

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 1, 2025/26 Report (1st August to 31st October 2025)

10th December 2025

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1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2025/26 (Q1)		2025/26 (YTD)		2024/25 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	18	%	18	%	11	%
	College Population and Number of Complaints received per 100 population	25000	0.07	25000	0.07	25000	0.04
2.0	Number of complaints closed at each stage and as a % of all complaints closed						
	Number of complaints closed at Stage 1 and % of total closed	12	70.0%	12	70.0%	6	60.0%
	Number of complaints closed at Stage 2 and % of total closed	3	15.0%	3	15.0%	3	30.0%
	Number of Complaints closed after Escalation and % of total closed	3	15.0%	3	15.0%	1	10.0%
	Open	0	0.0%	0	0.0%	1	0.0%
3.0	Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage						
	Stage 1						
	Number and % of complaints upheld at Stage 1	1	8.3%	1	8.3%	0	0.0%
	Number and % of complaints not upheld at Stage 1	5	41.7%	5	41.7%	3	50.0%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints resolved at Stage 1	7	58.3%	7	58.3%	3	50.0%
	Stage 2						
	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 2	0	0.0%	0	0.0%	2	66.7%
	Number and % of complaints partially upheld at Stage 2	2	66.7%	2	66.7%	0	0.0%
	Number and % of complaints resolved at Stage 2	0	0.0%	0	0.0%	1	33.3%
	Escalated						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	2	66.7%	2	66.7%	1	100.0%
	Number and % of complaints partially upheld after Escalation	1	33.3%	1	33.3%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

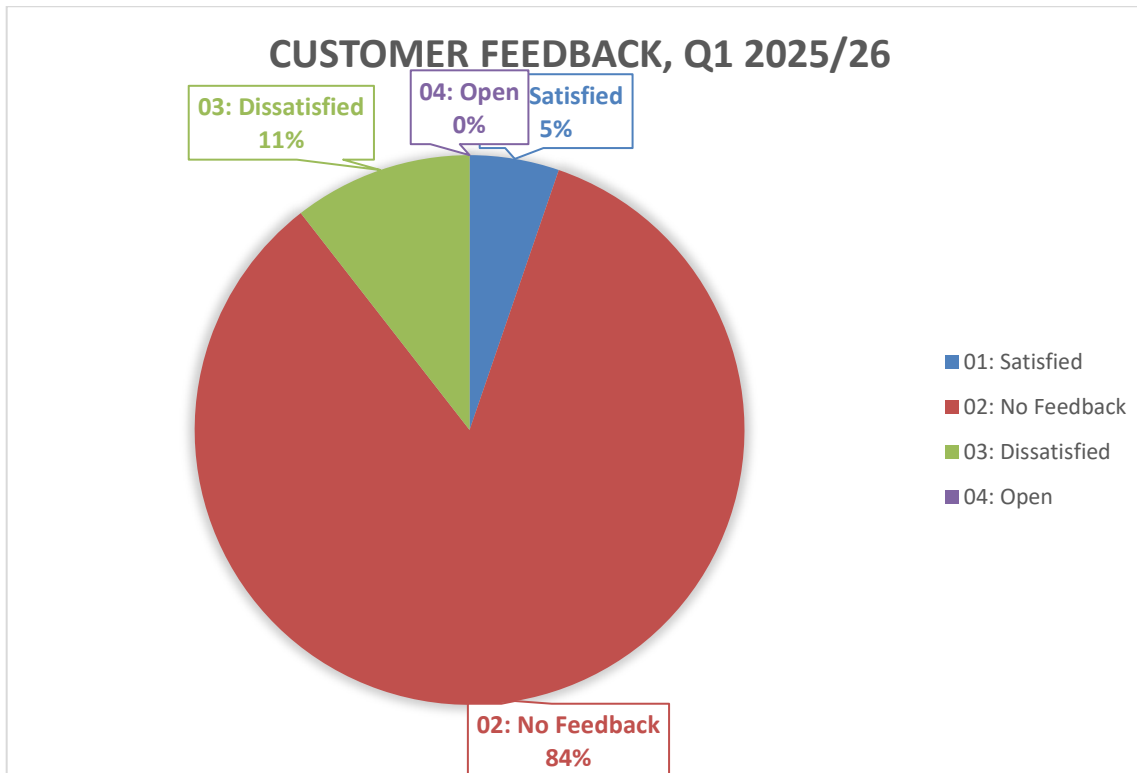
1.0	Overall number of complaints received in Quarter 1 increased from 11 to 18 complaints.
2.0	Complaints closed at Stage 1 increased by 50% from 6 to 12.
3.0	The number of complaints not upheld at Stage 1 had decreased. There were no complaints upheld at Stage 2.

