



Dumfries and
Galloway College

One step ahead

COMPLAINTS HANDLING REPORT QUARTER 4, 21-22

Performance Team

August 2022



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Complaints Handling Report Quarter 4 2021-2022

1. The Purpose of the Report

The purpose of the report is to provide a summary of our performance in handling complaints effectively, resolving complaints in a timely manner and identifying areas for improvement when our service is found to be below expectation.

2. Background to the Report

The College is required to comply with the Scottish Public Services Ombudsman (SPSO) complaints handling procedure and we are required to publish on a quarterly basis information on complaints outcomes and actions taken to improve services. The college must also publish an annual complaints performance report on its website in line with the SPSO's Model Complaints Handling Procedure and also as part of our duties under Freedom of Information legislation. This analysis includes statistics showing the volume and type of complaint as well as key performance details.

3. The Report

The report covers the period 2nd May 2022 to 29th July 2022. In this period there were two frontline complaints (Stage 1) and nine complaints requiring a full investigation (Stage 2).

Indicator One: The total number of complaints received

2	Quantitative Indicator	
	Number of complaints received	11
	Number of complaints received per 100 population as a %	0.21%

Breakdown of Complaints	Quantity
Stage 1 Number of complaints received	2
Stage 2 Number of complaints received	9
Stage 1 Number of complaints escalated to Stage 2	1

Breakdown of Complaint Categories	Quantity
Stage 1	
Course related	1
Applications, Admission, Progression	1
Stage 2	
Customer Care	4

Applications, Admission, Progress	1
Course related	4
Escalated Complaint	
Course related	1

Indicator Two: The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days

3	Quantitative Indicator	No.	%
3.1	Number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full	0	0%
3.2	The number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full	4	44%
3.3	The number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation.	0	0%

Indicator Three: The average time in working days for a full response to complaints at each stage

Quantitative Indicator		Average time in working days
4.1	Average time in working days to respond to complaints at stage 1	6 days
4.2	Average time in working days to respond to complaints at stage 2	21.11 days
4.3	Average time in working days to respond to complaints after escalation	35 days

At the time of reporting three Stage 2 complaints were open

Indicator Four: The outcome of complaints at each stage

	Quantitative Indicator	Upheld	Partially upheld	Not upheld	Resolved**
5.1	Number of complaints as a % of all complaints closed at stage 1 <i>1 complaint escalated to Stage 2</i>	50%	0%	0%	0%
5.2	Number of complaints as a % of all complaints closed at stage 2 *	33.33%	0%	22.22%	22.22%
5.3	Number of complaints as a % of all complaints closed after escalation	0%	100%	0%	0%

*Two Stage 2 complaints were open at the time of reporting

**A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld

Learning from complaints: Service delivery improvements

Service delivery improvements

By recording and analysing complaints data we can identify and address the causes of complaints and, where appropriate, identify training opportunities and introduce service improvements.

Following complaints received in Academic Year 2021-22, Quarter 4, service delivery will be improved in the following areas:

👉 Course related – Learning and Teaching

As a result of a complaint regarding the design and quality of course materials (an online course designed by a third party) Dumfries and Galloway College will review materials to ensure accuracy and currency for any future courses.

👉 Course related – Course Management

Following concerns raised by a motor vehicle class regarding timescales for completion of their course, a plan was put in place to ensure completion by allocating an extension to

the course. Due to staff absences the class had been unable to work to the original timescale for the course.

Customer satisfaction with complaints process

To ensure compliance with the College Complaints Handling Procedure we request feedback from complainants regarding their satisfaction with the service they received, and not the circumstances or outcome of their actual complaint. They are asked to evaluate the service considering the following points:

- 👉 Whether the complaints process was easy to access
- 👉 Whether they received a prompt acknowledgement of their complaint
- 👉 Whether their complaint was thoroughly investigated
- 👉 Whether they received a fair and clear response and within an appropriate timescale
- 👉 Whether they were dealt with courteously at all times

In Quarter 4, 2021-22 four complainants provided feedback on their satisfaction of the service provided. All were satisfied with how their complaints were dealt with.

