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REGIONAL BOARD REPORT

Subject: Annual Complaints Handling Report 1 July 2017 – 30 June 2018	**Purpose:** **For Approval** ☐ **For Discussion** ☐ **For Information** ☒
Prepared by: Janet Robertson	**Date:** 15 October 2018

Purpose: To provide the Board with an overview of the complaints received in the last year, the actions taken to resolve these and the lessons learned.

Linked to Strategic Goal 3: Provide a high quality College experience.

Executive Summary:

The attached report provides an analysis of the complaints received in academic session 2017-18. These have been dealt with following our Complaints Handling procedure and in compliance with the requirements of the Public Service Reform (Scotland) Act 2010.

There were twenty-three frontline complaints received in the period, thirteen of which were upheld. This was an increase of three over the same period in the previous year. There were six Level 2 complaints received; a slight increase from the five received the previous year. Two of the Level 2 complaints were from a student group and related to the same programme. A further two complaints were also related but to a different issue. Four of the Level 2 complaints were upheld.

Where complaints have been upheld we have used the outcome to make changes to our service and through this process we use complaints as a driver for improvement.

Recommendation: The Board note the content of the report.

Previous Committee Approvals:

For publication ☒	**For publication with redactions** ☐	**Not for publication** ☐

BORDERS COLLEGE

Working Together

Complaints Handling Report 2017/18

July 2018

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Executive Summary

The annual report analyses our performance in handling complaints effectively, resolving complaints quickly and identifying areas for improvement when our service is found to be below expectations.

Our complaint handling procedure meets the requirements of the Scottish Public Services Ombudsman (SPSO) model complaints handling procedure and complies with the requirements of the Public Services Reform (Scotland) Act 2010.

This report covers the period July 2017 to June 2018. In that period there were twenty-three frontline complaints (Level 1) and six complaints requiring a full investigation (Level 2), two of which were received from a student group and related to the same programme. Two of the remaining four Level 2 complaints were also related, but to a different issue. In all cases but one involving GDPR issues the complainants were satisfied with the outcome. No complainant took unresolved complaints to the SPSO.

2017/18 Complaints

The complaints handling procedure allows for two levels of complaints handling. Frontline resolution (Level 1) empowers all staff to deal with complaints at the point of contact quickly and effectively. The vast majority of complaints are resolved at this level. Where complaints are more serious or cannot be resolved at the frontline, these are investigated fully (Level 2) with a designated college manager leading the investigation. In all cases we look to learn from the complaint and examine ways it can improve the quality of our service as a consequence.

Frontline (Level 1) complaints

We aim to resolve complaints quickly and close to where we provided the service. This could mean an ‘on the spot’ apology and explanation if something has clearly gone wrong and immediate action taken to resolve the problem.

During the period 1 July 2017 to 30 June 2018 eleven of the twenty-three

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frontline complaints received were resolved within our target timescale of five working days. A further twelve complaints were not resolved within five working days; however only one of these had been granted an extension.

Thirteen of the complaints were upheld and eight were not upheld. One complaint was partially upheld and a decision was unable to be formed on the final complaint. We continue to make changes to the way in which we do things as a result of some of these complaints, where changes have been specific to a programme or service and in most cases involve the attention to detail in implementing existing policy and procedures. These also include organisation and delivery of specific programmes; adherence to Health & Safety; effective use of learning and teaching strategies; improving information about specific courses; referral for learning support, and improvements to communication with students.

The number of Level 1 complaints dealt with in the year was higher than the previous year's total, rising from twenty complaints in 2016/17 to twenty-three in 2017/18. Once again, the vast majority of complaints were from students, with complaints from parents being the next largest category. Where a complaint against a student or staff member was upheld an apology was issued and the cause of the complaint and subsequent behaviour discussed to assist the individual in managing issues better in the future.

We recognise that we can improve our administration of complaints handling further and aim to eliminate situations where the time to deal with a complaint exceeds the allotted time without an extension of time being considered.

We have also implemented a system whereby the Senior Leadership Team within the College provide an update on actions planned or taken to resolve the complaints and avoid recurrence.

