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REGIONAL BOARD REPORT

Subject: Annual Complaints Handling Report August 2018 – July 2019	Purpose: For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>
Prepared by: Janet Robertson	Date: 14 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: <p>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.</p> <p>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.</p> <p>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.</p>	
Recommendation: To note the report	
Previous Committee Approvals:	
For publication <input checked="" type="checkbox"/>	For publication with redactions <input type="checkbox"/>
Not for publication <input type="checkbox"/>	



Working Together

Complaints Handling Report 2018/19

July 2019

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 2018 to June 2019. In that period, there were fifteen frontline complaints (Level 1) and only one complaint requiring a full investigation (Level 2). In all cases but two, the complainants were satisfied with the outcome. In one case, satisfaction was unconfirmed and in another, the complainant was not satisfied with the outcome: this complaint involved an allegation from a student, which could not be evidenced and was therefore not upheld. No complainant took unresolved complaints to the SPSO.

2018/19 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 2018 to 30 June 2019 eleven of the fifteen

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

Eleven of the complaints were upheld, one partially upheld and three were not upheld. We continue to make changes to the way in which we do things as a result of some of these complaints. Often changes have been specific to a programme or service, generally involving the attention to detail in implementing existing policy and procedures. These also include organisation and delivery of specific programmes; student behaviour and discipline; improving information about specific courses or funding; referral for learning support, and improvements to communication with students.

The number of Level 1 complaints dealt with in the year was lower than the previous year's total, decreasing from 23 complaints in 2017/18 to 15 in 2018/19 (Table 1). 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 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 only one complaint that was dealt with immediately at Level 2 in the year, because of its complexity and need for detailed investigation; this complaint was upheld.

The complainant was satisfied with the way in which their complaint was managed and with the actions taken to resolve their issues.

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 2018/19.

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 2018/19.

Table 1 Number of complaints per year at Levels 1 & 2

Year	No. of complaints Level1	No. of complaints Level 2
2015/16	14	2
2016/17	20	5
2017/18	23	6
2018/19	15	1