



CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Complaints and Compliments Report July 2017- present	Purpose: For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>
Prepared by: Catherine Elliott	Date: 10 October 2017
Purpose: To inform the Committee of any actions taken to resolve complaints and provide details of the compliments received by the College.	
Linked to Strategic Goal 3: Provide a high quality College experience.	
Executive Summary: The attached report contains a log of complaints and compliments received from 1 July 2017 to the present date. The log reports on the actions taken and by whom and the date the complaint was resolved and if any further action is required. A summary of learning points, interventions and actions has been added this year at the request of the Curriculum and Quality Committee. Total number of complaints and compliments received: Level 1 complaints – 3 Level 2 complaints – 0 Compliments – 3 The SPSO requires public bodies to analyse data on complaints each quarter and then to report annually. The performance indicators from which this report will be prepared are shown beneath the complaints. 2016/17 figures for the same period are provided below. Level 1 complaints – 5 Level 2 complaints – 0 Compliments - 5	
Recommendation: N/A	
Previous Committee Approvals: None	
For publication <input checked="" type="checkbox"/>	For publication with redactions <input type="checkbox"/> Not for publication <input type="checkbox"/>

	Compliments and Successes	Received
1	Thanks to Student welfare team for their hard work in support of the Women against exploitation exhibition	19 September 2017
2	Thanks from student to Student welfare team for all their help and support	01 September 2017
3	Thanks from student to Admissions Officer for everything she has done to help	01 September 2017
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Complaints and Compliments
Reporting Period July 2017 - June 2018

No. 17/L1/??	Level 1 Complaint (Description of complaint)	Category	Sub-Category	Date received	Dept.	Action taken/by whom	Date process is completed	Number of working days to complete Level 1 process	Was extension of time authorised?	Complaint Upheld Yes/No	Was the complainant satisfied with the outcome of the complaint?	Was complainant satisfied with the way in which the complaint was dealt with?	Was the complaint referred to Level 2: Investigation	Outcome and Lessons learned	Summary of learning points, interventions and actions. Any further action required?
17/L1/01	Complaint that evening class lecturer did not start classed on time and that the content of the course was not as expected	3.0 Course Related	3.1 Learning & Teaching	11/09/2017	BDU	Investigated by Business Skills Manager	25/09/2017	10	Yes	No	Yes	Yes	No	Complainant offered opportunity to be informed of future provision offered at Masterclass level.	Marketing information to clearly state the content of delivery. Staff to prepare the learning environment in preparation for delivery at the stated time.
17/L1/02	Complaint from evening class student regarding course information provided at the time of enrolling. Also complained that insufficient information was provided on the refund policy and possible administration fees for cancellation.	1.0 Customer Care	1.6 Staff Conduct	20/09/2017	BDU	Investigated by Business Skills Manager	05/10/2017	11	No	Yes	Yes	Yes	No	A number of points raised by the complainant will be addressed to avoid similar occurrence in the future and to reduce the need for refunds due to inaccurate information on evening class fact sheets. Reminder to SLT that all complaints should be formally logged through Principal's PA.	Course information to be accurate on fact sheets and to provide learners with an outline of the course content to ensure they are booked on the correct course. Included in course information should be a link to the College's Fee Policy.
17/11/03	Course on which complainant was enrolled had been cancelled and she had not been informed, and that the information letter sent with her confirmation letter was clearly wrong.	1.0 Customer Care	1.6 Staff Conduct	28/09/2017	BDU	Investigated by Business Skills Manager	03/10/2017	3	No	No	Yes	Yes	No	Complainant was on list of students to be contacted but had contacted College before she had been reached. Lecturer had agreed to two dates for the course, one of which was cancelled. Complainant is booked onto the one going ahead.	More advanced notice required for classes that are cancelled, ensure that course information is accurate at all times.

Performance Indicator			Number	Percentage
Complaints Upheld			1	33%
Complaints not upheld			2	67%
Complaints partly upheld			0	0%
Total Number of Complaints at level 1			3	
Number of complaints at level 1 where process is completed within 5 working days			1	33%
Number of complaints where process was not completed within 5 working days			2	67%
Average number of days taken to complete the level 1 process			8	
Number of complaints where complainant was satisfied with the outcome.			3	100%
Number of complaints where complainant was satisfied with the complaints process.			3	100%
Number of complaints referred to Level 2 Investigation Stage			0	0%
Complaint process extension authorised			1	33%

Complaints and Compliments
Reporting Period July 2017 - June 2018

No. 16/L2/??	Level 2 Complaint: Investigation Stage (Description of complaint)	Category	Sub-Category	Date received / Escalated from Level 1	Dept.	Investigating Officer	Date process is completed	Number of working days to complete Level 2 process	Was extension of time authorised?	Complaint Upheld Yes/No	Was the complainant satisfied with the outcome of the complaint?	Was the complainant satisfied with the way in which the complaint was dealt with?	Was the complaint referred to SPSO by complainant?	Was the complaint upheld by the SPSO?	Outcome and Lessons learned	Sumamry of learning points, interventions and actions. Any further action required?

Performance Indicator for Level 2			Number	Percentage
Complaints partly upheld			0	#DIV/0!
Complaints Upheld			0	#DIV/0!
Complaints not upheld			0	#DIV/0!
Total Number of Complaints at level 2			0	
Number of complaints at level 2 where process is completed within 20 working days			0	#DIV/0!
Number of complaints where process was not completed within 20 working days			0	#DIV/0!
Average number of days taken to complete the level 2 process			#DIV/0!	
Number of complaints where complainant was satisfied with the outcome.			0	#DIV/0!
Number of complaints where complainant was satisfied with the complaints process.			0	#DIV/0!
Number of complaints referred to SPSO by the complainant?			0	#DIV/0!
Was the complaint upheld by the SPSO?			0	#DIV/0!
Complaint process extension authorised			0	#DIV/0!