

CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Complaints and Compliments Report July 2020 - present	Purpose: For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>																
Prepared by: Jayne Gracie	Date: 7 May 2021																
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 Ambition: Create high quality learning and training opportunities which are relevant, enabling and flexible																	
Executive Summary: The attached report contains a log of complaints and compliments received from 1 July 2020 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 is included. Total number of complaints and compliments received: Level 1 complaints – 15 Level 2 complaints – 0 Compliments – 14 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. Figures for the same period over the last three years are provided below:																	
<table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 20%;">2017/18</th> <th style="width: 20%;">2018/19</th> <th style="width: 20%;">2019/20</th> </tr> </thead> <tbody> <tr> <td>Level 1 complaints</td> <td style="text-align: center;">19</td> <td style="text-align: center;">13</td> <td style="text-align: center;">30</td> </tr> <tr> <td>Level 2 complaints</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Compliments</td> <td style="text-align: center;">20</td> <td style="text-align: center;">12</td> <td style="text-align: center;">15</td> </tr> </tbody> </table>			2017/18	2018/19	2019/20	Level 1 complaints	19	13	30	Level 2 complaints	5	1	1	Compliments	20	12	15
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Level 1 complaints	19	13	30														
Level 2 complaints	5	1	1														
Compliments	20	12	15														
Recommendation: N/A																	
Previous Committee Approvals: None																	
For publication <input type="checkbox"/>	For publication with redactions <input checked="" type="checkbox"/>																
Not for publication <input type="checkbox"/>																	