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CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Complaints and Compliments Report July 2016 - present	**Purpose:** **For Approval** ☐ **For Discussion** ☐ **For Information** ☒
Prepared by: David Killean	**Date:** 17 May 2017

Purpose: To inform the Committee of any action 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 2016 to the present date. The log reports on the actions taken and by whom, the date it was resolved and if any further action is required. Complaints are now categorised and sub-categorised by type as agreed by the colleges' Complaints Handling Network.

Total number of complaints and compliments received:

Level 1 complaints - 16
Level 2 complaints - 5 (1 of which was escalated from Level 1, and 3 of which relate to the same issue)
Compliments - 20

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.

2015/16 figures for the same period are provided below.

Level 1 complaints – 12
Level 2 complaints – 2
Compliments - 17

Recommendation:
None

Previous Committee Approvals:
None

For publication ☒	**For publication with redactions** ☐	**Not for publication** ☐

	Compliments and Successes	Received
1	Thanks to minute secretary from retiring Board member for excellent work done to support the work of the Board	27 July 2016
2	Thanks to SMT members from retiring Board member for making the duties of a Board member very easy beause the College has been so well run by them	27 July 2016
3	Thanks to Borders College from Propel for contributing to their website for care leavers	09 September 2016
4	Thanks to Care Aware Adviser from a student she had supported the previous year, and made a tough year a lot easier	13 September 2016
5	Thanks to Care Aware Adviser for her support from a member of staff at Galashiels Academy	26 September 2016
6	Thanks to Care Aware Adviser and colleagues for commitment to care experienced young people, from WhoCares? Scotland	19 November 2016
7	Thanks from Board member for the opportunity to attend the CDN Annual Awards and congratulations those concerned on their success	23 November 2016
8	Congratulations for winning the Digital Education Award from a past student - "this is wonderful recognition for an on-target, well run and in today's times highly relevant skilled programme	24 November 2016
9	Thanks to Bursary staff from a student for helping to get his attendance record updated	06 December 2016
10	Thanks to SMT from student for her gift at the Xmas Star Awards, it was a lovely occasion and the meal was excellent	12 December 2016
11	Thanks from Scottish FA for allowing students to take part as players for recent B Licence Course - the boys were a credit to course tutor and the College	19 December 2016
12	Thanks to ISLT team from Stow Primary School for attending their Science Day - they learned lots and had good fun	20 December 2016
13	Thanks to Engineering lecturers from Stow Primary school for attending their Science Day - they learned loads and had a good time	01 December 2016
14	Thanks to Borders College students for making a difference to patient care in the Borders by raising funds for border cancer services at th BGH	01 December 2016
15	Thanks to College Librarian for helping student with his personal statement for entry to university	01 February 2017
16	Thanks to Publications staff member for the lovely photos he took at a 90th birthday party which was held at the College	01 February 2017
17	Thanks to Learning and Teaching Development Director for her support during professional development	28 February 2017
18	Thanks to Farming PL from RJT Excavations Ltd for organising training courses for safe use of Oxy/Acc equipment	29 March 2017
19	Thanks to students from Dogs Trust for their donation as a result of fundraising	05 April 2017
20	Thanks to Land based lecturers for giving a presentation at Welfare Trust day at Floors Castle	Apr-17
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Complaints and Compliments
Reporting Period July 2016 - June 2017

