

## Complaints Handling Procedure Report 2016/17

<b>Total Number of complaints received from Further Education (FE) students or visitors to the College</b>	
<b>Frontline Resolution Stage 1:</b>	
Number of complaints considered at the frontline resolution stage	7
Number of complaints closed at the frontline resolution stage within 5 working days	6
Number of complaints where an extension to the 5 working day timeline was authorised	1
Number of complaints fully upheld at the frontline resolution stage	5
Number of complaints partially upheld at the frontline resolution stage	0
Average time in working days to resolve complaints at the frontline resolution stage	4
<b>Investigative Stage 2:</b>	
Number of complaints considered at the investigation stage	8
Number of complaints closed at the investigation stage within 20 working days	2
Number of complaints where an extension to the 20 working day timeline was authorised	6
Number of complaints fully upheld at the investigation stage	2
Number of complaints partially upheld at the investigation stage	2
Average time in working days to resolve complaints at the investigation stage	20

<b>Further Education Complaints</b>			
<b>Origin</b>	<b>Category</b>	<b>Complaint details</b>	<b>Resolution/Learning Point</b>
Student	Student Admin Processes	In respect of administration processes and a declined application	Not upheld – reviewed processes, relevant staff confirmed application had been appropriately considered and response provided
Student	Learning, Teaching, Assessment	Lecturer off sick, two classes were then covered by one lecturer, which was not effective and caused issues, and identified learning support needs not fulfilled	Partially upheld – once reviewed college records evidenced learning support had been put in place, but the complainant did not take up offers of help when given. Aspects around poor organisation by the lecturer were upheld.
Student	Student Admin Processes	Late letters impacted on late start of class and student information being uploaded to Blackboard system for online learning – this caused disruption and delays in student’s learning	Upheld – Lecturers should add students to Blackboard immediately after enrolment, student services training on procedures for dealing with issues around Blackboard, ensure lecturer fully aware of relevant college procedures
Student	Student Finance	Childcare funding and payments	Not upheld – this case had already been considered via the student finance system, and was reviewed once again as a complaint – the outcome remained the same, but the college will review our policies to ensure wording is as clear as possible
Student	Timetabling/class change	Evening class last session, classes cancelled due to sickness/insufficient cover, student promised could re-do some of the study this year, but the class did not run in 2016/17	Upheld – college agreed to provide one-to-one support for the small amount of work outstanding to ensure the student completed the award

Student	Learning, Teaching, Assessment	Confusion regarding prelim arrangements and relevant work to be covered, support/guidance required, classes finishing early, organisation of schedule/activities, teaching methods	Partially upheld – some aspects of this complaint were not upheld, however aspects around organisation and teaching methods were upheld and were subsequently reviewed
Student	Learning, Teaching, Assessment	Impact of strike action, no lecturer for a class for 4 weeks, struggling with project work	Upheld – when this complaint was received additional support was in the process of being organised to support students through the period of strike action
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Student	Learning Support	Lack of support to aid academic progression and lack of responses to e-mails to discuss issues	Not upheld – college tried to contact the complainant a number of times to follow-up the complaint/discuss the details, and there was no response, so the a final e-mail was sent advising the complaint would be closed following no contact
Student	Learning Support	Lack of support with issues affecting learning, lecturers should make more time to help all students	Not upheld – complainant had not previously raised issues discussed in complaint with the lecturers, so they were not aware that the student felt more support was required

<b>Visitor/Non-Further Education Complaints</b>			
<b>Origin</b>	<b>Category</b>	<b>Complaint details</b>	<b>Resolution/Learning Point</b>
Student	Leisure Class	Found literature misleading regarding equipment costs and did not wish to continue	Upheld – course cost refunded and clarity of literature and disclaimers improved to advise applicants of potential costs
Applicant	Leisure Class	Application was not acknowledged on receipt, once sufficient class numbers appropriate notification was sent to advise the class would run – it was too late and the applicant had arranged something else	Upheld – the college should acknowledge on receipt to let the applicant know their application has been received, and that the course is running subject to viable numbers. Marketing information was also reviewed to ensure it is clear enough
AGBC Visitor	Car Parking	Could not find a parking space, had an appointment in the AGBC so parked in a 'hashed' area, but the paint was nearly worn off and unclear – advised reception of this issue, but returned to find a college label on the car advising illegally parked	Not upheld – the college continues to review how illegally parked vehicles can have notes legally attached, whilst causing minimum problems for the driver or any damage to the car
Visitor	Accommodation Rental	Booking details around times in dispute and staff attitude poor	Improve communication around college hours/closing times, discussion with staff regarding customer care and handling challenging situations
Local employer	Staff conduct	Accusation of overhearing a conversation between a part-time member of staff and client outside of college work regarding this employer	Not upheld – staff reminded to be careful when working in the community and remember to maintain confidentiality