

CITY OF GLASGOW COLLEGE

Complaints Handling Procedure

Quarter 2, 2024/25 Report (1st November 2024 to 31st January 2025)

7th August 2025

Contents

- 1 Performance Indicators P1-P6 (quantitative measures)
- 2 Performance Indicator P7: Customer Satisfaction
- 3 Performance Indicator P8: Learning from Complaints

1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2024/25 (Q2)		2024/25 (YTD)		2023/24 (YTD)	
1.0	Total number of complaints received & complaints received per 100 population						
	Number of complaints Received	16	%	27	%	37	%
	College Population and Number of Complaints received per 100 population	25000	0.06	25000	0.11	25000	0.15
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	11	68.7%	17	65.4%	30	81.1%
	Number of complaints closed at Stage 2 and % of total closed	5	31.2%	8	30.8%	6	16.2%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	1	3.8%	1	2.7%
	Open	0	0.0%	0	0.0%	0	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	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld at Stage 1	1	9.1%	4	23.5%	8	26.7%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	1	3.3%
	Number and % of complaints resolved at Stage 1	10	90.9%	13	76.5%	21	70.0%
	Stage 2						
	Number and % of complaints upheld at Stage 2	1	20.0%	1	12.5%	1	16.7%
	Number and % of complaints not upheld at Stage 2	2	40.0%	4	50.0%	2	33.3%
	Number and % of complaints partially upheld at Stage 2	0	0.0%	0	0.0%	2	33.3%
	Number and % of complaints resolved at Stage 2	2	40.0%	3	37.5%	1	16.7%
	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	0	0.0%	1	100.0%	0	0.0%
	Number and % of complaints partially upheld after Escalation	0	0.0%	0	0.0%	1	100.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

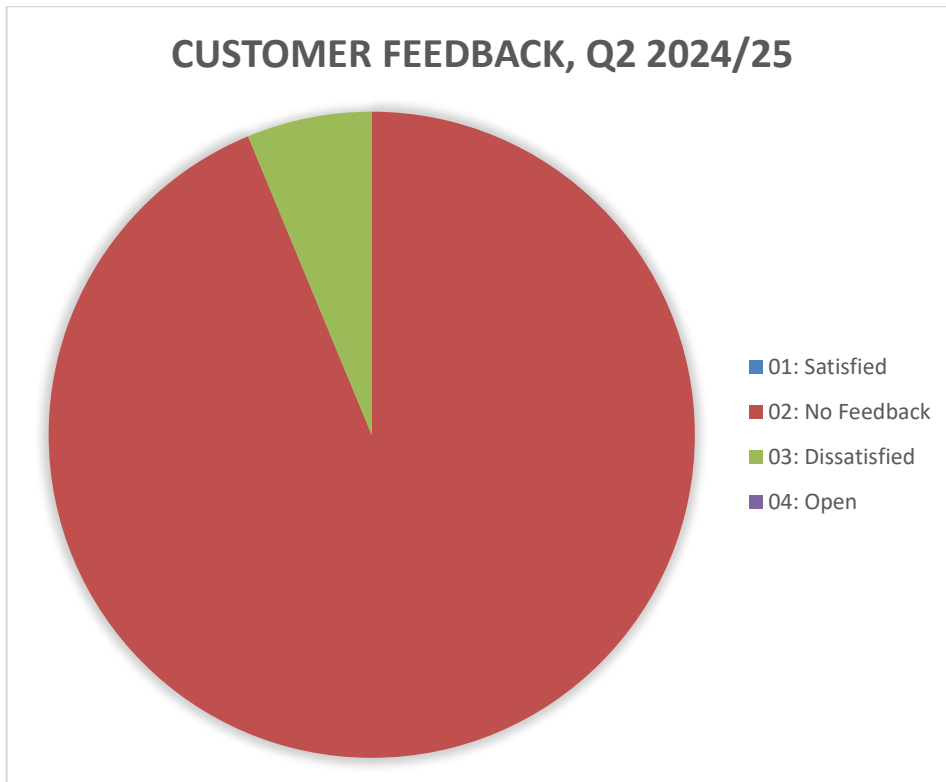
1.0	Overall number of complaints YTD decreased by 27% from 37 to 27.
2.0	Complaints closed at Stage 1 decreased by 43% from 30 to 17.
3.0	Complaints were mainly (77%) resolved at Stage 1. At Stage 2 the majority of complaints (50%) were not upheld.

