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:** 2 March 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 - 13
Level 2 complaints - 4 (1 of which was escalated from Level 1, and 2 of which relate to the same issue)
Compliments - 16

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 – 11
Level 2 complaints – 1
Compliments - 3

Recommendation:
None

Previous Committee Approvals:
None

For publication ☒	**For publication with redactions** ☐	**Not for publication** ☐

Signed:

Author

	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-Jul-16
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-Jul-16
3	Thanks to Borders College from Propel for contributing to their website for care leavers	09-Sep-16
4	Thanks to Care Aware Adviser from a student she had supported the previous year, and made a tough year a lot easier	13-Sep-16
5	Thanks to Care Aware Adviser for her support from a member of staff at Galashiels Academy	26-Sep-16
6	Thanks to Care Aware Adviser and colleagues for commitment to care experienced young people, from WhoCares? Scotland	19-Nov-16
7	Thanks from Board member for the opportunity to attend the CDN Annual Awards and congratulations those concerned on their success	23-Nov-16
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-Nov-16
9	Thanks to Bursary staff from a student for helping to get his attendance record updated	06-Dec-16
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-Dec-16
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-Dec-16
12	Thanks to ISLT team from Stow Primary School for attending their Science Day - they learned lots and had good fun	Dec-16
13	Thanks to Engineering lecturers from Stow Primary school for attending their Science Day - they learned loads and had a good time	Dec-16
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	Dec-16
15	Thanks to College Librarian for helping student with his personal statement for entry to university	Feb-17
16	Thanks to Publications staff member for the lovely photos he took at a 90th birthday party which was held at the College	01-Feb-17

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	Ongoing		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

Performance Indicator			**Number**	**Percentage**
Complaints Upheld			11	85%
Complaints not upheld			2	15%
Complaints partly upheld			0	0%
Total Number of Complaints at level 1			13	
Number of complaints at level 1 where process is completed within 5 working days			9	69%
Number of complaints where process was not completed within 5 working days			3	23%
Average number of days taken to complete the level 1 process			7	
Number of complaints where complainant was satisfied with the outcome.			9	69%
Number of complaints where complainant was satisfied with the complaints process.			11	85%
Number of complaints referred to Level 2 Investigation Stage			1	8%
Complaint process extension authorised			3	23%

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	Ongoing	Ongoing			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

Performance Indicator for Level 2			Number	Percentage
Complaints partly upheld			0	0%
Complaints Upheld			4	100%
Complaints not upheld			0	0%
Total Number of Complaints at level 2			4	
Number of complaints at level 2 where process is completed within 20 working days			1	25%
Number of complaints where process was not completed within 20 working days			3	75%
Average number of days taken to complete the level 2 process			14	
Number of complaints where complainant was satisfied with the outcome.			3	75%
Number of complaints where complainant was satisfied with the complaints process.			3	75%
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%