

Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report



2022-2023

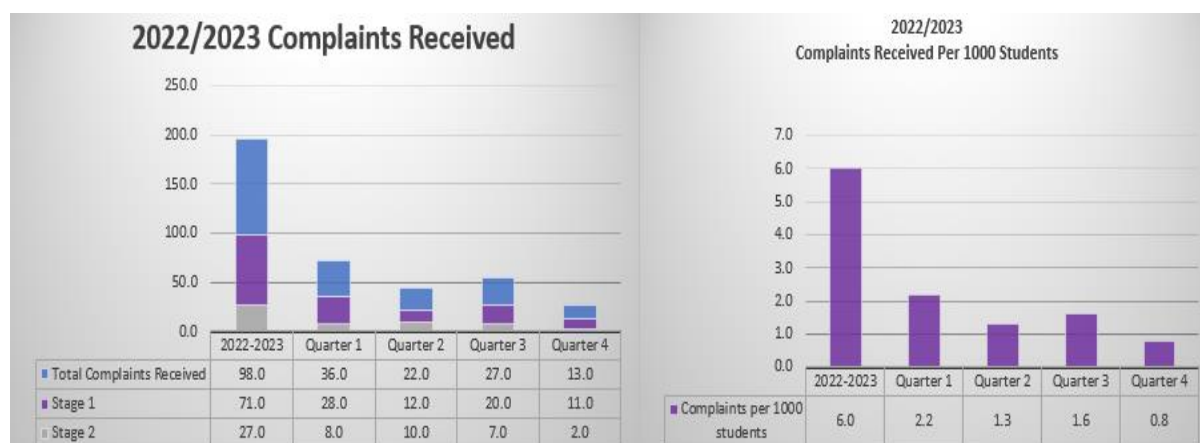
INTRODUCTION

This annual complaint report provides an overview of the complaints received by Dundee & Angus College during the academic year 2022-2023. The report aims to present key statistics, trends, and lessons learned from the complaints, as well as feedback received from complainants on the handling of their complaints.

COMPLAINT STATISTICS

During the 2022-2023 academic year Dundee & Angus College received a total of 98 complaints. This represents a decrease from the previous year 2021-2022, when 102 complaints were received. It is notable the college received six complaints for every 1000 students during the year.

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



COMPLAINT RESOLUTION

Of the 98 complaints we received, 48 were fully upheld and three were partially upheld. A breakdown of these complaints includes:

- 71 complaints were Stage 1 with 37 upheld and one partially upheld.
- 27 complaints were Stage 2 of which twelve were upheld and one partially upheld.
- 11 of the Stage 2 complaints had been escalated from Stage 1, of which eight were upheld and one partially upheld.

NATURE OF COMPLAINTS

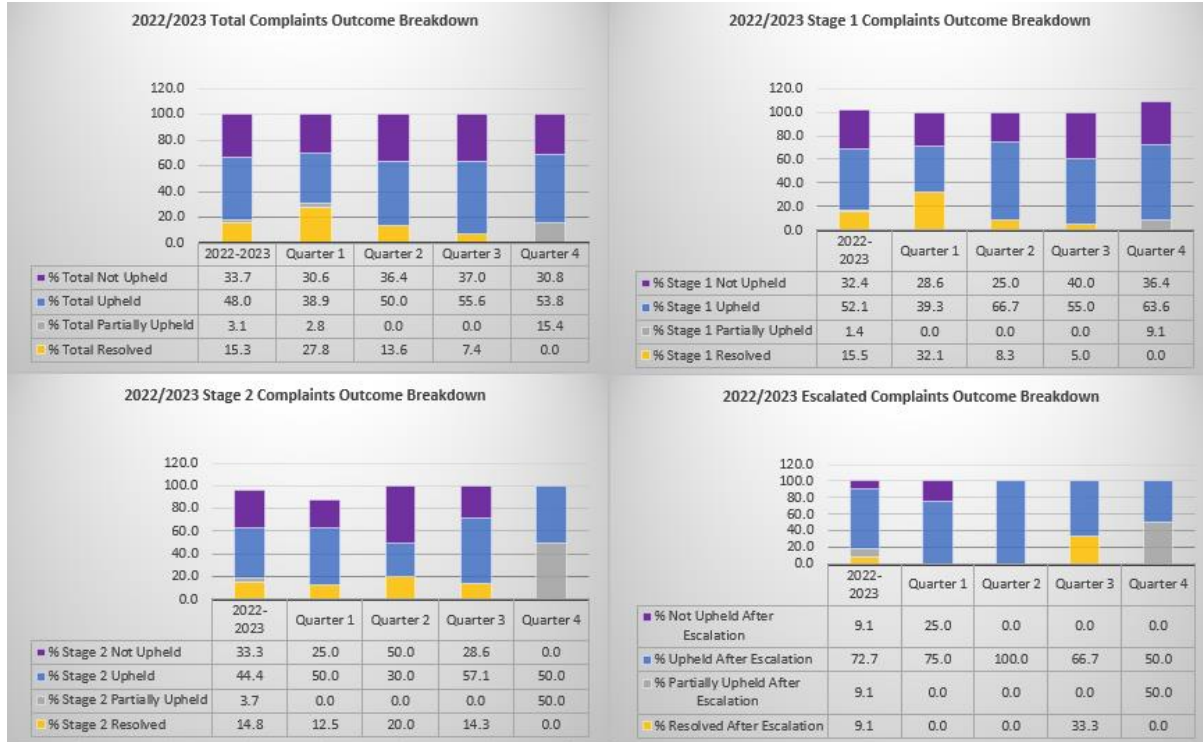
The most significant area for complaints is related to the learning experience of students, accounting for 16.3% of all complaints.

Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report



2022-2023

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



CLOSURE TIMES

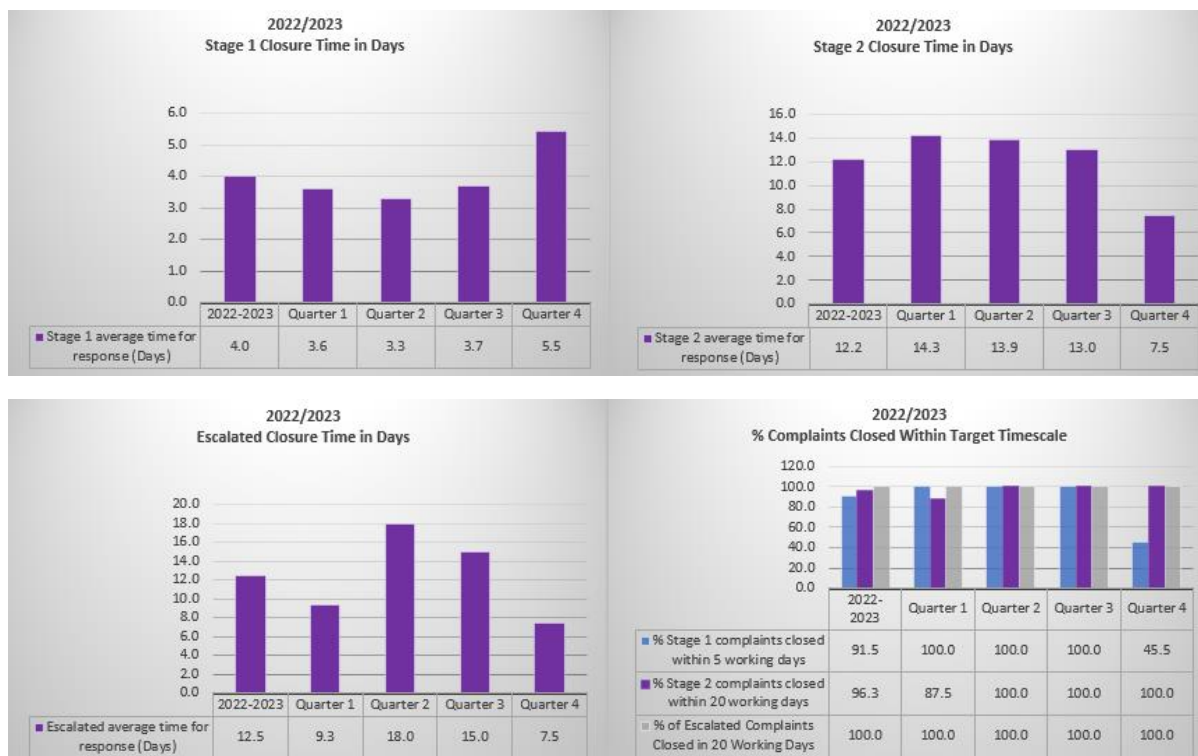
- Stage 1 complaints are expected to be closed within five working days, Our average closure time for 2022-2023 was 4 working days. Six Stage 1 complaints that were not closed within the designated timeframe, with two receiving extensions and four requiring further investigation.
- Stage 2 complaints should be closed within 20 working days, and the average response time for 2022-2023 was 12.2 working days. One stage 2 complaint exceeded the designated timeframe due to staff annual leave, which resulted in an extension being granted.

