



**CITY** OF GLASGOW  
COLLEGE

# Annual Complaint Handling Report

## Academic Year 2024/25

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# Introduction

## Academic Year 2024-25

In setting an ambition for a 'student first culture', a measure of the College's effectiveness is the number and nature of complaints received from students.

In managing complaints, the College is required to comply with the Scottish Public Services Ombudsman's (SPSO) Complaints Handling Procedure and report annually on our performance.

As part of this analysis, we collect statistics on the volume and type of complaints, as well as their outcome and the time taken to process. Complaint reporting takes place quarterly and updates are given to relevant Committees, and an annual report is published on the College Website.

The College uses the Complaint Categories developed by the College Development Network's Complaint Handling Advisory Group, recording complaints in terms of: Customer Care; Applications; Admission and Progression; Course Related and Services Facilities.

### Complaint outcomes adhere to four categories and in terms of whether they are:

- Upheld (where the College is at fault)
- Not upheld (where the College is not at fault)
- Partially upheld (where some of the points of complaints are upheld and others are not)
- Resolved - A complaint is resolved when both the College and the stakeholder agree what action (if any) will be taken to provide full and final resolution, without making a decision about whether the complaint is upheld or not upheld.



# 1. PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2024/25		2023/24	
<b>1.0</b>	<b>Total number of complaints received &amp; complaints received per 100 population</b>				
	Number of Complaints Received	62		68	
	College Population and Number of Complaints received per 100 population	25000	0.25	25000	0.27
<b>2.0</b>	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>				
	Number of complaints closed at Stage 1 and % of total closed	38	71.7%	49	81.7%
	Number of complaints closed at Stage 2 and % of total closed	14	26.4%	10	16.7%
	Number of Complaints closed after Escalation and % of total closed	1	1.9%	1	4.4%
*	Open	9	0.0%	8	0.0%
<b>3.0</b>	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>				
	Stage 1				
	Number and % of complaints upheld at Stage 1	0	0.0%	1	2.0%
	Number and % of complaints not upheld at Stage 1	12	31.6%	14	28.6%
	Number and % of complaints partially upheld at Stage 1	1	2.6%	1	2.0%
	Number and % of complaints resolved at Stage 1	25	65.8%	33	67.3%
	Stage 2				
	Number and % of complaints upheld at Stage 2	2	14.3%	1	10.0%
	Number and % of complaints not upheld at Stage 2	7	50.0%	3	30.0%
	Number and % of complaints partially upheld at Stage 2	2	14.3%	5	50.0%
	Number and % of complaints resolved at Stage 2	3	21.4%	1	10.0%
	Escalated				
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	1	100%	0	0.0%
	Number and % of complaints partially upheld after Escalation	0	0.0%	1	100%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%
<b>4.0</b>	<b>Total working days and average time in working days to close complaints at each stage</b>				
	Total working days and average time in working days to close complaints at Stage 1	185	4.9	200	4.1
	Total working days and average time in working days to close complaints at Stage 2	300	21.4	293	29.3
	Total working days and average time in working days to close complaints after Escalation	40	40.0	31	31.0

\* All 9 open complaints were suspended due to the academic staff summer break and will resume on 11th August 2025.

Stage 1 complaints often require little or no investigation and are attempted to be concluded by Performance staff within 5 working days.

Stage 2 complaints require investigation and are designated 20 working days to conclude. Escalated complaints refer to complaints that have been investigated at Stage 1, but the complainant has remained unsatisfied and further investigation at Stage 2 is required.

	PERFORMANCE INDICATORS	2024/25		2023/24	
5.0	<b>Number and % of complaints closed within set timescale (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>				
	Number and % of Stage 1 complaints closed within 5 working days	33	86.8%	43	89.8%
	Number and % of Stage 1 complaints not closed within 5 working days	5	13.2%	6	12.2%
	Number and % of Stage 2 complaints closed within 20 working days	6	42.9%	4	40.0%
	Number and % of Stage 2 complaints not closed within 20 working days	8	57.1%	6	60.0%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	1	100.0%	1	100.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>				
	Number and % of Stage 1 complaints closed within 10 working days (extension)	5	100.0%	6	100.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	6	75.0%	5	83.3%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	25.0%	1	16.7%
	Number and % of Escalated complaints closed within 40 working days (extension)	1	100.0%	1	100.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%