No. 16/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 refered to Level 2: Investigation	Outcome and Lessons learned	Any further action required?
16/L1/01	Complaint from LGBT Borders of inappropriate behaviour of member of staff when at the LGBT stall during the student freshers event	1.0 Customer Care	1.6 Staff Conduct	31/08/2016	CEL	Investigated by VP Quality & Innovation	05/09/2016	3	No	Yes	Yes	Yes	No	Staff member met with VP to explain his actions and agreed to attend LGBT training planned for later in the year. Letter of apology sent by staff member and by College.	No
16/L1/02	Complaint from student regarding unsatisfactory accommodation for sewing class in Hawick campus	3.0 Course Related	3.2 Environment/Resources	29/09/2016	BDU	Investigated by Short Course Co-ordinator	03/10/2016	2	No	Yes	Yes	Yes	No	Another class being moved to a different time to allow the sewing class to move back into a classroom they are familiar with.	No
16/L1/03	Compaint from owner of local Nursery that students are parking outside the Nursery, upsetting parents and causing a disturbance. Also driving around with a student sitting on the bonnet.	1.0 Customer Care	1.5 Environmental	26/09/2016	CEL	Investigated by Head of Faculty	03/10/2016	5	No	Yes	Yes	Yes	No	The students involved have gone through the disciplinary process and are instructed to park in the main public car park	No
16/L1/04	Complaint from student that he was pushed on the shoulder by a lecturer	1.0 Customer Care	1.6 Staff Conduct	03/10/2016	CEL	Investigated by Programme Leader	07/10/2016	4	No	Yes	Yes	Yes	No	Lecturer told not to touch any student at any time and to apologise to the complainant.	No
16/L1/05	Complaint from student that lecturer produced pliers to remove piercings in front of other students	1.0 Customer Care	1.6 Staff Conduct	05/10/2016	CEL	Investigated by Programme Leader	07/10/2016	2	No	Yes	Yes	Yes	No	Student was wearing piercings after being specifically told not to, due to H&S requirements. Staff member apologised to student for their inappropriate behaviour. In future students will be excluded from practical sessions if not complying with rules.	No
16/L1/06	Complaints from candidate about the way two other candidates had spoken to him during a feedback session. Also complained that training consultant had let his email address be known to other candidates.	1.0 Customer Care	1.4 Data Protection 1.7 Student Conduct	21/10/2016	BDU	Investigated by Training Consultant	24/10/2016	1	No	No	No	No Initially we understood he was satisfied with the outcome of the Level 1 complaint; however he made further contact at a later date to indicate this was not the case	Yes	Training consultant apologised about his mistake re the email and about the comments he hadn't appreciated from the two other candidates. He would blind copy group emails in future.	Escalated to Level 2
16/L1/07	Complaint from student about the disruption caused to her class by a fellow student who she believes is receiving insufficient learning support	1.0 Customer Care	1.7 Student Conduct	12/12/2016	CEL	Investigated by Learning and Teaching Development Director	21/12/2016	7	No	Yes	No	Yes	No		No
16/L1/08	Accusation by mother of daughter being bullied by students within her group	1.0 Customer Care	1.7 Student Conduct	09/01/2017	CEL	Investigated by Head of Faculty	10/01/2017	1	No	No	Yes	Yes	No	There was no evidence of bullying. Student decided to withdraw from class and return next session. Class tutor to keep support staff informed of her return to try to keep her on board	No
16/L1/09	Class rep raising various issues on behalf of class regarding teaching methods of one of their tutors	3.0 Course Related	3.1 Learning & Teaching	21/12/2016	CISB	Investigated by Head of Faculty	17/01/2017	9	Yes	Yes	No	Yes	No	Learning & Teaching Director supporting lecturer. HOF met with group again and there appears to be an improvement in delivery.	
16/L1/10	Student and father raised issue of bullying in class	1.0 Customer Care	1.7 Student Conduct	16/01/2017	CISB	Investigated by Head of Faculty	27/02/2017	30	Yes	Yes	No	No	No	Student was offered 3 options: return to College;recommence course in September; letter to support transfer to Edinburgh College. Student expected back to College on 27 February but did not turn up. Staff to be more aware of issues such as bullying in class.	No
16/L1/11	Parent complained that student was not provided with support at College and had been told to leave her course	3.0 Course Related	3.4 Facilitiated Learning Support	16/01/2017	CISB	Investigated by Head of Faculty	20/02/2017	25	Yes	Yes	Yes	Yes	No	Student now has laptop with software installed, is receiving Learning Support weekly and working towards 7 credits.	No