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

Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report



2022-2023



LESSONS LEARNED

Every complaint received provides an opportunity to learn and improve. The college identified several key lessons from the complaints received throughout 2022-23:

Overview of Complaint/s	Lessons Learned
Length of time for student feedback not acceptable	Discussions with staff regarding turnaround times for feedback/results - recognised challenges surrounding workloads when staff are absent.
Noisy outdoor work taking place during unsociable hours	Change working times for outdoor work which are adjacent to private properties.
Numerous mistakes in coursework	The need for more collaboration and standardisation within teams to ensure the development of course material is sufficient.
Lifts out of service	Improved communication with students and staff via the portal to keep them informed and appropriate signage on the lifts.
Misunderstanding and communication between student and lecturer	Encouraging open dialogue between staff and students.
Unhappy with the outcome of application for a course	Continuously reviewing applications and seeking detailed feedback.

Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report



2022-2023

FEEDBACK

To improve the service we provide, once a complaint has been closed feedback is gathered on the complaint handling process from complainants. The feedback is anonymous and includes five key questions and respondents give each question a mark from 1 (strongly disagree) to 5 (strongly agree). We also request feedback on how we can improve our services. Below is the average score:

Questions	Average Score
I feel that my complaint was taken seriously	3.2
I feel my complaint was investigated thoroughly	3.3
I feel I was dealt with in a courteous and professional manner	3.3
I feel my complaint was handled in a timely manner	3.8
I feel that I received good communication throughout	3.3

While the rate of response remains low, the 2022-2023 scores have improved compared to the previous year. We will continue to monitor the feedback identify areas for improvements.

CONCLUSION

This annual complaint report highlights the college's commitment to transparency and continuous improvement in addressing and resolving complaints. It underscores the importance of actively learning from complaints to enhance the overall student experience and service delivery. Dundee & Angus College remains dedicated to addressing concerns, improving response times, and fostering open communication with students and staff.

Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report



2022-2023

2022-2023 FULL BREAKDOWN

	2022/23	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Complaints Received	98.0	36.0	22.0	27.0	13.0
Complaints per 1000 students	6.0	2.2	1.3	1.6	0.8
Number of Stage 1 complaints	71.0	28.0	12.0	20.0	11.0
Number of Stage 2 complaints	27.0	8.0	10.0	7.0	2.0
Complaints Escalated to Stage 2	11.0	4.0	2.0	3.0	2.0
% of total complaints not upheld	33.7	30.6	36.4	37.0	30.8
% of total complaints fully upheld	48.0	38.9	50.0	55.6	53.8
% of total complaints partially upheld	3.1	2.8	0.0	0.0	15.4
% of Total complaints resolved	15.3	27.8	13.6	7.4	0.0
Stage 1 complaints closed within 5 working days	65.0	28.0	12.0	20.0	5.0
% of Stage 1 complaints closed within 5 working days	91.5	100.0	100.0	100.0	45.5
Average time in days to close Stage 1 complaints	4.0	3.6	3.3	3.7	5.5
% of Stage 1 complaints not upheld	32.4	28.6	25.0	40.0	36.4
% of Stage 1 complaints fully upheld	52.1	39.3	66.7	55.0	63.6
% of Stage 1 complaints partially upheld	1.4	0.0	0.0	0.0	9.1
% of Stage 1 complaints resolved	15.5	32.1	8.3	5.0	0.0
Stage 2 complaints closed within 20 working days	26.0	7.0	10.0	7.0	2.0
% of Stage 2 complaints closed within 20 working days	96.3	87.5	100.0	100.0	100.0
Average time in days to close Stage 2 complaints	12.2	14.3	13.9	13.0	7.5
% of Stage 2 complaints not upheld	33.3	25.0	50.0	28.6	0.0
% of Stage 2 complaints fully upheld	44.4	50.0	30.0	57.1	50.0
% of Stage 2 complaints partially upheld	3.7	0.0	0.0	0.0	50.0
% of Stage 2 complaints resolved	14.8	12.5	20.0	14.3	0.0
Number of Stage 2 complaints escalated from Stage 1	11.0	4.0	2.0	3.0	2.0
% of Escalated complaints closed in 20 working days	100.0	100.0	100.0	100.0	100.0
Average time in days to close Escalated complaints	12.5	9.3	18.0	15.0	7.5
% of Escalated complaints not upheld	9.1	25.0	0.0	0.0	0.0
% of Escalated complaints fully Upheld	72.7	75.0	100.0	66.7	50.0
% of Escalated complaints partially upheld	9.1	0.0	0.0	0.0	50.0
% of Escalated complaints resolved	9.1	0.0	0.0	33.3	0.0