

# Dundee and Angus College ANNUAL COMPLAINT SUMMARY Report 2023-2024



## INTRODUCTION

This annual complaint report provides an in-depth overview of the complaints received by Dundee & Angus College during the 2023-2024 academic year. The report aims to present key statistics, identify trends, share lessons learned, and highlight feedback from complainants regarding the handling of their complaints.

## COMPLAINT STATISTICS

During the 2023-2024 academic year, Dundee & Angus College received a total of 68 complaints, representing a notable decrease from the 98 complaints recorded in the previous year, 2022-2023. The complaint rate for this year stands at 0.9 complaints per 1,000 students, a significant improvement compared to the 6 complaints per 1,000 students in the previous academic year.

A detailed breakdown of these figures is provided at the end of this document.

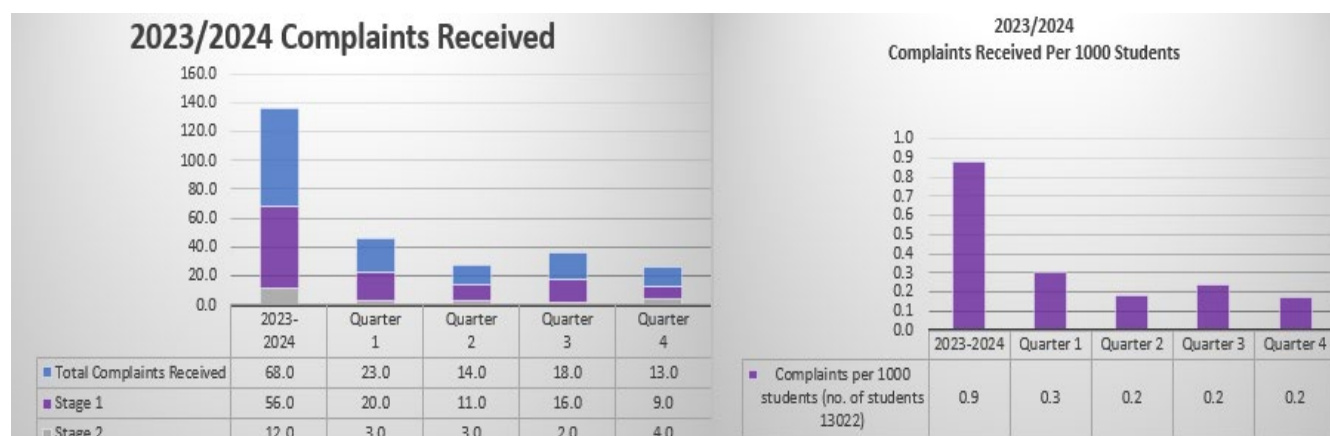
## COMPLAINT RESOLUTION

Out of the 68 complaints received:

- **21 complaints** were fully upheld.
- **12 complaints** were partially upheld.

Further breakdown:

- **56 complaints** were handled at Stage 1, with **20 fully upheld** and **11 partially upheld**.
- **12 complaints** escalated to Stage 2, of which **1 was fully upheld** and **2 were partially upheld**.
- **8 of the Stage 2 complaints** had been escalated from Stage 1, with **1 fully upheld** and **2 partially upheld**.



