

Dundee and Angus College

ANNUAL COMPLAINT SUMMARY Report

2024-2025



INTRODUCTION

This annual complaint report provides an in-depth overview of the complaints received by Dundee & Angus College during the 2024-2025 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 2024-2025 academic year, Dundee & Angus College received a total of 82 complaints, representing a notable increase from the 68 complaints recorded in the previous year, 2023-2024. The complaint rate for this year stands at 5.7 complaints per 1,000 students, a noticeable decline compared to the 0.9 complaints per 1,000 students in the previous academic year.

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

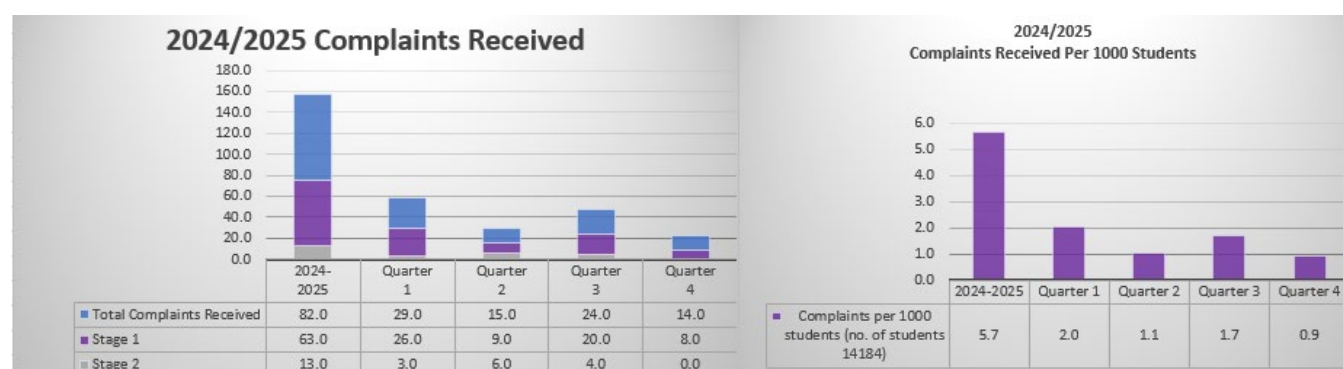
COMPLAINT RESOLUTION

Out of the 82 complaints received:

- **17 complaints** were fully upheld, a decrease from 21 in the previous session.
- **21 complaints** were partially upheld, an increase from 12 in the previous session

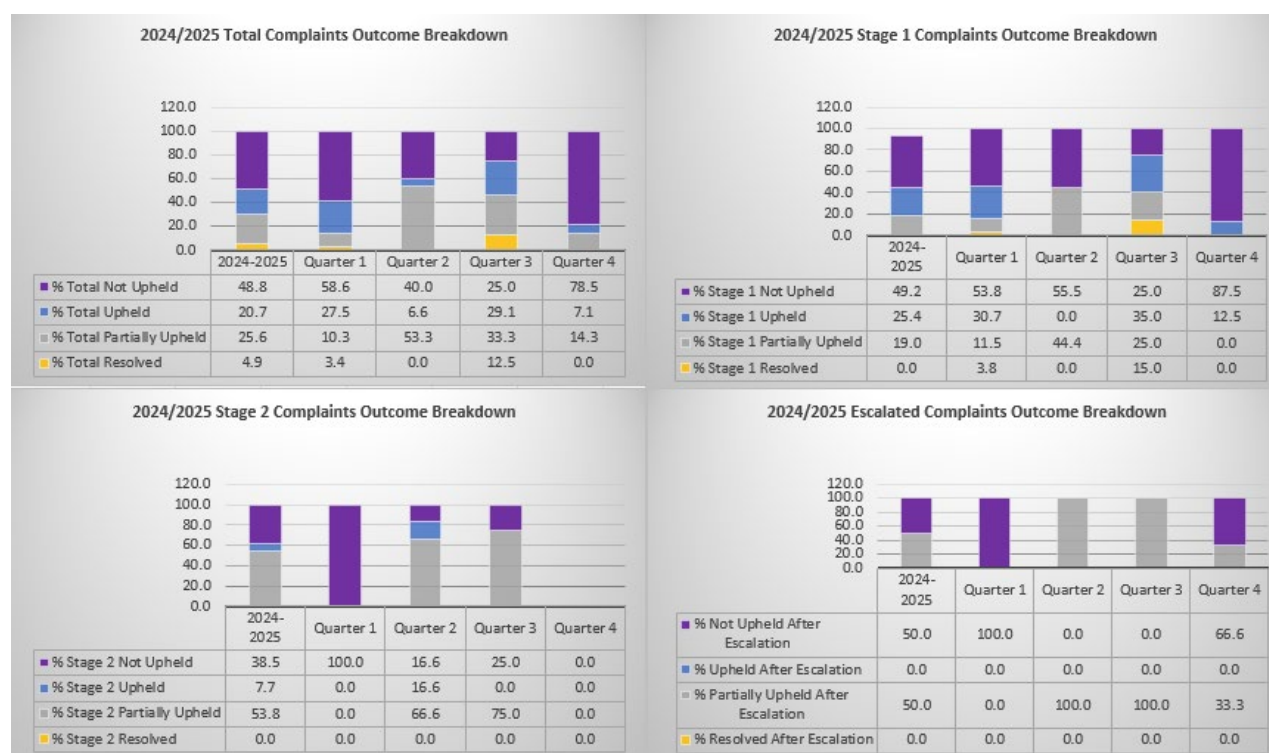
Further breakdown:

