

Appendix 1

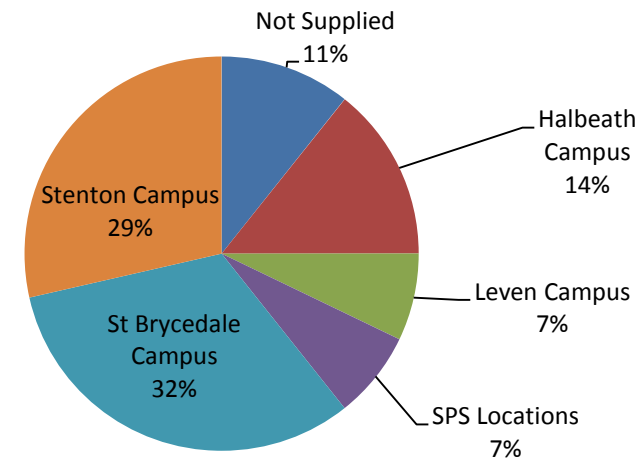
	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		2016/17		Year before	
1.0	Total number of complaints received and complaints received per 100 population								
1.1	Number of complaints Received	42		28		70		235	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.2	19000	0.1	19000	0.4	19000	1.2
2.0	Number of complaints closed at each stage and as a % of all complaints closed								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	27	64.3%	15	53.6%	41	58.6%	81	34.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	15	35.7%	12	42.9%	28	40.0%	154	65.5%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2.4	Open	0	0.0%	1	3.6%	1	1.4%	0	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage								
3.0	Stage 1								
3.1/3a	Number and % of complaints upheld at Stage 1	10	37.0%	4	26.7%	14	34.1%	33	40.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	17	63.0%	11	73.3%	27	65.9%	48	59.3%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	7	46.7%	8	66.7%	16	57.1%	88	57.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	8	53.3%	4	33.3%	12	42.9%	66	42.9%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0		0		0		0	
3.9/3i	Number and % of complaints not upheld after Escalation	0		0		0		0	
4.0	Total working days and average time in working days to close complaints at each stage								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	122	4.5	50	3.3	167	4.1	212	2.6
4.2	Total working days and average time in working days to close complaints at Stage 2	218	14.5	156	13.0	378	13.5	2517	16.3

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		2016/17		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0		0		0	
5.0	Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days; Escalated = 20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	21	77.8%	14	93.3%	34	82.9%	76	93.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	22.2%	1	6.7%	7	17.1%	5	6.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	12	80.0%	11	91.7%	24	85.7%	126	81.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	20.0%	1	8.3%	4	14.3%	28	18.2%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		0		0		0	
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0		0		0		0	
6.0	Number and % of complaints closed at each stage where extensions have been authorised								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	4	66.7%	1	100.0%	5	71.4%	5	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	33.3%	0	0.0%	2	28.6%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	66.7%	1	100.0%	3	75.0%	23	82.1%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%	1	25.0%	5	17.9%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0		0		0		0	
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0		0		0		0	
7.0	Customer satisfaction on completed complaints								
	Customers satisfied with service, numbers and percentage	42	100.0%	27	100.0%	69	100.0%	235	100.0%
	Customers satisfied with outcome, numbers and percentage	42	100.0%	27	100.0%	69	100.0%	235	100.0%

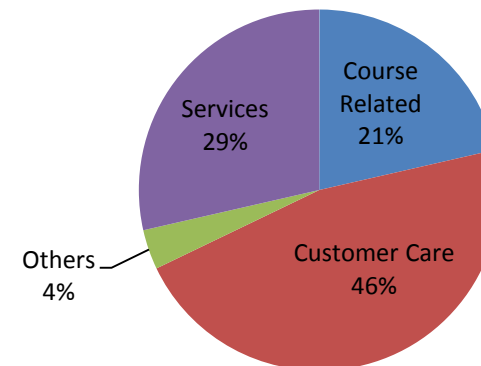
Complaints by Department

Business Development (Commercial)	2
Estates	2
ICT Services	1
Inclusion, Support and Guidance (Student Services)	1
Student Information Management	7
Beauty and Complementary Therapies	2
Built Environment	1
Business and IT	1
Culinary Arts	2
Electrical, Electronic and Petroleum	1
Hairdressing	1
Health Care	1
Hospitality, Tourism and Retail	1
Management, Leadership and Enterprise	1
Marketing	1
Mathematics	1
Social Care	1
Supported Programmes	1

Complaints by Campus



Complaints by Category



Analysis of Complaints

Complaints are an important source of feedback on the quality of our services and, as such, we welcome them and use them as a basis for improvement across the organisation.

The total number of complaints received for Quarter 2 in 2016/17 is **28**, which is down by 9 with the same time last academic year where 37 complaints were received. Out of these 28 complaints, the majority (7) relate to issues within the Student and Information Management team, all 7 relate to Student Funding/Bursary issues.

The majority of the complaints were about Customer Care issues (13). The majority of these were specifically relating to Staff Conduct (9) but also included; Data Protection (1), Diversity and Equality (1) and Environmental (2). The next highest category was Course Related (8) and this included; Assessment and Exams, Certification (2), Environment/Resources (1) and Learning and Teaching (3). This was closely followed by Services (8), all of which were relating to Funding/Bursary issues.

The highest number of complaints were made by students from St. Brycedale Campus (9) closely followed by Stenton Campus (8). This would be expected as they are the largest campuses in terms of student population.