Stage 1 complaints are frontline resolution complaints requiring little or no investigation and are concluded within 5 working days. Stage 2 complaints are full investigation complaints and are concluded within 20 working days. 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		2025/26 (Q1)		2025/26 (YTD)		2024/25 (YTD)	
4.0	Total working days and average time in working days to close complaints at each stage						
	Total working days and average time in working days to close complaints at Stage 1	11	3.7%	11	3.7%	22	3.7
	Total working days and average time in working days to close complaints at Stage 2	0	0.0	0	0.0	56	18.7
	Total working days and average time in working days to close complaints after Escalation	17	17.0	17	17.0	40	40.0
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)						
	Number and % of Stage 1 complaints closed within 5 working days	3	100%	3	100%	6	100.0%
	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%	2	66.7%
	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%	1	33.3%
	Number and % of Escalated complaints closed within 20 working days	1	100%	1	100%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	1	100.0%
6.0	Number and % of complaints closed at each stage where extensions have been authorised						
	Number and % of Stage 1 complaints closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	1	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	1	100.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

4.0	The average response time of Stage 1 complaints in Q1 this year (3.7 working days) is similar to quarter 1 last year (3.8 working days).
5.0	100% of Stage 1 complaints were closed within 5 working days, which is the same when compared to the same period last year.
6.0	All complaints requiring an extension were closed within the extension deadline.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Dissatisfied
2025/26 Q1	5.6%	16.75%	11.1%
2025/26 YTD	5.6%	16.75%	11.1%
2024/25 YTD	9.1%	54.5%	45.5%

- The adjacent graph shows results for YTD Q1 2025/26.
- The percentage of complainants satisfied in the manner that complaints were handled has decreased to 5.6%, compared with 9.1% for the same period last year.

3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College website. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College website.