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		2024/25 (Q2)		2024/25 (YTD)		2023/24 (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	48	4.4	70	4.1	115	3.8
	Total working days and average time in working days to close complaints at Stage 2	94	18.8	150	18.7	178	29.7
	Total working days and average time in working days to close complaints after Escalation	0	40.0	40	40.0	31	31.0
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	11	100.0%	17	100.0%	27	90.0%
	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0%	0	0.0%	3	10.0%
	Number and % of Stage 2 complaints closed within 20 working days	3	60.0%	5	62.5%	2	33.3%
	Number and % of Stage 2 complaints not closed within 20 working days	2	40.0%	3	37.5%	4	66.7%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	100.0%	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%	3	100.0%
	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)	2	100.0%	3	100.0%	4	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%	1	100.0%	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 Q2 this year (4.4 wds) is slightly higher compared to Q2 last year (3.7wds).
5.0	All Stage 1 complaints were closed within 5 working days (100%) this is the same as last year.
6.0	All complaints requiring an extension were closed within the extension deadline.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Upheld
2024/25 Q1	0%	6.0%	6.0%
2024/25 YTD	3.8%	26.9%	4.0%
2023/24 YTD	5.4%	18.9%	13.5%

- The adjacent graph shows results for YTD Q2 2024/25.
- The only feedback received for Q2 2024/25 was from 1 unsatisfied complainant.

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.

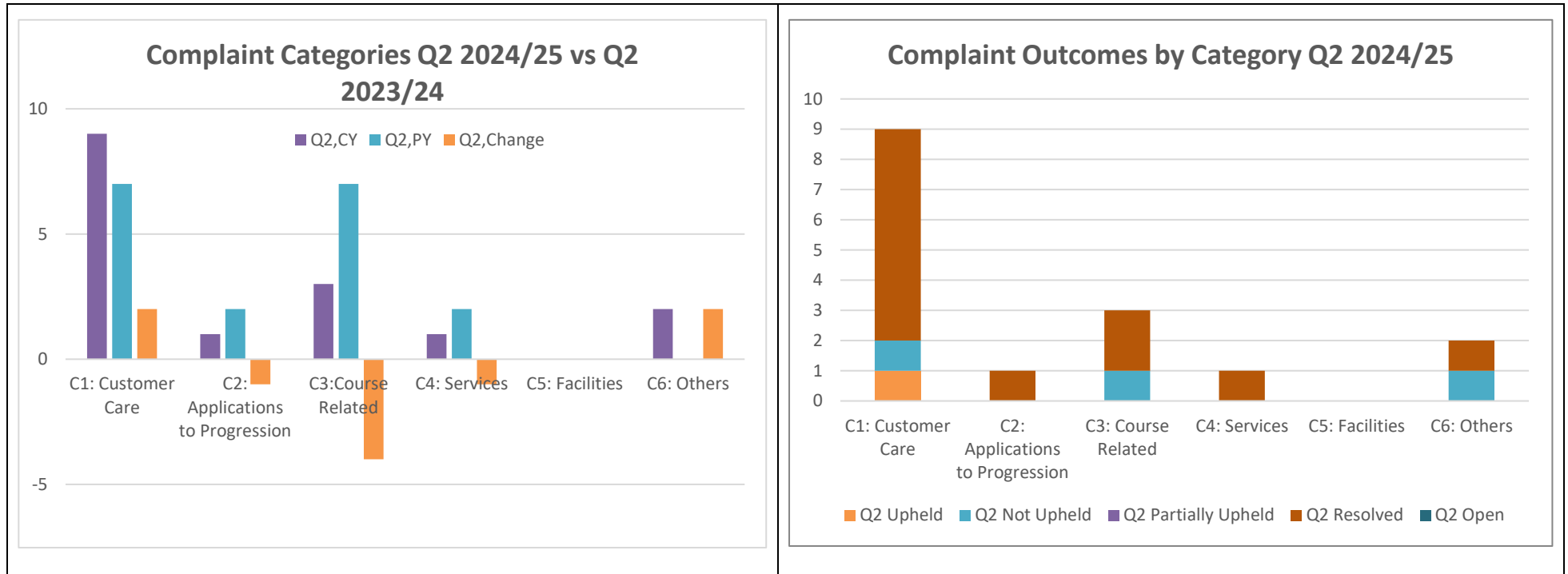
3.2 COMPLAINT CATEGORIES

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, C6S02: Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