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

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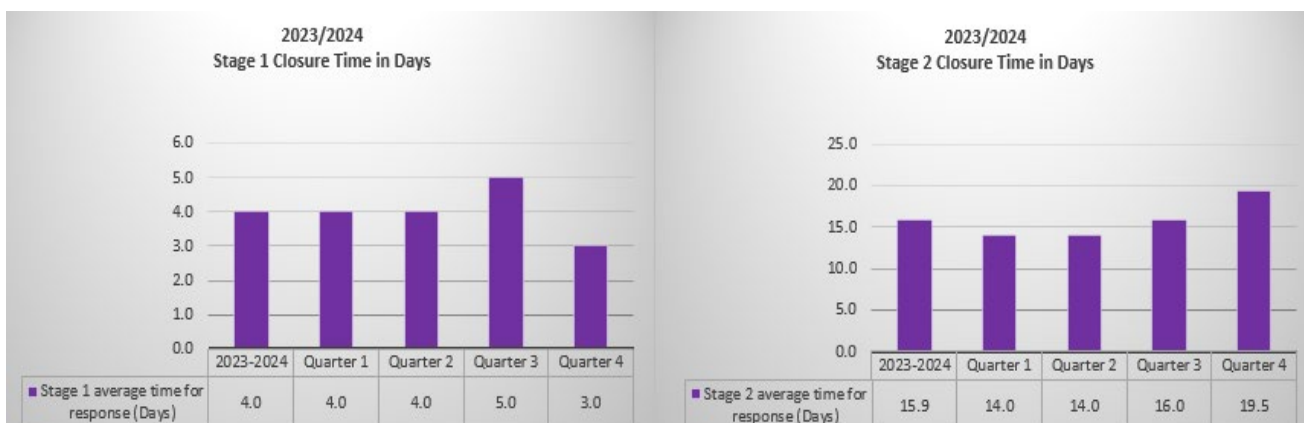


## CLOSURE TIMES

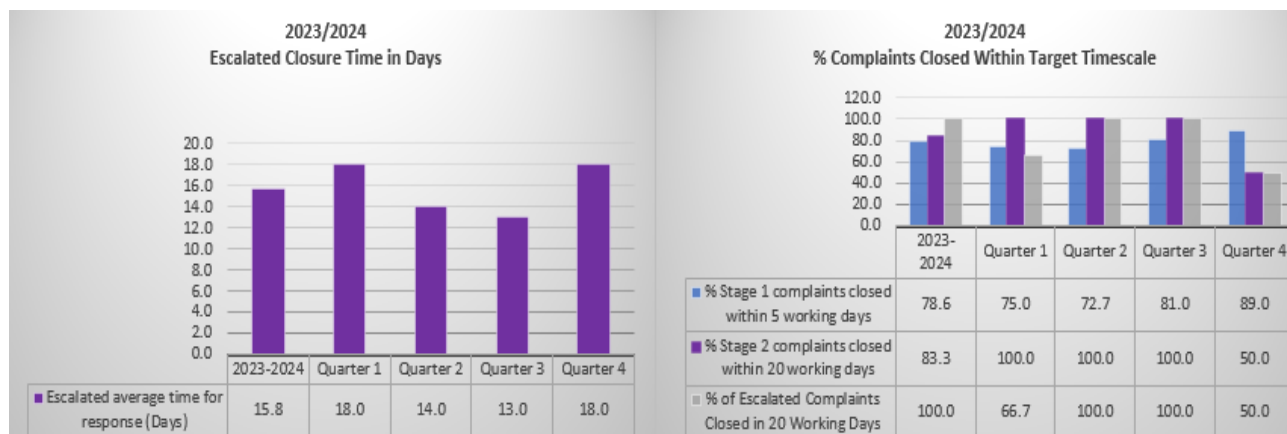
**Stage 1 Complaints:** These are expected to be closed within five working days. Our average closure time for 2023-2024 was **4 working days**. Six Stage 1 complaints were not closed within this timeframe; two of these received extensions, and four required further investigation.

**Stage 2 Complaints:** These should be closed within 20 working days. The average response time for 2023-2024 was **12.2 working days**. One Stage 2 complaint exceeded the designated timeframe due to staff annual leave, necessitating an extension.

The charts below present closure times in days, categorized by quarter and for the entire year.