16/L1/12	Complaint from student group around staff approach in core skills class and use of an assessment schedule	3.0 Course Related	3.1 Learning & Teaching	26/01/2017	CISB	Investigated by Head of CAF Faculty	31/01/2017	3	No	Yes	Yes	Yes	No	Ensuring appropriate learning support is in place for individual students when completing classwork and assessments. Lecturer to take account of individual learning needs in class.	NO
16/L1/13	Complaint from student with unseen disabilities for being questioned by members of the Facilities team and receiving discriminatory comments	1.0 Customer Care	1.3 Diversity & Equality	15/02/2017	Facilities	Investigated by FM Manager	16/02/2017	1	No	Yes	Yes	Yes	No	Apologised for actions of members of the FM team and discussed the matter with remaining members to prevent any recurrence.	No
16/L1/14	Complaint from student that it was not made clear to applicants that they need to have an electrical background for the PAT testing course. He thinks the College should consider refunding his payment	3.0 Course Related	3.1 Learning & Teaching	09/03/2017	CEL	Investigated by Programme Leader	17/03/2017	6	No	Yes	No	No	Yes	Will be discussed at next short course meeting to decide if a sentence should be added to course information	No
16/L1/15	Complaint from parent re lack of contact with HEI's following the late submission of a UCAS application	2.0 Application, Admissions & Progression	2.3 Progression, Articulation & Withdrawal	15/03/2017	CAF	Investigated by Head of CAF Faculty	20/03/2017	3	No	Yes	Yes	Yes	No	Better communication needed between staff in Advice Centre and CAF with a double check on reference completion and UCAS completion	No
16/L1/16	Complaint from student that PAT testing course was not correctly marketed and made clear that applicants need significant amount of electrical knowledge before strarting the course	3.0 Course Related	3.1 Learning & Teaching	25/04/2017	CEL	Investigated by Programme Leader	09/05/2017	10	No	Yes	Yes	Yes	No	Customer was offered and accepted refund of cost. Wording in short course booklet to be amended	No

Performance Indicator			**Number**	**Percentage**
Complaints Upheld			14	88%
Complaints not upheld			2	13%
Complaints partly upheld			0	0%
Total Number of Complaints at level 1			16	
Number of complaints at level 1 where process is completed within 5 working days			10	63%
Number of complaints where process was not completed within 5 working days			6	38%
Average number of days taken to complete the level 1 process			7	
Number of complaints where complainant was satisfied with the outcome.			11	69%
Number of complaints where complainant was satisfied with the complaints process.			13	81%
Number of complaints referred to Level 2 Investigation Stage			2	13%
Complaint process extension authorised			3	19%

Complaints and Compliments
Reporting Period July 2016 - June 2017

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	Any further action required?
16/L2/01	Complaint about bullying	1.0 Customer Care	1.7 Student Conduct	08/11/2016	CISB	Head of Student Services	24/11/2016	12	No	Yes	Yes	Yes	No		That staff should follow instruction when dealing with complaints for issues of bullying	No
16/L2/02	Complaint escalated from Level 1 (16/L1/06)	1.0 Customer Care	1.4 Data Protection 1.7 Student Conduct	22-Nov-16	BDU	Contracts Manager	16/12/2016	18	No	Yes	Yes	Yes	No		Lecturer will ensure all group emails will be blind copied in future	No
16/L2/03	Students complaining about assessment and competence of a lecturer	3.0 Course Related	3.1 Learning & Teaching 3.5 Assessment & Exams, Certification	07/12/2016	CEL	Head of Care and Access Faculty	13/12/2016	4	No	Yes	Yes	Yes	No		Complainant withdrew complaint following re-assessment	No
16/L2/04	Further complaint re quality of teaching and assessment of a staff member - see 16/L2/03	3.0 Course Related	3.1 Learning & Teaching 3.5 Assessment & Exams, Certification	17//01/2017, 25/01/2017, 27/01/2017	CEL	Head of Care and Access Faculty	15/02/2017	21	No	Yes	No	No	No		Students to be informed investigation completed and decision made and we will them them know the outcome as soon as we can. Now an HR matter.	No
16/L2/05	Further complaint re quality of teaching and assessment of a staff member - see 16/L2/04	1.0 Customer Care	1.6 Staff conduct	20/04/2017	CEL	Head of Student Services	26/04/2017	7	No	Yes	Yes	Yes	No		The issue was referred to HR	No

Performance Indicator for Level 2			Number	Percentage
Complaints partly upheld			0	0%
Complaints Upheld			5	100%
Complaints not upheld			0	0%
Total Number of Complaints at level 2			5	
Number of complaints at level 2 where process is completed within 20 working days			1	20%
Number of complaints where process was not completed within 20 working days			4	80%
Average number of days taken to complete the level 2 process			12	
Number of complaints where complainant was satisfied with the outcome.			4	80%
Number of complaints where complainant was satisfied with the complaints process.			4	80%
Number of complaints referred to SPSO by the complainant?			0	0%
Was the complaint upheld by the SPSO?			0	0%
Complaint process extension authorised			0	0%