- **63 complaints** were handled at Stage 1, with **16 fully upheld** and **12 partially upheld**.
- **13 complaints** were handled at Stage 2, of which **1 was fully upheld** and **7 were partially upheld**.
- **10 Stage 2 complaints** had been escalated from Stage 1, of which non were **fully upheld** and **5 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 2024-2025 was **4 working days**. Twelve, Stage 1 complaints were not closed within this timeframe; six of these received extensions due to staff annual leave and requiring further investigation.

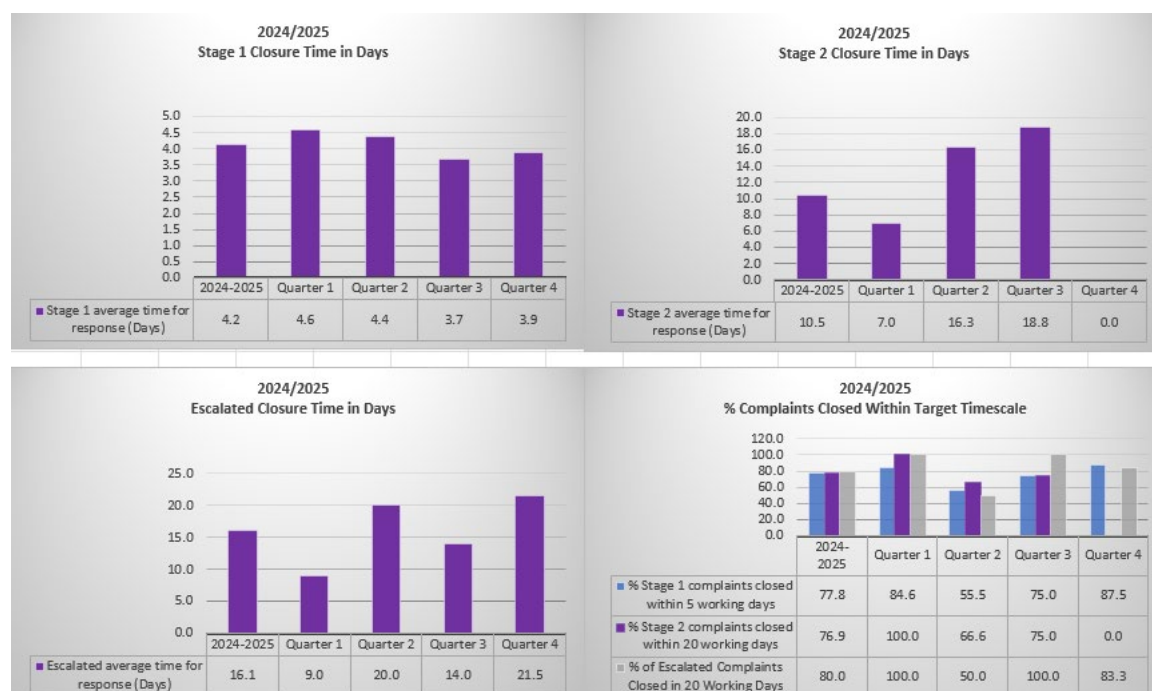
Stage 2 Complaints: These should be closed within 20 working days. The average response time for 2024-2025 was **10 working days**. Three, Stage 2 complaint exceeded the designated timeframe due to staff annual leave, necessitating an extension.