Investigation (Level 2) complaints

Investigation (Level 2) complaints are those which we have not been able to resolve at the frontline, or complaints which are complex and

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require more detailed investigation. We aim to acknowledge receipt of Level 2 complaints within three working days and give a full response to the complainant within twenty working days. We received six complaints that were dealt with at Level 2 last year, four of which were upheld; one was not upheld and the other complaint was partially upheld. All of these were dealt with as Level 2 complaints immediately because of their complexity and concern to the College.

All but one complainant were satisfied with the actions taken and all were satisfied with the way in which their complaints were managed.

Review by the SPSO

If a complainant has exhausted the College's complaints handling process but remains dissatisfied with our decision or the way in which we dealt with a complaint, they can ask the Scottish Public Services Ombudsman (SPSO) to review the way in which the complaint was handled. No complaints were referred to the SPSO during 2017/18.

Apology & Redress

We always discuss with a complainant the solution they would like to see to the complaint. Where a complaint is upheld we will implement the solution agreed with the complainant. In most cases that has been an apology and an explanation as to what went wrong. In all cases the complainant was satisfied that their complaint had been dealt with appropriately. No ex gratia payments were made in 2017/18.

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	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
4	Thanks to "brilliant" Facilities team from HWU for their amazing help over the pst few months emptying rooms and moving the yarn store.	13 October 2017
5	Thanks to PDA lecturer from staff member - "You are a fantastic role model for us all and inspiration for lecturer development"	17 October 2017
6	Thank you from Stakeholder to staff and students for a delicious dinner - they did themselves proud!	20 October 2017
7	Thanks you from Depute Headteacher at Drumlanrig Prinary for allowing French visitors to visit the College	25 October 2017
8	Thanks from student to student support officer for all the support given to her in sorting out a College laptop	26 October 2017
9	Thanks to agricultural students for helping set up and dismantle Roberton Show Ground each year	27 November 2017
10	Sincere thanks to welfare staff from Shelter Scotland for helping to stop eviction of student from his rental accommodation	07 March 2018
11	Thank you from Kilt Shop owner for allowing design students the opportunity to submit designs for his company brand - the students are a credit to the College	12 March 2018
12	Thank you from Care Nat 5/Higher student to lecturer for her inspirational talk and teaching him that from every negative there is a positive and for the amazing work she and others are doing to help others	30 April 2018
13	Email of appreciation to a number of staff from a student on a Care programme - for everything they had all done for her and the rest of the class	20 June 2018
14	Thank you to Carpentry and Joinery students for raising funds for the Margaret Kerr unit	09 July 2018
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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 refered to Level 2: Investigation	Outcome and Lessons learned	Any further action required by SLT?	SLT member	Update of actions planned/actions taken
17/L1/01	Complaint that evening class lecturer did not start classes 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.	D McK	Evening class tutors will be reminded of this at point of commitment to the delivery of Community provision. An induction will take place with admin staff and tutors prior to course start dates to assist where necessary in the preparation of the learning environment and information being sent to candidates will also clearly state the content of the delivery
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 - poor customer service	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 occurance 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.	D McK	The following information now appears on our Fact Sheets:- The College may make a change to a course where it is reasonable for the College to do so. A change could involve the replacement of a course with a new course, variations to course content or structure, the merger of courses or the withdrawal of a course. If there is a change to a course you have either booked a place on, or expressed an interest in, the College will let you know as soon as possible. By booking a place or expressing an interest in a course, you agree to these rules about changes to courses. Please visit our website for full terms and conditions.