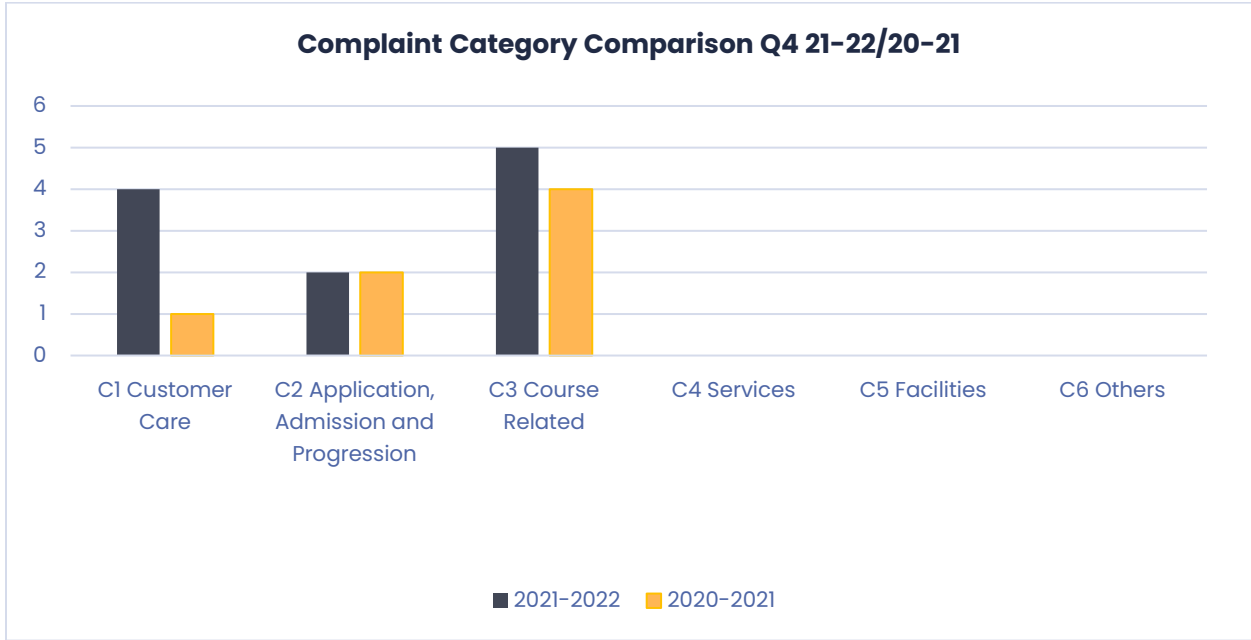
Key Observations

On comparison to Quarter 4 in Session 20-21 the number of Stage 2 complaints have increased. The complaint categories are comparable:

Session	No. of Stage 1 complaints received Q4	No. of Stage 2 complaints received Q4	Complaint Categories
2021-2022	2	9	<u>Stage 1</u> Course related x 1 Applications, Admission, Progression x 1 <u>Stage 2</u> Customer Care x 4 Applications, Admission, Progress x 1 Course related x 4
2020-2021	3	4	<u>Stage 1</u> Customer Care x 1

			Applications, Admission, Progression x 2
			<u>Stage 2</u>
			Course related x 4

Complaint Category Comparison Q4 21-22 / 20-21



Response Times

The average time in working days to respond to complaints at Stage 1 was 6 days which is only slightly over the 5 day response time. The Performance Team will monitor this in session 22/23 with a view to meeting the SPSO target timescale.

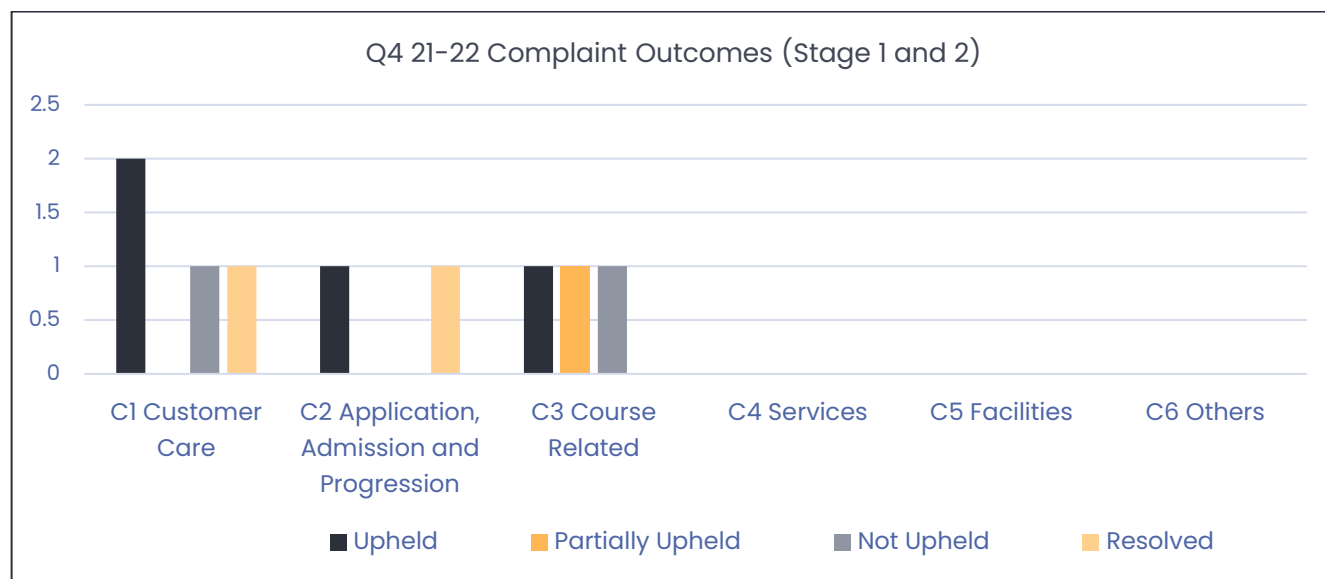
For the Stage 2 complaints, the average response time was 21.11 days.

A proportion of the Stage 2 complaints were received during the summer break when many key staff were on annual leave. This resulted in delays in actioning/ investigating complaints.

Two Stage 2 complaints remain open at the time of reporting.

Complaint Categories 2021-2022, Quarter 4

A breakdown of the Complaint Categories and complaint outcomes is provided below:



Outcomes for Stage 1 and 2 Complaints. Two complaints were open at the time of reporting.

SPSO (Scottish Public Services Ombudsman)

No complaints relating to Dumfries and Galloway College were submitted to SPSO during Quarter 4 of Session 2021-2022.

The Performance Team, August 2022