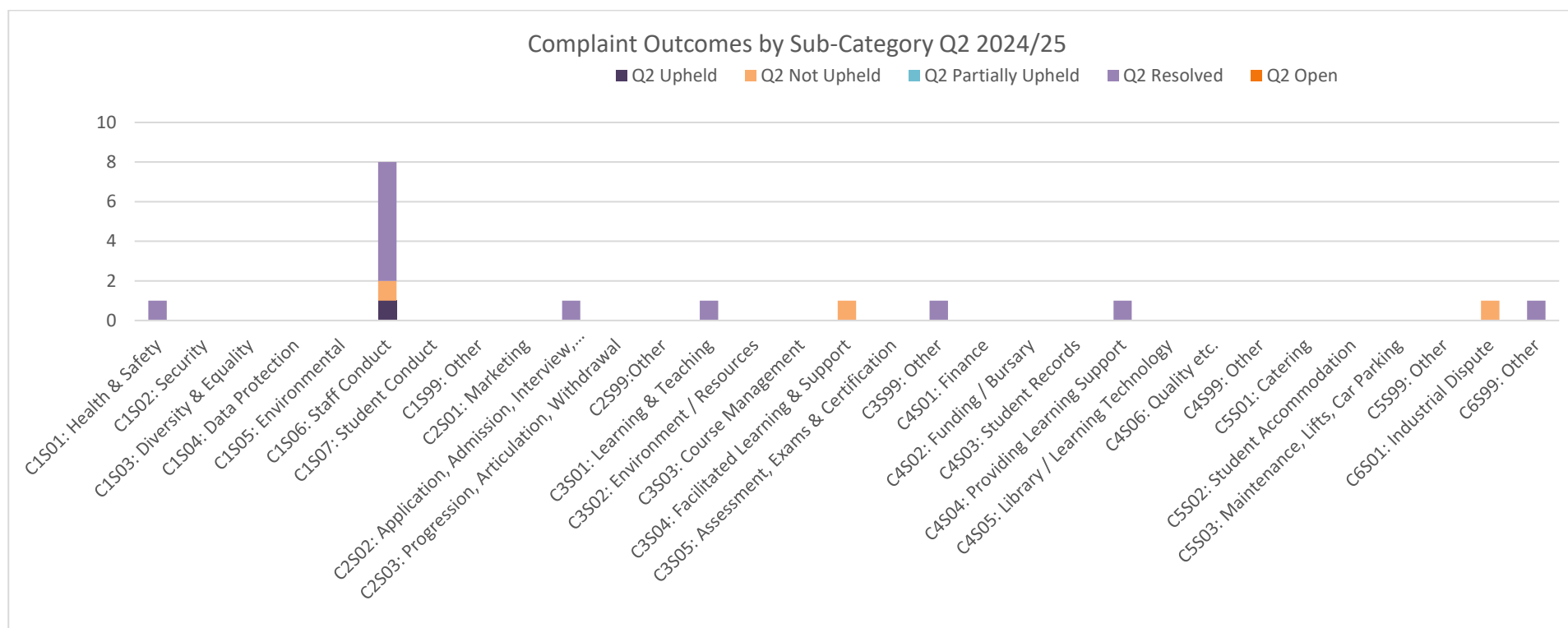
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q2 this year 16 complaints were received, 1 fewer than the same period of the previous year. There was a decrease in Applications to Progression, Course Related and Service related complaints and an increase in Customer Care related complaints.

There was 1 complaint upheld this quarter, 3 not upheld, 0 partially upheld and 12 resolved. Most complaints were either Customer Care or Course Related, representing 75% of all complaints received in Q2. Applications to Progression and Services received 1 complaint, Others received 2 complaints and, 0 complaints were received for Facilities.

Q2 2024/25	Customer Care	9 (56%)	Applications to Progression	1 (6%)	Course Related	3 (19%)	Services	1 (6%)	Facilities	0 (0%)	Others	2 (13%)
Q2 2023/24	Customer Care	7 (39%)	Applications to Progression	2 (11%)	Course Related	7 (39%)	Services	2 (11%)	Facilities	2 (11%)	Others	3 (16%)



3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE Received: 9 Upheld: 1

C1S06: Staff Conduct

A current student complained about alleged staff conduct of teaching team leading to withdrawal of course. Complaint was resolved and it was agreed that student would return to course the following AY.

Current student complained about alleged staff conduct by service provider. Complaint was resolved: apology was given, and all staff were reminded of expected level of service.

APPLICATIONS TO PROGRESSION Received: 1 Upheld: 0

C2S02: Application, Admission, Interview, Enrolment, Induction

Applicant complained they were led to expect offer but then were not accepted to course. Complaint was not resolved: applicant was given offer to course provided that certain criterion was met.

COURSE RELATED Received: 3 Upheld: 0

C3S01: Learning & Teaching

Student complained that they had issues submitting assessments. Student was then advised that the deadline had been missed. Complaint was resolved and student was given guidance on how to resubmit.

SERVICES Received: 1 Upheld: 0

C4S04: Providing Learning Support

Student complained about temporary change to learning support offered. Complaint was resolved: temporary change had been unavoidable but team managed to provide a further alternative.