

# **CITY** OF GLASGOW COLLEGE

## Complaints Handling Procedure

Quarter 3, 2024/25 Report (1<sup>st</sup> February to 30<sup>th</sup> April 2025)

11<sup>th</sup> August 2025

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### 1. PERFORMANCE INDICATORS: P1-P6

PERFORMANCE INDICATORS		2024/25 (Q3)		2024/25 (YTD)		2023/24 (YTD)	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	16	%	43	%	48	%
	College Population and Number of Complaints received per 100 population	25000	0.06	25000	0.17	25000	0.27
2.0	<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	13	81.2%	30	71.4%	38	79.2%
	Number of complaints closed at Stage 2 and % of total closed	3	18.7%	11	26.2%	9	18.8%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	1	2.4%	1	2.0%
	Open	0	0.0%	0	0.0%	0	0.0%
3.0	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>						
	<b>Stage 1</b>						
	Number and % of complaints upheld at Stage 1	0	0.0%	0	0.0%	1	2.6%
	Number and % of complaints not upheld at Stage 1	5	38.5%	9	30.0%	9	23.7%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	1	2.6%
	Number and % of complaints resolved at Stage 1	8	61.5%	21	70.0%	27	71.1%
	<b>Stage 2</b>						
	Number and % of complaints upheld at Stage 2	1	33.3%	2	18.2%	1	11.1%
	Number and % of complaints not upheld at Stage 2	2	66.7%	6	54.5%	3	33.3%
	Number and % of complaints partially upheld at Stage 2	0	0.0%	0	0.0%	4	44.4%
	Number and % of complaints resolved at Stage 2	0	0.0%	3	27.3%	1	11.1%
	<b>Escalated</b>						
	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%

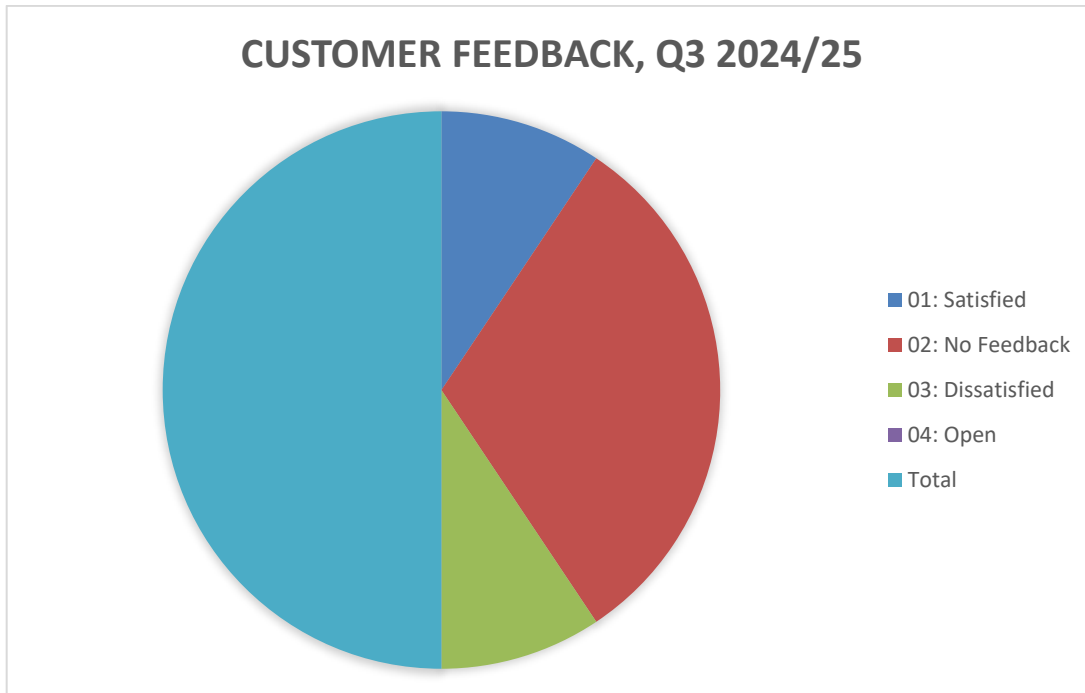
1.0	Overall number of complaints YTD decreased slightly by 21% from 48 to 43.
2.0	Complaints closed at Stage 1 decreased by 43% from 38 to 30.
3.0	Complaints were mainly (62%) resolved at Stage 1. At Stage 2 the majority of complaints (67%) were not upheld.