17/L1/03	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 - poor customer service	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	More advanced notice required for classes that are cancelled, ensure that course information is accurate at all times.	D McK	A review of letter templates will take place prior to the marketing of September 18 provision to ensure that the information is relevant and accurate at all times.
17/L1/04	Lecturer speaking inappropriately to a student regarding his assessment requirements and embarassing the student	1.0 Customer Care	1.6 Staff Conduct - poor customer service	18/10/2017	CISB	Investigated by Head of Faculty	20/10/2017	2	No	Yes	Yes	Yes	No	Student was happy with College's response to his complaint. PL met with lecturer concerned to discuss his manner and approach	To be covered as part of the CLMs induction process so that they can support their staff to communicate appropriately with students	LG	This Lecturer has left the organisation, it is recognised that new staff need support around delivery, planning and classroom man agent. Hopefully the propose CLM roles will address this
17/L1/05	Complaint from class regarding a new lecturer whose communication was difficult to understand	3.0 Course Related	3.1 Learning & Teaching	22/09/2017	CISB	Investigated by Head of Faculty	22/09/2017	1	No	Yes	Yes	Yes	No	Students satisfied that a focus group was being held but issues still ongoing	To increase support for new staff where English is a second language	LG	This Lecturer has left the organisation, it is recognised that new staff need support around delivery, planning and classroom management. Hopefully the proposed CLM roles will address this
17/L1/06	Complaints from student group regarding changes to timetable	3.0 Course Related	3.1 Learning & Teaching	11/10/2017	CISB	Investigated by Head of Faculty and PL	09/11/2017	21	No	Yes	Yes	Yes	No	Updated assessment schedule agreed. Copies of powerpoints and notes made available. Checklist for GU3 issued. Exam Boards discussed and students made aware of dates. Examples of past GU3 work shown to students. Clear and concise	To enhance communication relating to learning and teaching	LG	Due to two FT members of staff being absent for a prolonged period class cover has had to be arranged, the supply cover staff had limited availability therefore the only option was to change time tables. his was to ensure students had adequate delivery hours
17/L1/07	Concerns from Schools Academy pupils regarding changes to timetable resulting in changes to lecturer	3.0 Course Related	3.1 Learning & Teaching	21/11/2017	CISB	Investigated by Head of Faculty	23/11/2017	2	No	Yes	Yes	Yes	No	Timetables reverted to original and original lecturer now delivering again	Reflect on the impact that changes to timetables have on Schools Academy pupils	LG	Due to two FT members of staff being absent for a prolonged period class cover has had to be arranged, the supply cover staff had limited availability therefore the only option was to change time tables. This was to ensure students had adequate delivery hours
17/L1/08	Access to College systems and internet	3.0 Course Related	3.2 Environment/Resources	13/12/2017	CAF	Investigated by Head of Faculty	21/12/2017	6	No	Yes	Yes	Yes	No	Revise information to students relating to internet connection	Improve communication around IT services to limit a negative impact	CB	ISLT major incident procedure updated to include guidance on communication. Team asked to update staff and students via email and also on ISLT helpdesk page.
17/L1/09	Concerns regarding being challenged over use of disabled access door	1.0 Customer Care	1.3 Diversity & Equality	15/12/2017	Facilities	Investigated by Facilities Manager	15/12/2017	1	No	Yes	Yes	Yes	No	Facilities Assistant was made aware that it was not acceptable to ask an individual not to use the disabled access door on the assumption that they did not	A heated door to be installed to address the issue of the Reception temperature and to reduce the need for monitoring the disabled access	RH	Disabled door now fully accessible to all, over door heater installed to minimise heat loss.