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## LESSONS LEARNED

Each complaint presents an opportunity for the college to learn and improve. Key lessons identified from the complaints received during 2023-2024 include:

Overview of Complaint	Lesson Learned
Student/Parent dissatisfied with recruitment appeal due to contradictory emails	Further development of the system is required, and email wording has been updated.
Incorrect information given to a student regarding course achievement	Responsibility for accurate results lies with all staff involved in course delivery, not just one team member
Issues with communication regarding recruitment and waiting lists	Ensured clarity for students about the information they receive
Candidate evidence not marked on time, and lack of teaching due to lecturer covering two classes over the whole semester	Clear communication from CQL (Curriculum and Quality Leader) on class activities is necessary
Student offered a place on a course based on attendance but had an undisclosed medical condition	Students are reminded to be transparent about their support needs.
Poor communication around assessment feedback to a student	Staff will standardise and agree on the wording of guidance provided to students on assessment feedback.

## FEEDBACK

To continually improve our services, feedback is collected from complainants after a complaint is closed. This feedback is anonymous and based on five key questions, with responses rated from 1 (strongly disagree) to 5 (strongly agree). We also welcome suggestions on how we can enhance our services.

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Below are the average scores:

Questions	Average Score
I feel that my complaint was taken seriously	3.6
I feel my complaint was investigated thoroughly	3.6
I feel I was dealt with in a courteous and professional manner	4.2
I feel my complaint was handled in a timely manner	4.0
I feel that I received good communication throughout	3.8

Although the response rate remains low, we will continue to monitor feedback and identify areas for improvement.

## CONCLUSION

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

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## APPENDIX 1

### 2023-2024 FULL BREAKDOWN

	2023-2024	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Complaints Received	68.0	23.0	14.0	18.0	13.0
Complaints per 1000 students	0.9	0.3	0.2	0.2	0.2
Number of Stage 1 complaints	56.0	20.0	11.0	16.0	9.0
Number of Stage 2 complaints	12.0	3.0	3.0	2.0	4.0
Complaints Escalated to Stage 2	8.0	2.0	3.0	1.0	2.0
% of total complaints not upheld	48.5	56.5	42.9	55.0	31.0
% of total complaints fully upheld	30.9	39.1	14.3	39.0	24.0
% of total complaints partially upheld	17.6	4.3	28.6	5.0	46.0
% of Total complaints resolved	2.9	0.0	14.3	0.0	0.0
Stage 1 complaints closed within 5 working days	44.0	15.0	8.0	13.0	8.0
% of Stage 1 complaints closed within 5 working days	78.6	75.0	72.7	81.0	89.0
Average time in days to close Stage 1 complaints	4.0	4.0	4.0	5.0	3.0
% of Stage 1 complaints not upheld	42.9	50.0	35.4	50.0	22.0
% of Stage 1 complaints fully upheld	35.7	45.0	9.1	44.0	33.0
% of Stage 1 complaints partially upheld	19.6	5.0	36.4	6.0	44.0
% of Stage 1 complaints resolved	1.8	0.0	9.1	0.0	0.0
Stage 2 complaints closed within 20 working days	10.0	3.0	3.0	2.0	2.0
% of Stage 2 complaints closed within 20 working days	83.3	100.0	100.0	100.0	50.0
Average time in days to close Stage 2 complaints	15.9	14.0	14.0	16.0	19.5
% of Stage 2 complaints not upheld	66.7	100.0	33.0	100.0	50.0
% of Stage 2 complaints fully upheld	8.3	0.0	33.0	0.0	0.0
% of Stage 2 complaints partially upheld	16.7	0.0	0.0	0.0	50.0
% of Stage 2 complaints resolved	8.3	0.0	33.0	0.0	0.0
Number of Stage 2 complaints escalated from Stage 1	8.0	2.0	3.0	1.0	2.0
% of Escalated complaints closed in 20 working days	100.0	66.7	100.0	100.0	50.0
Average time in days to close Escalated complaints	15.8	18.0	14.0	13.0	18.0
% of Escalated complaints not upheld	50.0	100.0	33.0	100.0	0.0
% of Escalated complaints fully Upheld	12.5	0.0	33.0	0.0	0.0
% of Escalated complaints partially upheld	25.0	0.0	0.0	0.0	100.0
% of Escalated complaints resolved	12.5	0.0	33.0	0.0	0.0