*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 (Q3)		2024/25 (YTD)		2023/24 (YTD)	
4.0	<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	68	5.2	138	4.6	159	4.2
	Total working days and average time in working days to close complaints at Stage 2	103	34.3	253	23.0	253	28.1
	Total working days and average time in working days to close complaints after Escalation	0	0.0	40	40.0	31	31.0
5.0	<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>						
	Number and % of Stage 1 complaints closed within 5 working days	11	84.6%	28	93.3%	33	86.8%
	Number and % of Stage 1 complaints not closed with 5 working days	2	15.4%	2	6.7%	5	13.2%
	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	5	45.5%	4	44.4%
	Number and % of Stage 2 complaints not closed within 20 working days	3	100.0%	6	54.5%	5	55.5%
	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	<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)	2	100.0%	2	100.0%	5	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	66.7%	5	83.3%	5	100.0%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	1	16.7%	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 Q3 this year (5.2 wds) is slightly lower compared to Q3 last year (5.5wds).
5.0	The majority of Stage 1 complaints were closed within 5 working days (84.6%). All Stage 2 complaints required an extension. This is indicative of the increase in complexity of complaints requiring further investigation.
6.0	The majority of complaints requiring an extension were closed within the extension deadline.

**2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION**



Session	% Satisfied	% Feedback	% Upheld
2024/25 Q3	9.1%	9.1%	6.0%
2024/25 YTD	8.3%	20.0%	4.7%
2023/24 YTD	6.3%	16.7%	10.4%

- The adjacent graph shows results for YTD Q3 2024/25.
- The percentage of complainants satisfied in the manner that complaints were handled has remained at 9.1% as per the same period last year. The majority of complaints (90.9%) handled in Q3 2024/25 received no feedback from the complainants.