Indicator	Key Observations
1.0	Overall, the number of complaints handled decreased by 9%, from 68 to 62. Complaints included in this report are those that have been investigated through the Complaint Handling Process. For AY24/25, an additional 17 complaints were received and immediately resolved without further handling.
2.0	The volume of complaints closed at Stage 1 (38) is lower compared to last year (49). There was an increase in the number of complaints closed at Stage 2, from 10 to 14 this year.
3.0	None of the Stage 1 complaints were upheld, although the volume of Stage 1 complaints resolved within 5 days decreased slightly from 33 to 25. Fewer Stage 2 complaints were upheld than last year.
4.0	More Stage 2 complaints were closed quicker in 24/25 - 21.4 working days compared to 29.3 working days in 23/24. The time taken to resolve Escalated complaints increased, requiring a total of 40.0 working days in 24/25 up from 31.0 working days in 23/24.
5.0	More Stage 2 complaints were closed within 20 working days – up by 2.9% on last year. There was a slight increase in complaints requiring extensions. This is consistent with the increase in complexity of the complaints received.
6.0	There was a slight decrease in the number of Stage 1 complaints closed within 10 working days where an extension had been authorised but a comparable number of Stage 2 complaints where an extension had been authorised. Fewer Stage 2 complaints were closed within 40 working days where an extension had been authorised.

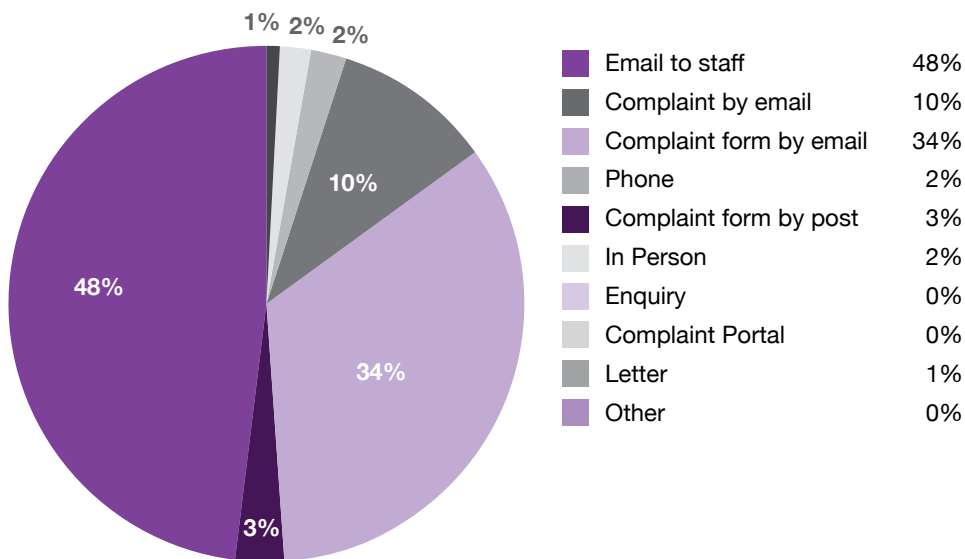
## 2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

### ACCESSING THE COMPLAINT PROCEDURE

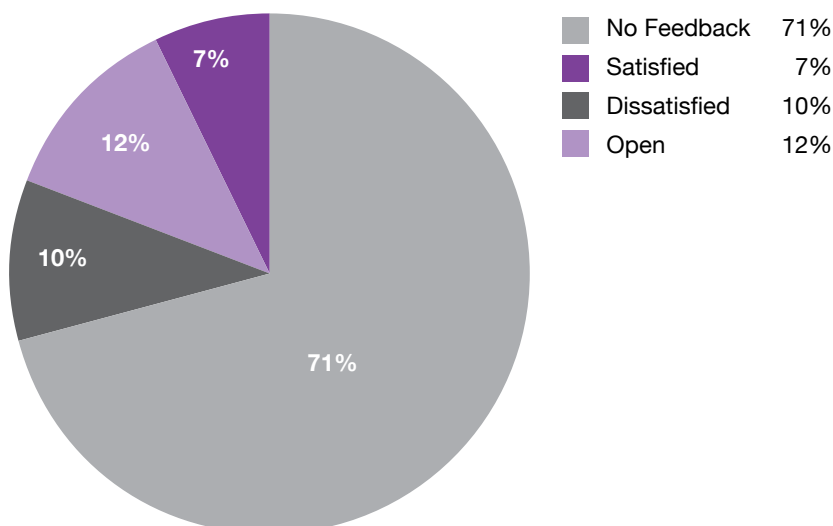
The College aspires to maintain high standards of customer service, continuously seeking to improve our processes to provide a better service to students and stakeholders. In support of this we provide an online complaint portal, including a dedicated email address, to allow students and stakeholders to raise complaints. Complaint forms are also available in hard copy and electronic format and can be posted or emailed. Staff can also be emailed directly or contacted by phone.

