% Closed at Level 2	% Escalated L1 – L2
1	Upheld	20%	-	-
	Part Upheld	10%	100%	-
	Not Upheld	30%	-	-
	Resolved	40%	-	-
2	Upheld	67%	-	100%
	Part Upheld	17%	-	-
	Not Upheld	5%	-	-
	Resolved	11%	-	-

Quarter	Outcome	% Closed at Level 1	% Closed at Level 2	% Escalated L1 – L2
3	Upheld	18%	-	-
	Part Upheld	18%	-	-
	Not Upheld	64%	-	-
4	Upheld	25%	-	-
	Part Upheld	25%	-	-
	Not Upheld	50%	100%	-
	Resolved	-	-	-

Complaints Trends and Resulting Actions

The following table summarises complaints to the college across time.

With approximately 8000 students enrolled 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	2023-24
Q1 Aug-Oct	14	5	14	13	11
Q2 Nov-Jan	17	8	12	13	22
Q3 Feb-Apr	12	15	24	17	12
Q4 May-Jul	3	18	8	18	7
Total	46	46	58	61	52

In terms of resulting actions, we closely follow the college Complaints Policy in deciding these.

Improvement actions are summarised in the next section; however, each manager is aware of all complaints against their teams and can feed this into self-evaluation where there is a chance to improve a service.

Learning from Complaints – Annual Review of Reasons

Every team at the college actively participates in annual self-evaluation, so is always seeking to improve our services, proactively using feedback from students and other customers.

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
Admissions Practice	2	1	
Communication	13	9	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	11	6	Coaching provided to individual staff.
Management action	7	2	Coaching provided to individual staff.
Standard of Service	9	8	Feedback to individual or team provided, action taken to improve communication and recorded in self-evaluation.
Student action	5	1	Student behaviour addressed through Student Positive Behaviour and Disciplinary Procedure.
Support staff behaviour	4	1	Staff training organised.

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 made at college are low, but 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.