### 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.

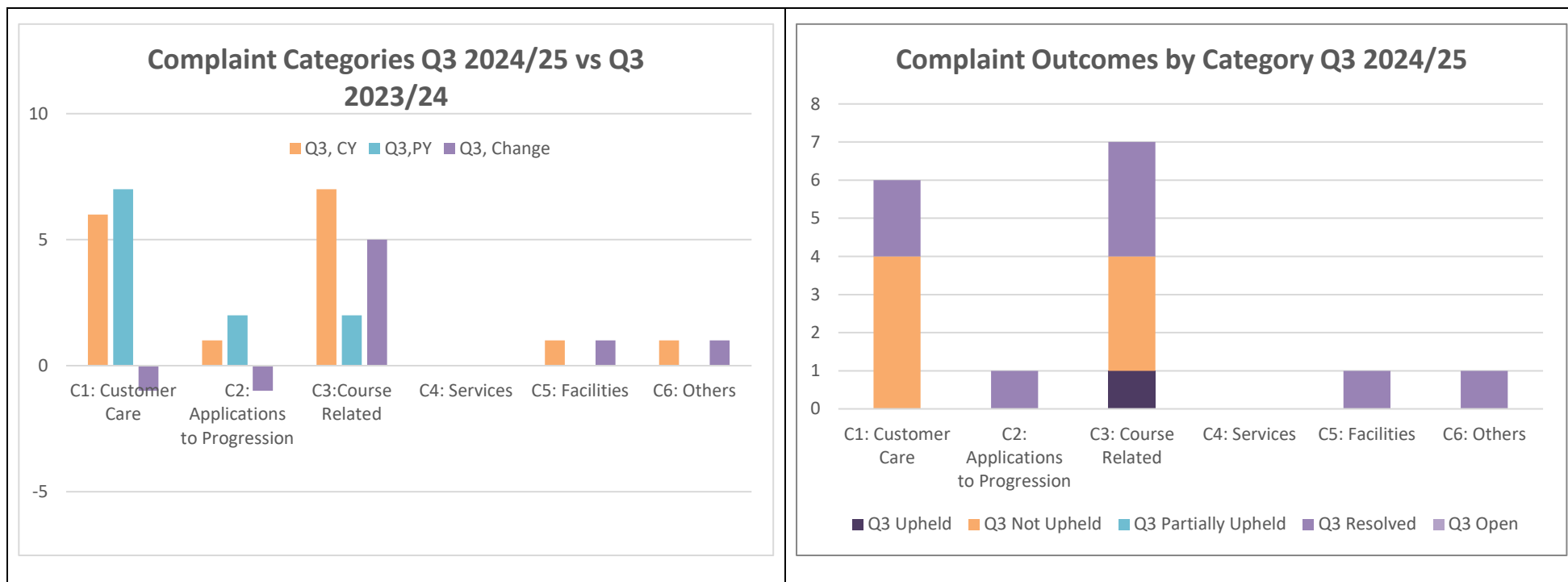
#### 3.2 COMPLAINT CATEGORIES

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

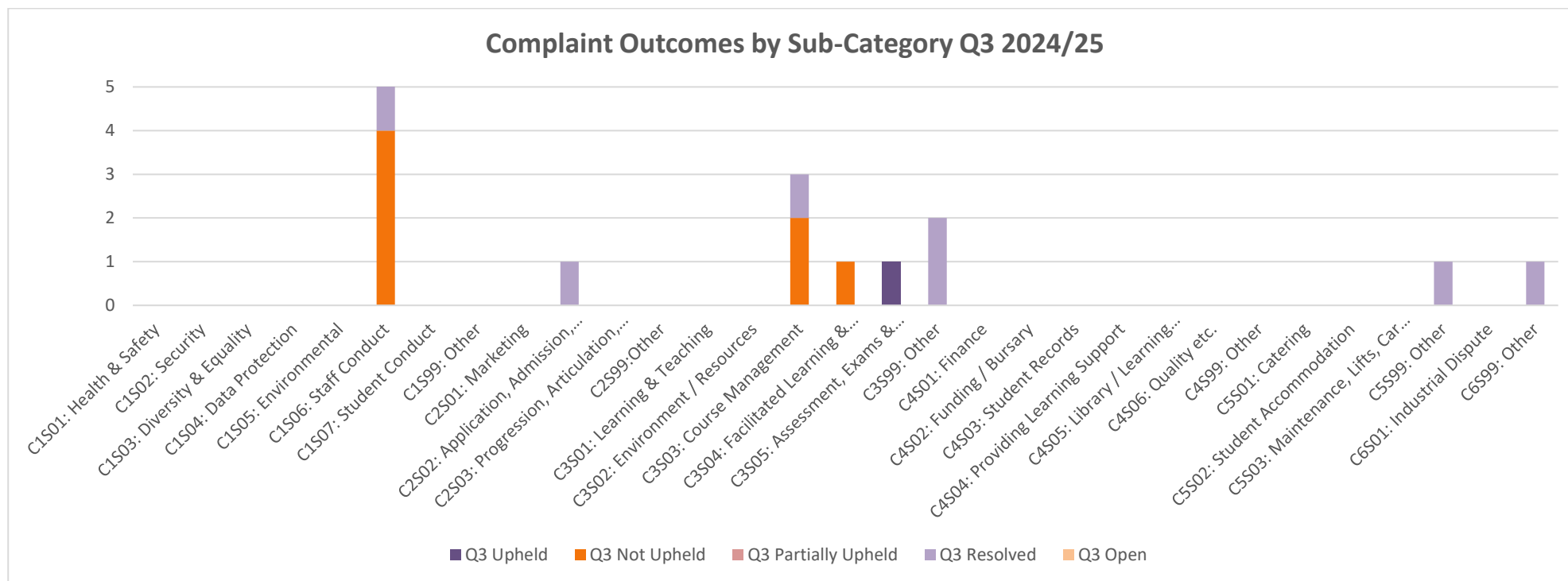
The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network’s Complaint Handling Advisory Group.



In Q3 this year 16 complaints were received, 5 greater than the same period of the previous year. There was a decrease in Customer Care and Applications to Progression related complaints and an increase in Course Related complaints.

There was 1 complaint upheld this quarter, 7 not upheld, 0 partially upheld and 8 resolved. Most complaints were either Customer Care or Course Related, representing 81% of all complaints received in Q3. Applications to Progression, Facilities and Others received 1 complaint and 0 complaints were received for Services.

<b>Q3 2024/25</b>	Customer Care	6 (38%)	Applications to Progression	1 (6%)	Course Related	7 (44%)	Services	0 (0%)	Facilities	1 (6%)	Others	1 (6%)
<b>Q3 2023/24</b>	Customer Care	7 (64%)	Applications to Progression	2 (18%)	Course Related	2 (18%)	Services	0 (0%)	Facilities	0 (0%)	Others	0 (0%)



### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

**CUSTOMER CARE** Received: 6 Upheld: 0

#### C1S06: Staff Conduct

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

Student complained that they were given conflicting information during application process. Complaint was resolved: an error was identified and rectified with the relevant team.

**COURSE RELATED** Received: 7 Upheld: 1

#### C3S03: Course Management

Student complained about various changes to teaching staff affecting progress on course. 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.

#### C3S05: Assessment, Exams & Certification

Student complained that Alternative Assessment Arrangements were not put in place in time for sitting internal exams. Complaint was upheld further arrangements were made for student and staff were reminded of support procedures for students.

#### C3S99: Other

Customer to the College complained about service received not being of usual standard. Complaint was resolved: issue was identified with equipment and rectified.

**FACILITIES** Received: 1 Upheld: 0

**C5S99: Other**

Student complained about noise during external event hindering studying. Complain was resolved: team were asked to provide quiet study rooms when future external events take place.