In terms of preferred methods of contact, direct email was the most popular making up 48% of responses; 34% of complaints in 2024/25 were received via a complaint form by email. All complainants are asked to provide feedback on their experience. Of those that left feedback, a similar number were satisfied as were not satisfied with the handling of their complaint.

### ACCESS ROUTE 2024/25



### CUSTOMER FEEDBACK 2024/25



### 3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

#### COMPLAINT REPORTING

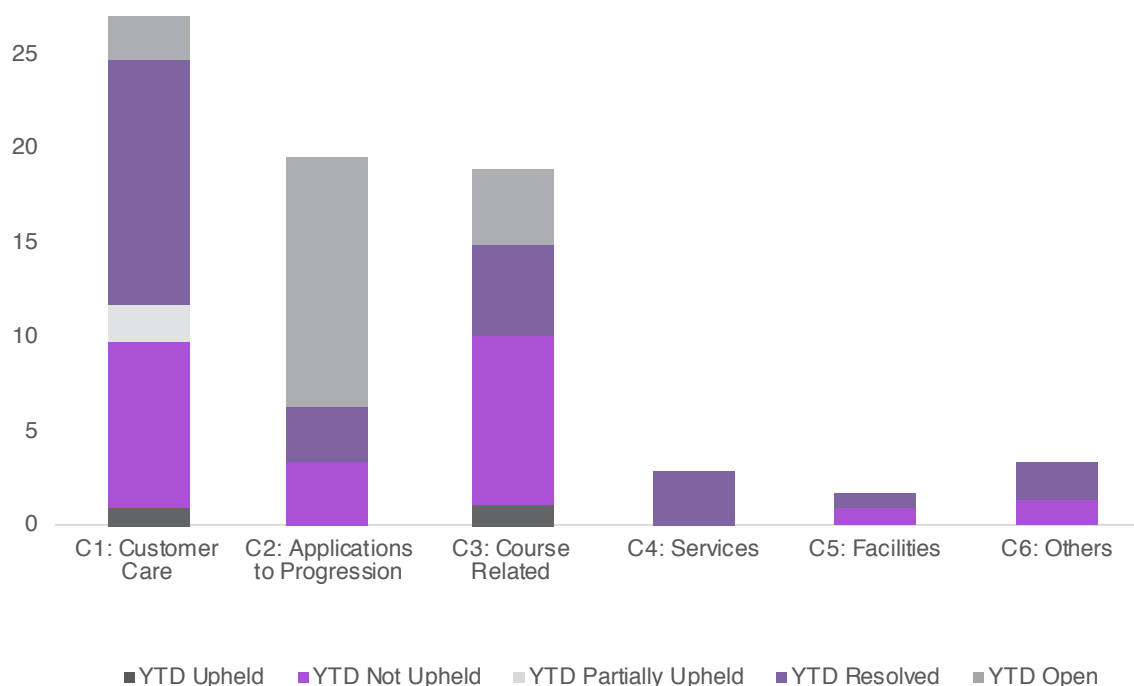
- **Quarterly reports** are prepared by the College Performance team for the purpose of review by the Senior Management Team, Executive Leadership Team and are published on the College website.
- This **annual report** is prepared for review by the College’s committees to be approved for publication on the College website by the College Board.

#### COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

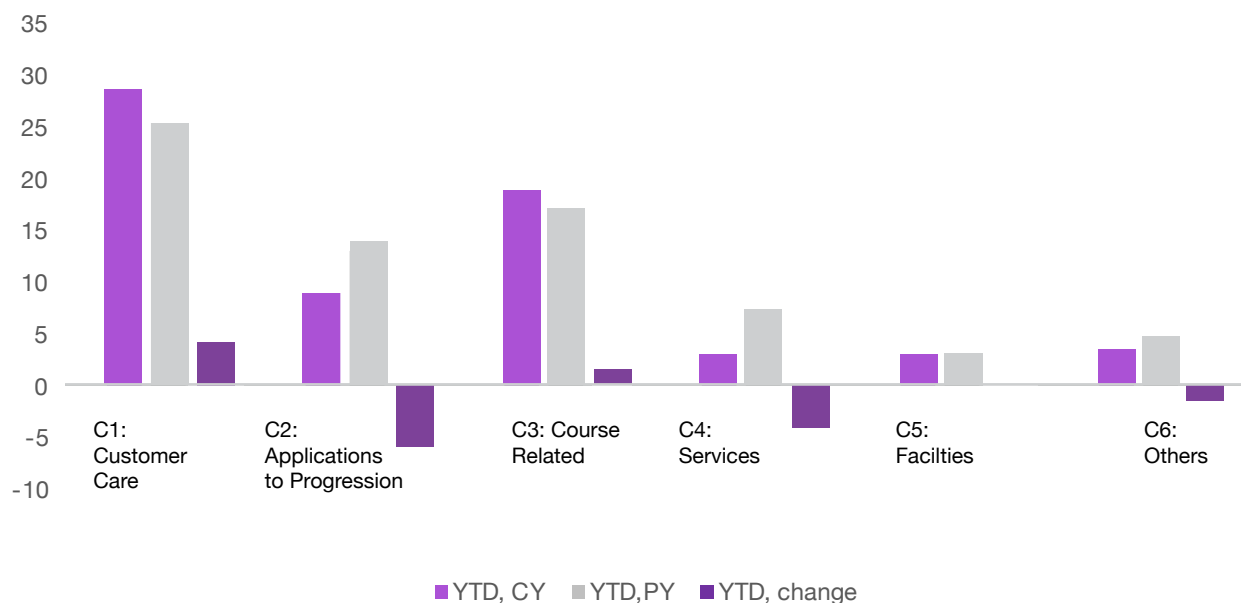
In reviewing the nature of complaints, the College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.

Using these, we can categorise complaints as set out below:

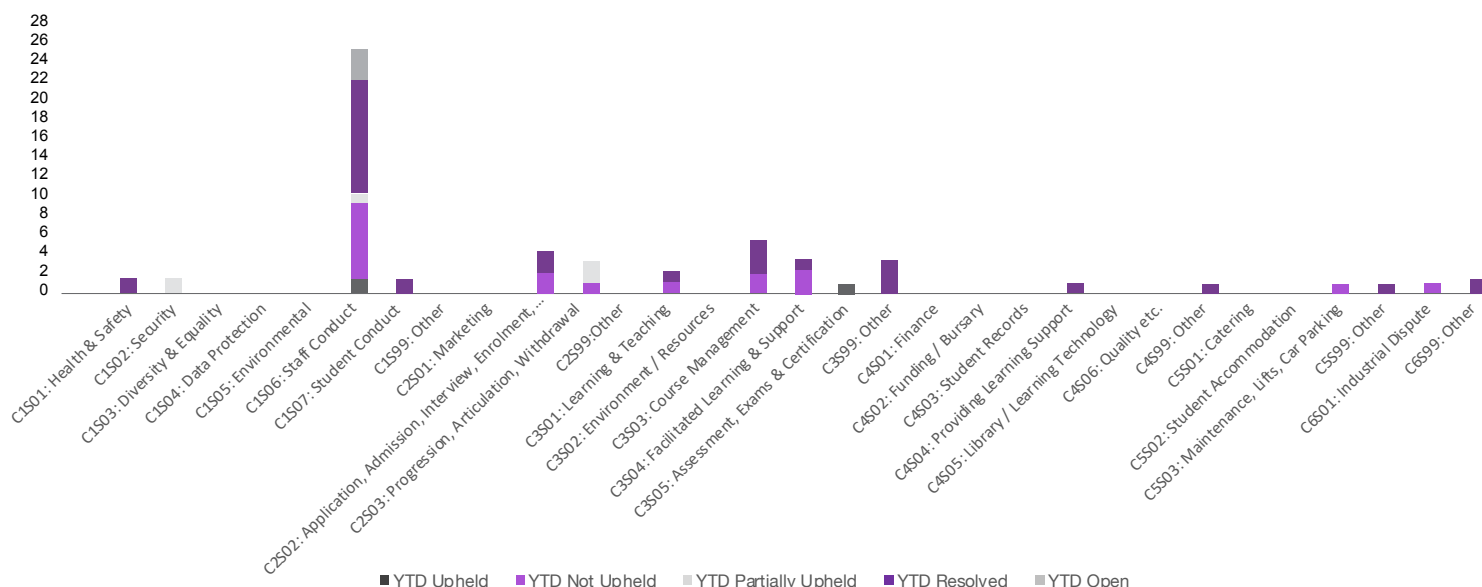
#### COMPLAINT OUTCOMES BY CATEGORY 2024/25