17/L1/10	Concern raised by parent about level of support given to student with Dyspraxia in order for her to achieve Hairdressing programme	3.0 Course Related	3.4 Facilitated Learning support	25/01/2018	CISB	Investigated by Head of Student Services	05/02/2018	7	No	Partly	Yes	Yes	No	In part due to communication although great deal of adjustment to accommodate student is evident.	Consider level of foundation learning required to complete alternative qualifications at other colleges. Ongoing communication where learning barrier exists is crucial.	LG/CN	**C Nairn was not involved in the resolutions for this investigation but can report that for any students with needs, the learning assistant assigned to faculty will be in dialogue with appropriate staff. Learning needs records are also made available to those lecturers involved in the subject area.** **L Gilchrist: Sorry don't understand the comments in intervention box??**
17/L1/11	Student applied for bursary in August and still no money or award letter despite being in to bursary office every week	4.0 Services	4.2 Funding/Bursary	22/01/2018	Student Services	Investigated by Student Funding Manager	29/01/2018	5	No	No	Yes	Yes	No	Student Funding dept had initially received incorrect information with regard to income and had issued 9 reminders and met twice	Highlight the importance to students of submitting accurate information to allow bursary payments to be processed.	PC	
17/L1/12	Parent complained that student was spoken to inappropriately by her lecturer and asked for her to be moved class.	1.0 Customer Care	1.6 Staff Conduct	01/02/2018	CAF	Investigated by Essential Skills Manager	02/02/2018	1	No	Yes	Yes	Yes	No	Lecturer acknowledged that she could have used a better form of words	Request passed to HOF for student to be moved class. Awareness of language used by lecturers	JG	**Discussed with lecturer and student was transferred to another group.**
17/L1/13	Students being blocked from using the access door at the front of the building by Facilities staff. This complaint had been submitted along with 17/L1/09 but had been missed	1.0 Customer Care	1.6 Staff conduct	07/02/2018	Facilities	Investigated by Head of Student Services	27/02/2018	14	No	Unable to form decision	Yes	Yes	No	Apology conveyed to complainant	Staff awareness raising session regarding unseen disabilities.	RH	**Disabled door now fully accessible to all, over door heater installed to minimise heat loss**
17/L1/14	Complaint from student that Facilities staff member was aggressive in trying to manage a group of students attempting to use the lift and claimed he put his hands on her and spoke to them in a rude and aggressive manner	1.0 Customer Care	1.6 Staff Conduct	25/01/2018	Facilities	Investigated by Head of Student Services	13/02/2018	13	No	No	Yes	Complainant did not feel that the apology received from Head of Facilities was enough; however the Care	No	CCTV footage did not show any "hands on" action by the janitor, although unsure of tone or language used. The irresponsible actions of the group trying to	A reminder to Facilities staff of the objectives of the CALM training they had undertaken was advisable.	RH	**Staff reminded to approach student issues in a calm and appropriate manner.**
17/L1/15	Complaint around scheduled times of evening class	3.0 Course Related	3.3 Course Management	15/02/2018	BDU	Investigated by Business Skills Manager	16/02/2018	1	No	No	Yes	Yes	No	Apology for misunderstanding over class timings but assurance given that number of hours and teaching time would amount to the same.	Customers to be provided with more detailed information on fact sheets	DMcK	**The admin team are working closely with Community Tutors to review the information currently held and ensure that a more detailed Fact Sheet is in circulation for all Community Courses prior to the marketing of September 18 provision.**
17/L1/16	Complaint from parent that student is being discriminated against due to her health issues and picked on by lecturers. A total of 6 points were raised within the complaint , some of which related to additional support which had been agreed and she did not consider was happening.	1.0 Customer Care	1.6 Staff Conduct	04/02/2018	CISB	Investigated by Head of Faculty	05/03/2018	21	No	Yes	Yes	Yes	No	HOF met with student and parent and addressed all points made in the complaint. A 1-1 support for a 6-hour or two 3-hour sessions was offered. If student does not pass summative assessment it was agreed by student and parent to accept College's decision that she was not occupationally competent.	Lecturers to consult with Learning Support specialists where a student has health issues that may affect their achievement.	LG	**Ongoing. Being followed up by PL**
17/L1/17	Work placement provider requesting to know the outcome of a student discipline and unhappy that information not being disclosed to her.	1.0 Customer Care	1.4 Data Protection	14/03/2018	CEL	Investigated by Head of Faculty	22/03/2018	6	No	No	No	No	No	Complainant very unhappy and going to put in a very strong complaint and go to the press if she does not get anywhere. Does not accept that data protection covers everyone and not only under 18's.	Work Placement providers to be made aware of GDPR issues relating to the disclosure of information regarding student discipline.	DL	**D Lowe to meet with J George to look at adding this in to the information given to Work Placement providers before they take on any placements.**
17/L1/18	Complaint regarding late cancellation of a community learning class - this was the fourth class she had registered and paid for which has then been cancelled this academic year. She suffers from depression and anxiety and she hoped that attending the class would build her self-esteem and confidence.	3.0 Course Related	3.3 Course Management	19/04/2018	BDU	Investigated by Business Skills Manager	30/04/2018	7	No	No	Yes	Yes	No	The team need to ensure that at point of booking they advise customers of the possibility of courses being cancelled if numbers are not reached.	Complainant was made aware of other provision available at the College that may help build her confidence and self-esteem.	DMcK	**At point of enquiry/booking the admin team advise customers of the possibility of courses being cancelled. The following statement also appears on Community Fact Sheets, Course Information on the website and Letters of confirmation of courses:- The College may make a change to a course where it is reasonable for the College to do so. A change could involve the replacement of a course with a new course, variations to course content or structure, the merger of courses or the withdrawal of a course. If there is a change to a course your have either booked a place on or expressed an interest in, the College will let you know as soon as possible. By bookinhg a place or expressing an interest in a course, you agree to these rules about changes to courses. Please visit our website for full terms and conditions.**
17/L1/19	Complaint from parent around non payment of son's bursary.	4.0 Services	4.2 Funding/Bursary	08/05/2018	Bursaries	Investigated by Head of Finance and Procurement	18/05/2018	8	No	Yes	Yes	Yes	No	Misunderstanding around documents to be submitted before funds can be released.	None. Complainant provided the relevant information. Complaints relating to bursaries do not invoke the complaints procedure until the complainant has had the opportunity to discuss their concerns with the bursary team.	PC	

