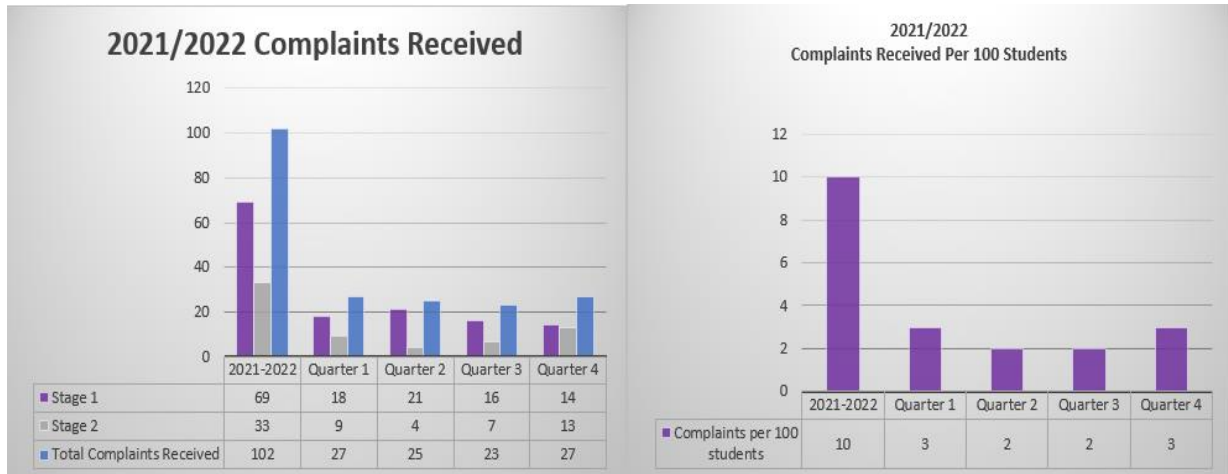


Complaint Summary 2021 - 2022

During the 2021-2022 academic year Dundee & Angus College received a total of 102 complaints. This represents 10 complaints for every 1000 students. This was an increase from 2020-2021 when we received a total of 81 complaints.

A full breakdown of these figures can be found at the end of this document.



Of the 102 complaints we received, 30 were fully upheld and eight were partially upheld.

69 complaints were Stage 1 with 21 upheld and one partially upheld.

33 complaints were Stage 2 of which nine were upheld and seven partially upheld.

15 of the Stage 2 complaints had been escalated from Stage 1, of which two were upheld and four partially upheld.

The most significant area for complaints related to the learning experience of students. This amounted to 16.7% of all complaints. Of these, 29.4% were either partially or fully upheld.

The charts below show the percentage of complaints upheld, not upheld, partially upheld and resolved by quarter and for the year.

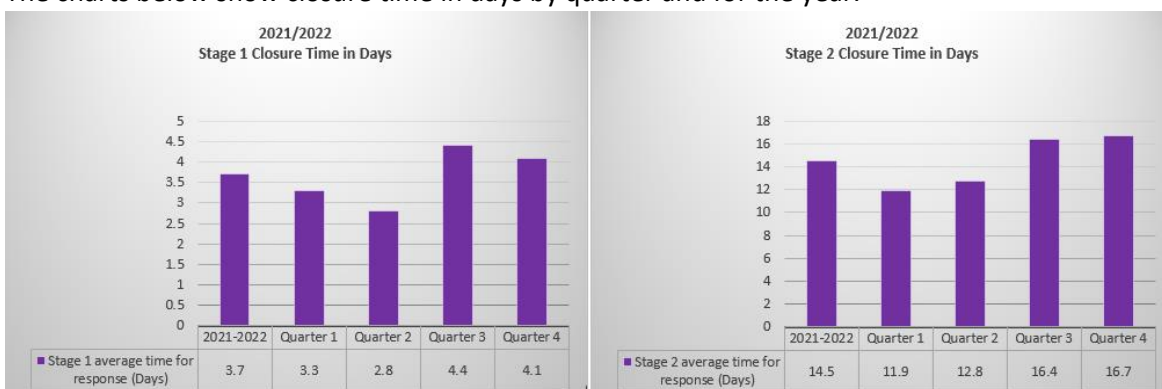
Complaint Summary 2021 - 2022



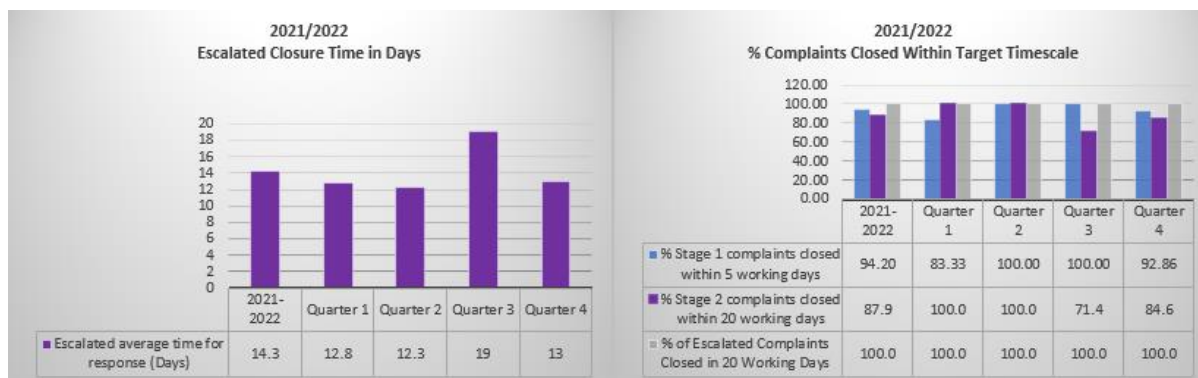
Stage 1 complaints should be closed within five working days. Our 2021-2022 average closure time was 3.7 working days. There were three Stage 1 complaints that were not closed within five working days. One of these had an extension granted and the remaining two required more investigation, resulting in one of these being escalated to stage 2.