#### COMPLAINT CATEGORIES 2024/25 vs 2023/24



## COMPLAINT OUTCOMES BY SUB-CATEGORY 2024/25



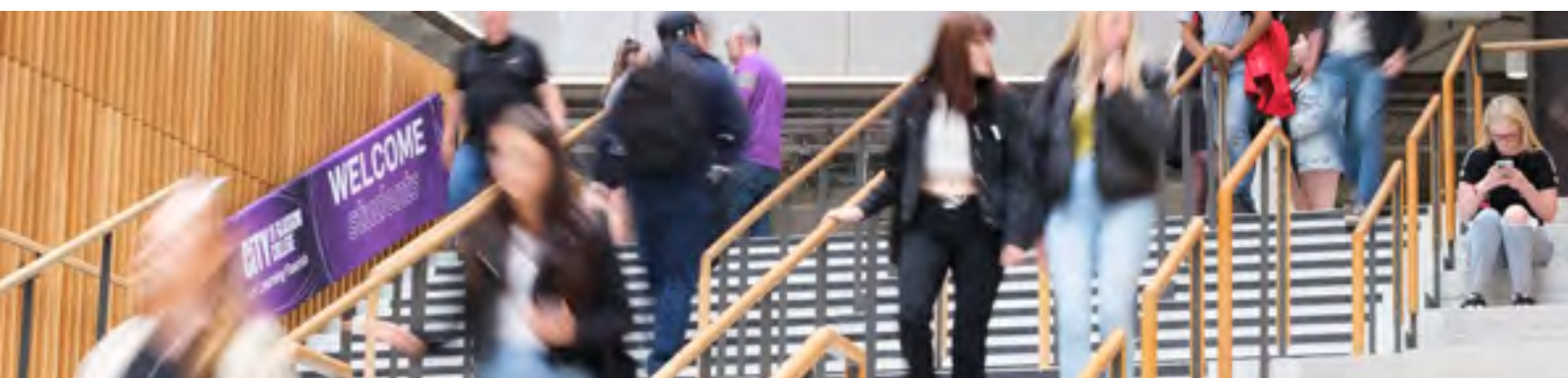
Complaint Category	AY24-25	AY23-24
Customer Care	29 (47%)	25 (37%)
Application Progression	7 (11%)	13 (19%)
Course Related	19 (31%)	18 (26%)
Services	2 (3%)	6 (9%)
Facilities	2 (3%)	2 (3%)
Other	3 (5%)	4 (6%)

## COMPLAINT THEMES, LEARNING FROM COMPLAINTS AND IMPROVEMENT TO SERVICES

In 2024/25 the College received 62 complaints, which is 6 complaints fewer than the 68 complaints received in 2023/24. This is also fewer than the 84 complaints received in 2022/23.

Complaints were dispersed across the categories of Customer Care (47%), Applications to Progression (11%), Course Related (31%), Services (2%), Facilities (2%) and Others (3%). With fewer complaints received in 2024/25 compared to 2023/24, the number of complaints has decreased or remained the same for most categories, except for Customer Care which has increased by 4 complaints and Course Related which increased by 1 complaint.

The category with the greatest decrease is Applications to Progression, which received 7 complaints down from 13 the previous year.



Below we have listed all upheld complaints along with those where an action for improvement was identified.

## 4. CUSTOMER CARE

A total of 29 Customer Care complaints were received in 2024/25 compared with 25 the previous year. Staff Conduct received 26 complaints compared with 20 last year, Security received 1 complaint compared with 0 last year, Diversity and Equality received 0 complaints on par with last year, similarly Health & Safety received 1 complaint both this year and last year. Student Conduct received 1 complaint compared with 2 last year and Others received 0 complaints compared with 2 last year.

### **C1S02: Security (1 complaint: 1 partially upheld)**

- A complaint related to disabled parking. This complaint was partially upheld, elements relating to allocation of parking spaces were in line with Glasgow Council procedures however an element related to expected standards of service was upheld. Staff were reminded of expected levels of service.

