![DGC Dumfries and Galloway College - One step ahead]

COMPLAINTS HANDLING STATISTICS

Under section 16B of the Scottish Public Services Ombudsman Act 2002 (as amended by the Public Services Reform (Scotland) Act 2010) the College must comply with the Scottish Public Services Ombudsman model Complaints Handling Procedure.

In August 2013 the College adopted the model Complaints Handling Procedure, provided the Ombudsman with a compliance statement and a self-assessment of compliance with the model. The College is required to report annually to the Scottish Public Services Ombudsman (SPSO) on its performance in handling complaints. This analysis includes statistics showing the volume and type of complaint as well as key performance details.

The information below summarises complaints handling information from the period **1st May 2021 to 31st July 2021.**

	Number and percentage of complaints considered	Number and percentage of complaints closed within 5 working days	Number and percentage of complaints where an extension to the 5 working day timeline was agreed	Not upheld at Stage 1	Complaints made in Session 19-20 May to July
Total number of Complaints Received – Frontline Resolution (Stage 1) ACKNOWLEDGE RECEIPT WITHIN 3 WORKING DAYS & FINAL DECISION WITHIN 5 WORKING DAYS	**3**	**2**	**1**	**1**	0 Complaints received
Customer Care (Support Staff Conduct)	1 (33%)	0	1	0	
Applications, Admission, Progression (Application, Admission, Interview, Enrolment , Induction)	2 (67%)	2 (100%)	0	1	
Total number of Complaints Received – Investigation (Stage 2) ACKNOWLEDGE RECEIPT WITHIN 20 WORKING DAYS AND PASS ONTO APPROPRIATE COLLEGE STAFF FOR ACTION	Number and percentage of complaints considered	Number and percentage of complaints closed within 20 working days	Number and percentage of complaints where an extension to the 20 working day timeline was agreed	Not upheld at Stage 2	Complaints made in Session 19-20 May to July
	4	**1**	**3**	**2**	1
Course related (Assessment, Exams and Certification)	2 (50%)	0	2 (66.7%)	1	Customer Care (Staff Conduct-Support Staff)
Course related (Course Management)	1 (25%)	0	1 (33.3%)	0	
Course related (Other)	1 (25%)	1 (100%)	0	1	