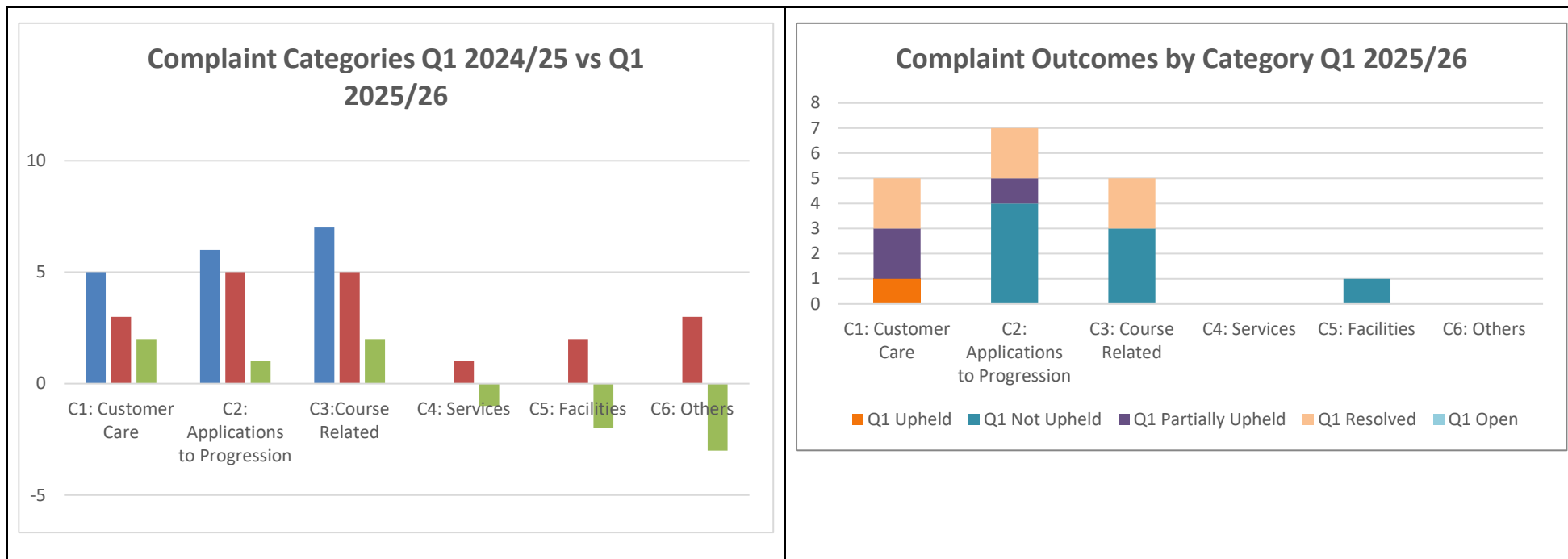
3.2 COMPLAINT CATEGORIES

The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network).

CATEGORIES	SUB-CATEGORIES
C1: Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications to Progression	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment / Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification, C3S99: Other
C4: Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc., C4S99: Other
C5: Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6: Others	C6S01: Industrial Dispute, CS602: Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

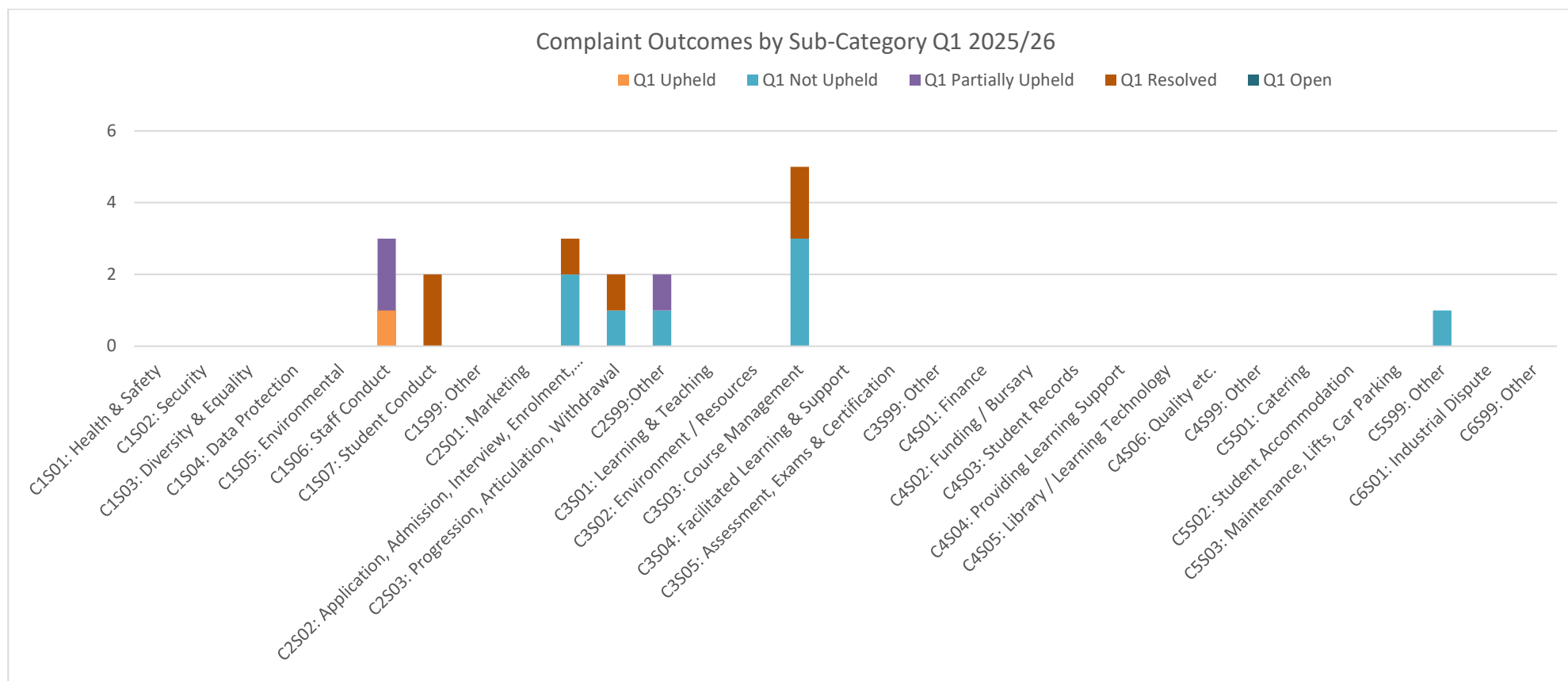
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q1 this year 18 complaints were received, 7 more than the same period of the previous year.