### **C1S06: Staff Conduct (26 complaints: 1 upheld / 9 not upheld / 2 partially upheld / 11 resolved / 3 Open)**

- A complaint regarding a data breach. This complaint was upheld, and actions were passed to Faculty to avoid future issues.
- A complaint related to alleged staff conduct from the admissions team. The complaint was resolved, the Curriculum Head met with the student and resolved the issues raised. Feedback was taken onboard.
- Complaint received about being unable to progress on a course. This complaint was not upheld, the progression decision was found to not be related to issues raised by complainant. Feedback on communication was taken on board.
- A complaint regarding alleged staff conduct of the teaching team leading to withdrawal of course. This complaint was resolved, and it was agreed that student would return to the course the following annual year.
- A complaint related to alleged staff conduct by service provider. This complaint was resolved, an apology was given to complainant, and all staff were reminded of expected level of service.
- Complaint received regarding lack of additional support for student during classes. This complaint was resolved, the complainant was offered additional support to achieve qualification.

## **APPLICATIONS TO PROGRESSION**

A total of 7 complaints in relation to Applications and Progression were received in 2024/25 which is a decrease from 13 the previous year.

In the sub-category, Application, Admission, Interview, Enrolment, and Induction, 4 complaints were received this year compared to 6 last year. In the sub-category Progression, Articulation, Withdrawal, 3 complaints were received this year compared to 5 last year; 0 complaints were received in the sub-category Marketing, compared with 2 complaints last year.

### **C2S02: Applications, Admission, Interview, Enrolment & Induction (4 complaints: 2 not upheld / 2 resolved)**

- A complaint received related to an applicant that was given a conditional offer and then was not accepted to course. This complaint was not upheld, the applicant did not meet the conditions of offer. Communication was reviewed by departments.
- Complaint from applicant regarding insinuation to expect offer to course but then were not accepted to course. This complaint was resolved, the applicant was given a conditional offer to the course provided that certain criterion were met.
- A complaint related to conflicting information given during the application process. This complaint was resolved, an error was identified and rectified with the relevant team.

### **C2S03: Progression, Articulation, Withdrawal (3 complaints: 1 not upheld/ 2 open)**

- A complaint regarding progression to the next level of course. This complaint was not upheld as the student had ongoing disciplinary issues. Communication to student was reviewed by departments.



## COURSE RELATED

A total of 18 Course Related complaints were received in 2024/25 comparable to the 18 received in 2023/24.

Per subcategory, the numbers of complaints received in 2024/25 are very similar to the numbers received in 2023/24. Learning & Teaching complaints increased from 1 complaint to 2; similarly, Facilitated Learning & Support related complaints increased from 4 complaints in 2023/24 to 5; also, Others received 3 complaints this year compared with 2 last year. Course Management related complaints decreased from 9 complaints to 8; similarly, Assessment, Exams & Certification complaints decreased from 2 complaints in 2023/24 to 1 complaint in 2024/25.

### C3S01: Learning & Teaching (2 complaints: 1 not upheld/ 1 resolved)

- A complaint regarding issues with submitting assessments. This complaint was resolved, and the complainant was given help and support to resubmit.

### C3S03: Course Management (8 complaints: 3 resolved / 2 not upheld / 3 open)

- A complaint received about various changes to teaching staff affecting progress on course. This complaint was not upheld, this was a temporary solution to ensure classes were not cancelled. Teaching team asked to communicate any further instances to students.
- A complaint from a former student regarding not yet receiving their certificate. Complaint was resolved: department communicated with student to make necessary adjustments to finalise results and therefore generate their certificate.

### C3S04: Facilitated Learning & Support (5 complaints: 3 not upheld / 1 resolved/ 1 open)

- Complaint received regarding extra time for examinations, which was not granted. This complaint was resolved, the department gathered necessary paperwork and achieved necessary permission for student to receive extra time going forward.
- A complaint received relating to lack of support in place for student. This complaint was not upheld, support was in place for student but not utilised fully. Further support was put in place.



### **C3S99: Other (3 complaints: 3 resolved)**

- Complaint received from customer to the College related to service received not being of usual standard. This complaint was resolved, issue was identified with equipment and rectified.

## **SERVICES**

For Services, 2 complaints were received in 2024/25 compared to 6 complaints the previous year.