17/L1/20	Complaint from unsuccessful applicant to COSCA course that she was recommended to the Intro to Counselling evening class. She had previously been signed up for this class but it had been cancelled the day before it was due to start.	3.0 Course Related	3.3 Course Management	18/05/2018	CAF	Investigated by Head of Faculty	23/05/2018	3	No	No				Better explanation required from lecturer regarding progression routes onto Counselling courses	HOF to ensure that Counselling course progression requirements are clearly articulated to learners. APs and Director of Business Development to ensure there is clarity on progresssion requirements for all programmes delivered.	JG	
17/L1/21	Complaint of unfair treatment at interview by staff, not being given the opportunity to discuss her skills and subsequently placed at the wrong level. She felt this was because of her age.	2.0 Applications, Admissions, Progression	2.2 Application, Admission, Interview, Enrolment, Induction	18/05/2018	CISB	Investigated by Head of Faculty	25/05/2018	5	No	Yes	Yes	Yes	No	Interview staff to take account of applicant's current qualifications and be aware of entry requirements and course qualifications	CLMs to ensure that qualifications and entry requirements for programmes are adhered to ensure that learners are on the most appropriate level of programme.	LG	
17/L1/22	Concern raised by student re confidentiality regarding an issue she had with another student that she raised with a member of staff	1.0 Customer Care	1.6 Staff Conduct	04/06/2018	CISB	Investigated by Programme Leader	06/06/2018	2	No	Yes	Yes	Yes	No	Met with student and acknowledged that this had been a misunderstanding with the staff member	Any issues students raised should be recorded at the time to ensure that there are no misunderstandings	DL	
17/L1/23	Complaint from applicant that her applications were being unfairly judged by staff	2.0 Applications, Admissions, Progression	2.2 application, Admission, Interview, Enrolment, Induction	26/06/2018	CISB	Investigated by Head of Faculty	04/07/2018	6	No	Yes	Yes	Yes	No	Student was contacted and asked to go to the Student Advice Centre to complete an online application	Head of Faculty to discuss with staff that they must have clear reasons for non accepting of students and implications of breach of discrimination act	DL	