Only 1 complaint was upheld this quarter, 7 not upheld, 3 partially upheld and 7 resolved. Most complaints related to either Customer Care, Applications to Progression or Course Related, representing 94.4% of all complaints received in Q1. Facilities received 1 complaint, Services and Others categories received no complaints.

Q1 2025/26	Customer Care	5 (28%)	Applications to Progression	7 (39%)	Course Related	5 (28%)	Services	0 (0%)	Facilities	1 (5%)	Others	0 (0%)
Q1 2024/25	Customer Care	5 (46%)	Applications to Progression	1 (9%)	Course Related	4 (36%)	Services	0 (0%)	Facilities	1 (9%)	Others	0 (0%)



3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE	Received:	5	Upheld:	1	Partially Upheld:	2	Resolved:	2
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C1S06: Staff Conduct

A student complained about being given conflicting information about results. The complaint was resolved. The Curriculum Head explained the reasons for the conflicting information and agreed to meet with the student to discuss options for this year.

A current student complained about alleged staff conduct when requesting support at Student Services. The complaint was partially upheld.

A current student and their classmates have complained about alleged staff conduct. The complaint was partially upheld.

A student complained about the conduct of a member of lecturing staff. The complaint was upheld.

A student complained about the exam conditions during an assessment. The complaint was resolved.

APPLICATIONS TO PROGRESSION	Received:	5	Upheld:	3	Partially Upheld:	0	Resolved:	2
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C2S02: Application, Admission, Interview, Enrolment, Induction

A parent complained they felt their child's learning needs were not met and that their application onto the HND course as not successful. The complaint was resolved. The student has been offered a place on another course at a more suitable level.

A student complained that their application was not processed appropriately which led to them not being offered a place on the course. The complainant was offered a place on the course, which resolved the complaint.

A returning student complained that they have not been offered a place on the course, claiming that issues with the past course is the reason for not being accepted. The complaint was not upheld.

Parent of an applicant complained about lack of communication regarding the application and waitlist. The complaint was not upheld.

A student feels they were unfairly withdrawn from course. Complaint not upheld - student attendance was very low and student had been given opportunities and warnings by school and teaching team at the college.

COURSE RELATED	Received:	7	Upheld:	3	Partially upheld:	1	Resolved:	3
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C3S03: Course Management

A former student complained about having to pay again for short course after missing first day and having to repeat. Complaint not upheld: investigation found that rules on payment were governed by MCA and missing any days required repayment with no exceptions.

A student complained that they studied their HND year 2 direct entry course last year but failed the graded unit and did not pass. They wish to sit course as FT student to keep SAS funding. Resolved. Student has been offered a place on a FT course.

A former student complained about having to pay to return to complete units not passed in 23-24. Complaint resolved: student offered to come back in January to complete outstanding units as infill.

A current student complained about not passing their course, yet having paid for and being accepted to L2, then later told this would not be suitable for them given they had failed L1. Resolved. Student has been offered a refund and suggestions offered about re-sitting L1/Resits.

A student complained about the lack of lecture support on the Distance Learning Course. Resolved. Measures put in place to ensure improved service and communication with student to manage expectations.

A former student complained about the lack of support on the course and requested a refund. Complaint not upheld: evidence found of extra support given to this student throughout course.

Student feels issues with course did not reflect cost of course and therefore wishes to pursue partial refund. Complaint not upheld: issues with course were identified but they were out with team's control and were mitigated to best support students; and student passed course. Refund is therefore not applicable.

FACILITIES Received: 1 Upheld: 0

C5S03: Maintenance, Lifts, Car Parking

A client of the Amythest salon complained about appointments being cancelled and felt there was a racial element in treatment at College. Complaint not upheld: communication error had occurred, but an apology and goodwill gesture had been given. Racial element was refuted - clients were not treated any differently to any other clients in same situation.