The charts below present closure times in days, categorised 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 2024-2025 include:

Overview of Complaint	Lesson Learned
Incorrect information given to a student regarding funding	Funding training to be given to relevant staff who issue advice to students
Student interviewed despite lacking required experience and not meeting the minimum entry criteria.	Applications for courses should be adequately screened prior to invites going out to applicants
Student felt unsupported and unfairly treated by staff after unresolved bullying complaints and poorly timed discussions	Consideration was given to the timing of the interaction
Student unhappy with staff member over telephone	Staff training required for call handling
Complainant unhappy with how the interview and rejection decision were handled, especially as pre-communicated support needs were not met.	Inappropriate referral. When referral is being made, feedback needs to be included in email.

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	3.1
I feel my complaint was investigated thoroughly	3.0
I feel I was dealt with in a courteous and professional manner	3.6
I feel my complaint was handled in a timely manner	3.7
I feel that I received good communication throughout	3.4

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

2024-2025 FULL BREAKDOWN

	2024-2025	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total Complaints Received	82.0	23.0	15.0	24.0	14.0
Complaints per 1000 students	5.7	2.0	1.1	1.7	0.9
Number of Stage 1 complaints	63.0	26.0	9.0	20.0	8.0
Number of Stage 2 complaints	13.0	3.0	6.0	4.0	0.0
Complaints Escalated to Stage 2	10.0	1.0	2.0	1.0	6.0
% of total complaints not upheld	48.8	58.6	40.0	25.0	78.5
% of total complaints fully upheld	20.7	27.5	6.6	29.1	7.1
% of total complaints partially upheld	25.6	10.3	53.3	33.3	14.3
% of Total complaints resolved	4.9	3.4	0.0	12.5	0.0
Stage 1 complaints closed within 5 working days	49.0	22.0	5.0	15.0	7.0
% of Stage 1 complaints closed within 5 working days	77.8	84.6	55.5	75.0	87.5
Average time in days to close Stage 1 complaints	4.2	4.6	4.4	3.7	3.9
% of Stage 1 complaints not upheld	49.2	53.8	55.5	25.0	87.5
% of Stage 1 complaints fully upheld	25.4	30.7	0.0	35.0	12.5
% of Stage 1 complaints partially upheld	19.0	11.5	44.4	25.0	0.0
% of Stage 1 complaints resolved	0.0	3.8	0.0	15.0	0.0
Stage 2 complaints closed within 20 working days	10.0	3.0	4.0	3.0	0.0
% of Stage 2 complaints closed within 20 working days	76.9	100.0	66.6	75.0	0.0
Average time in days to close Stage 2 complaints	10.5	7.0	16.3	18.8	0.0
% of Stage 2 complaints not upheld	38.5	100.0	16.6	25.0	0.0
% of Stage 2 complaints fully upheld	7.7	0.0	16.6	0.0	0.0
% of Stage 2 complaints partially upheld	2.0	0.0	66.6	75.0	0.0
% of Stage 2 complaints resolved	0.0	0.0	0.0	0.0	0.0
Number of Stage 2 complaints escalated from Stage 1	8.0	1.0	1.0	1.0	5.0
% of Escalated complaints closed in 20 working days	80.0	100.0	50.0	100.0	83.3
Average time in days to close Escalated complaints	16.1	9.0	20.0	14.0	21.5
% of Escalated complaints not upheld	50.0	100.0	0.0	0.0	66.6
% of Escalated complaints fully Upheld	0.0	0.0	0.0	0.0	0.0
% of Escalated complaints partially upheld	50.0	0.0	100.0	100.0	33.3
% of Escalated complaints resolved	0.0	0.0	0.0	0.0	0.0