Performance Indicator			**Number**	**Percentage**
Complaints Upheld			4	57%
Complaints not upheld			2	29%
Complaints partly upheld			1	14%
Total Number of Complaints at level 1			7	
Number of complaints at level 1 where process is completed within 5 working days			3	43%
Number of complaints where process was not completed within 5 working days			3	43%
Average number of days taken to complete the level 1 process			8	
Number of complaints where complainant was satisfied with the outcome.			6	86%
Number of complaints where complainant was satisfied with the complaints process.			6	86%
Number of complaints referred to Level 2 Investigation Stage			0	0%
Complaint process extension authorised			1	14%

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	Any further action required by SLT?	SLT member	Update of actions planned/actions taken
17/L2/01	Complaint by a class regarding the learning, teaching and delivery of a graded unit within Sport	3.0 Course Related	3.1 Learning & Teaching	20/12/2017	CISB	Learning & Teaching Development Director	15/01/2018	8	No	Yes	Yes	Yes	No	No	Students should have been provided with very clear guidelines relating to evidence requirements for the graded unit and should have received high quality teaching	The Head of Faculty has timetabled another lecturer for the remainder of the year to deliver this unit to the standards required	LG	**The lecturer involved is no longer with the organisation. Internal reviews, weekly meetings, PIP, development visits from awarding bodies etc. were implemented to offer support to this individual. Unfortunately the lecturer could not or would not develop further.**
17/L2/02	Complaint by a class relating to a unit delivered within Sport	3.0 Course Related	3.1 Learning & Teaching	10/01/2018	CISB	Learning & Teaching Development Director	15/01/2018	3	No	Yes	Yes	Yes	No	No	Students did not receive consistent high quality teaching or have access to supporting materials and did not follow the required sequence to generate appropriate evidence	The Head of Faculty has timetabled another lecturer for the remainder of the year to deliver this unit to the standards required	LG	**The lecturer involved is no longer with the organisation. Internal reviews, weekly meetings, PIP, development visits from awarding bodies etc. were implemented to offer support to this individual. Unfortunately the lecturer could not or would not develop further.**
17/L2/03	Complaint regarding student on work placement and accusation of theft	1.0 Customer Care	1.2 Security	19/02/2018	CEL	Programme Leader	19/03/2018	20	No	No	No	Yes	No	No	Insufficient evidence regarding accusation of theft. Risk assessment needs to be put together for money handling by students while on placement to remove any opportunity for accusations relating to theft.	Amend Work Placement procedure or carry out risk assessment for any money handling.	HA	**Any risk to the student is related to being in a position where they can be accused of theft. Therefore I think the learning point should be around providing students with guidance on how to deal with the management of money at placement to ensure they are not left in a vulnerable position.**
17/L2/04	Complaint from work placement provider who had previously lodged a Level 1 complaint (17/L1/17) that she has not been told the outcome of a student disciplinary hearing and whether the student is still attending the College	1.0 Customer Care	1.4 Data Protection	19/04/2018	CEL	Head of Faculty	05/05/2018	10	No	Yes	Yes	Yes	No	No	Under the Data Protection Act the College cannot disclose personal information to external bodies. Complainant was informed verbally of the outcome of the Level 1 complaint; however a written communication may have allayed some of the complainant's unresolved issues.	Staff to be reminded when dealing with Level 1 complaints it is often useful to put in writing to the complainant the formal findings of a complaint.	DL	**This will be standard procedure moving forward but the wording maybe needs to be amended in the policy to ensure it is standard procedure in cases like this across all areas. Point 4.6 in the Complaints Handling Procedure. 4.6 A complaint in writing could, therefore, be resolved at the frontline. Where a complaint has been successfully resolved at the frontline stage, and the outcome has been communicated to the complainant either by face-to-face, telephone or email communication, there is no additional requirement to send further written communications to the complainant. The resolution should be recorded in the complaint tracking form. Could the above be amended or is it fine?**
17/L2/05	Complaint from student regarding the delivery of the Higher English evening class and the class being delayed. Attempts to make up time were unsuitable for her to participate.	3.0 Course Related	3.1 Learning & Teaching	27/04/2018	BDU	Head of Student Services	14/05/2018	11	No	Yes	Yes	Yes	No	No	Well planned staff induction is critical to ensure new evening class staff understand processes and procedures and are equipped to meet student needs. Student cards should be issued to all certificated evening class students to enable them access to library and learning resources at the earliest opportunity.	To ensure that the College recruit staff who have the required knowledge and skills to delivery higher programmes.	DMcK	**Recruitment process has taken place and we have appointed an evening class tutor whose full-time job is to deliver Higher English and Drama at Jedburgh High School. All Higher and National 5 tutors on the Community programme have the relevant qualifications in place to deliver at this level.**
17/L2/06	Complaint from student that she had been unfairly treated by staff.	1.0 Customer Care	1.6 Staff Conduct	14/06/2018	CAF	Learning & Teaching Development Director	26/06/2018	8	No	Partially					Need for CPD identified.	CPD to be provided for all staff relating to Professinal Conduct between Staff and Students Policy. Review the Care & Access Faculty approach to dealing with emails as a method of communication. CPD required for all staff to stress importance of maintaining student confidentiality. CPD to all academic staff re importance of following Complaints Handling Procedure		

Performance Indicator for Level 2			Number	Percentage
Complaints partly upheld			1	17%
Complaints Upheld			4	67%
Complaints not upheld			1	17%
Total Number of Complaints at level 2			6	
Number of complaints at level 2 where process is completed within 20 working days			1	17%
Number of complaints where process was not completed within 20 working days			5	83%
Average number of days taken to complete the level 2 process			10	
Number of complaints where complainant was satisfied with the outcome.			4	67%
Number of complaints where complainant was satisfied with the complaints process.			5	83%
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%