Funding related complaints decreased from 3 complaints in 2023/24 to 1 complaint in 2024/25; similarly Finance, and Library/Learning Technology related complaints both decreased from 1 to 0 complaints in 2024/25. There was one complaint respectively for Providing Learning Support and for Other service issues.

### **C4S04: Providing Learning Support (1 complaint: 1 resolved)**

- A complaint received regarding a temporary change to learning support offered. This complaint was resolved, the temporary change had been unavoidable, but team managed to provide further alternatives.

### **C4S99: Other (1 complaint: 1 resolved)**

- A complaint related to issues with Visa dates and therefore travel to start course. This complaint was resolved, the relevant team worked with student to resolve issues.

## **FACILITIES**

This year 2 complaints were received in the Facilities category which is the same as last year.

There was one complaint in relation to Maintenance, Lifts and Car parking, the same as last year; there were no Student Accommodation related complaints; and one complaint relating to Other Facilities related issues.

### **C5S03: Maintenance, Lifts and Car Parking (1 complaint: 1 not upheld)**

- Complaint received regarding access to car parking spaces when arriving for evening courses. This complaint was not upheld, complainant was arriving earlier than spaces were available. Complainant was advised to arrive later, and relevant staff would look out for student on arrival.

### **C5S99: Other**

- A complaint regarding noise during an external event hindering studying. The complaint was resolved: team were asked to provide quiet study rooms when future external events take place.

## **OTHER**

There were 3 complaints in the Other category in 2024/25 compared with 4 complaints in 2023/24.

Industrial dispute related complaints decreased from 2 complaints received in 2023/24 to 1 complaint received in 2024/25. Other related complaints remained the same as the previous year at 2 complaints received.

### **C6S99: Other (2 complaints: 2 resolved)**

A complaint regarding parking within local residential bays. This complaint was resolved, communication was increased to staff and students.

## 5. LESSONS LEARNED

Complaints should be seen as one part of our understanding of the customer experience and alongside the annual audit of our Customer Service Excellence standard. By providing a complaint handling process, the College seeks to maximize the opportunities for students and stakeholders to share their experience of our service.

Complaints, therefore, tell us something about the effectiveness of our services and the quality of the student experience. Handling complaints quickly and consistently is also important to the continued cohesion of College services. To improve services the College seeks to learn the lessons from upheld complaints.

We can summarise the complaints received this year as follows:

Theme	Complaints related to
Customer Care	Staff conduct, learning support issues, service provider issues
Applications, Admissions, Progression	Withdrawals of course, progression issues, lack of communication
Course Related	Learning and teaching (assessment issues, staff changes, communication) certification, lack of required additional support
Services	Learning support provision, Visa issues
Facilities	Carparking issues, noise during external events
Other	External carparking issues

### Opportunities for Improvement

During periods of academic leave, complaints relating to academic matters are often suspended until academic staff return to the College. For 2024/25, the College suspended 9 complaints over the academic summer break, which might involve a delay of up to six weeks. These complaints related to staff conduct, and progression. In such instances, the complaint's resolution is dependent upon information held by curriculum staff. In a small number of instances, the absence of information on student results can have a negative effect on planned progression. In response to these recurring issues, and as part of the College quality cycle, work is underway to establish assessment boards to support more consistent communication of student results.

This annual report is shared internally within the College, informing our annual review of academic quality and reported as part of the Scottish Funding Council's 2024 quality arrangements for Colleges and Universities - the Tertiary Quality Enhancement Framework.

CHARACTERISTICS OF COMPLAINTS	
Gender	Total
Female	12
Male	22
Undisclosed	3
Gender Expression	
Yes identified as trans	1
No not identified as trans	29
Prefer not to say	6
Blank	1
Nationality	
England	4
Iraq	2
Ireland	1
Poland	1
Scotland	28
Syrian Arab Republic	1
Sexual Orientation	
Heterosexual / straight	28
Gay Woman/Lesbian	1
Bi/ Bisexual	3
Other	1
Prefer not to say	3
Religion	
None	17
Christian: Protestant	3
Christian: Roman Catholic	7
Christian: Other	2
Muslim	2
Buddhist	1
Another religion or body	2
Prefer not to say	3
First Language	
English	36
British Sign Language (BSL)	1
Disability	
No	22
Yes	15



**CITY** OF GLASGOW  
COLLEGE

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