Stage 2 complaints should be closed within 20 working days. Our average response time for 2021-2022 was 14.5 working days. Four stage 2 complaints were not closed within 20 working days. Two of these were due to annual staff leave which had an extension granted.

The charts below show closure time in days by quarter and for the year.



Complaint Summary 2021 - 2022



Lessons Learned

Every complaint received can provide an opportunity to learn and improve. The table below shows a summary of the themes and lessons learned from the complaints received throughout 2021-22.

Overview of Complaint/s	Lessons Learned
Paperwork being sent for bursary application constantly being rejected with no reason	Provide more assistance and an explanation when the paperwork may not be correct
Senior phase learner did not receive important feedback relating to their performance	College to review progress feedback arrangements for senior phase learners
Courses were removed from the 2022/2023 academic year with no warning or consideration for those who had already applied or those yet to apply	In the event of a decision where it may not be possible to run a course due to low numbers/viability, it is important that timely and supportive engagement takes place with learners on existing courses who may be impacted by such a decision
Various complaints from the public about the driving of staff using college vehicles	Staff have been reminded that they represent the College and that they are required to demonstrate careful and considerate driving at all times
A small number of complaints around the use of pictures on college/lecturer's social media without consent. Issues were also noted with lecturers discussing former students in conversation with current students	All staff must comply with Data Protection rules - and have been signposted to further training

Complaint Summary 2021 - 2022

Lecturers not being objective and balanced when teaching	Highlighted that lecturers be mindful to put across a balanced discussion with students and to be aware of different beliefs in the class
Reports of students using drugs around campus	Need for specific input regarding Drugs Awareness and expected behaviour (Learner Engagement team) for class in Horticulture (suspected but not confirmed that the students belong to this class). Executive also recommending a broader programme of Drugs Awareness sessions for learners
A small number of eligible students were not invited to Graduation	Graduation invite lists should be checked and confirmed by the relevant Sector Coordinators with input from HCQ and any omissions highlighted

Feedback

In order to improve the service we provide, we gather feedback on our complaint handling process from complainants. Feedback is sought from all complainants once their complaint has been closed. The information is gathered anonymously. There are five questions and respondents give each question a mark out of five. We have also requested feedback on how we can improve our services.

I feel that my complaint was taken seriously	2.9
I feel my complaint was investigated thoroughly	2.6
I feel I was dealt with in a courteous and professional manner	2.6
I feel my complaint was handled in a timely manner	3.7
I feel that I received good communication throughout	3.0

Rate of response continues to be low. 2021-2022 scores are lower than those achieved in 2020 – 2021 with respondents focusing on the outcome of their complaint rather than the process itself. We will continue to monitor the feedback on a regular basis and identify areas where we may need to improve.

2021 – 2022 Full Breakdown

Complaint Summary 2021 - 2022

	2021/22	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Complaints Received	102	27	25	23	27
Complaints per 100 students	10	3	2	2	3
Stage 1	69	18	21	16	14
Stage 2	33	9	4	7	13
Complaints Escalated to Stage 2	15	8	3	1	3
% of Total Not Upheld	47.1	48.2	44.0	52.2	44.5
% Total Upheld	29.4	18.5	48.0	30.4	22.2
% Total Partially Upheld	7.8	14.8	0.0	4.3	11.1
% Total Resolved	15.7	18.5	8.0	13.1	22.2
Stage 1 complaints closed within 5 working days	65	15	21	16	13
% Stage 1 complaints closed within 5 working days	94.2	83.3	100	100	92.7
Stage 1 average time for response (Days)	3.7	3.3	2.8	4.4	4.1
% Stage 1 Not Upheld	50.7	55.6	38.1	62.5	50.0
% Stage 1 Upheld	30.4	22.2	52.4	18.8	21.4
% Stage 1 Partially Upheld	1.4	0	0	0	7.2
% Stage 1 Resolved	17.4	22.2	9.5	18.8	21.4
Stage 2 complaints closed within 20 working days	29	9	4	5	11
% Stage 2 complaints closed within 20 working days	87.9	100	100	71.4	84.6
Stage 2 average time for response (Days)	14.5	11.9	12.8	16.4	16.7
% Stage 2 Not Upheld	39.4	33.3	75.0	28.6	38.4
% Stage 2 Upheld	27.3	11.1	25.0	57.1	23.1
% Stage 2 Partially Upheld	21.2	44.5	0	14.3	15.4
% Stage 2 Resolved	12.1	11.1	0	0	23.1
Escalated complaints closed 20 working days	15	8	3	1	3
% of Escalated Complaints Closed in 20 Working Days	100	100	100	100	100
Escalated average time for response (Days)	14.3	12.8	12.3	19	13
% Not Upheld After Escalation	46.7	25	66.7	100	66.7
% Upheld After Escalation	13.3	12.5	33.3	0	0
% Partially Upheld After Escalation	26.7	50	0	0	0
% Resolved After Escalation	13.3	12.5	0	0	33.3