Dundee and Angus College
ANNUAL COMPLAINT SUMMARY Report
2025-2026

INTRODUCTION

This Annual Complaints Report provides an overview of complaints received by Dundee & Angus College during the 2025–2026 academic year. The report presents key statistics, analyses trends and outcomes, highlights lessons learned and summarises feedback received from complainants regarding their experience of the complaints process.

The College is committed to ensuring that complaints are handled fairly, consistently and within agreed timescales. Complaints provide valuable insight into areas of good practice as well as opportunities for improvement, supporting our commitment to continuous enhancement of the student experience.

COMPLAINT STATISTICS

During the 2025-2026 academic year, Dundee & Angus College received a total of **77 complaints**, representing a decrease from the 82 complaints recorded in 2024-2025.

The complaint rate for the year was 5.8 complaints per 1,000 students, compared to the 5.7 complaints per 1,000 students in the previous academic year.

A detailed breakdown of complaint data is provided at the end of this report.

COMPLAINT RESOLUTION

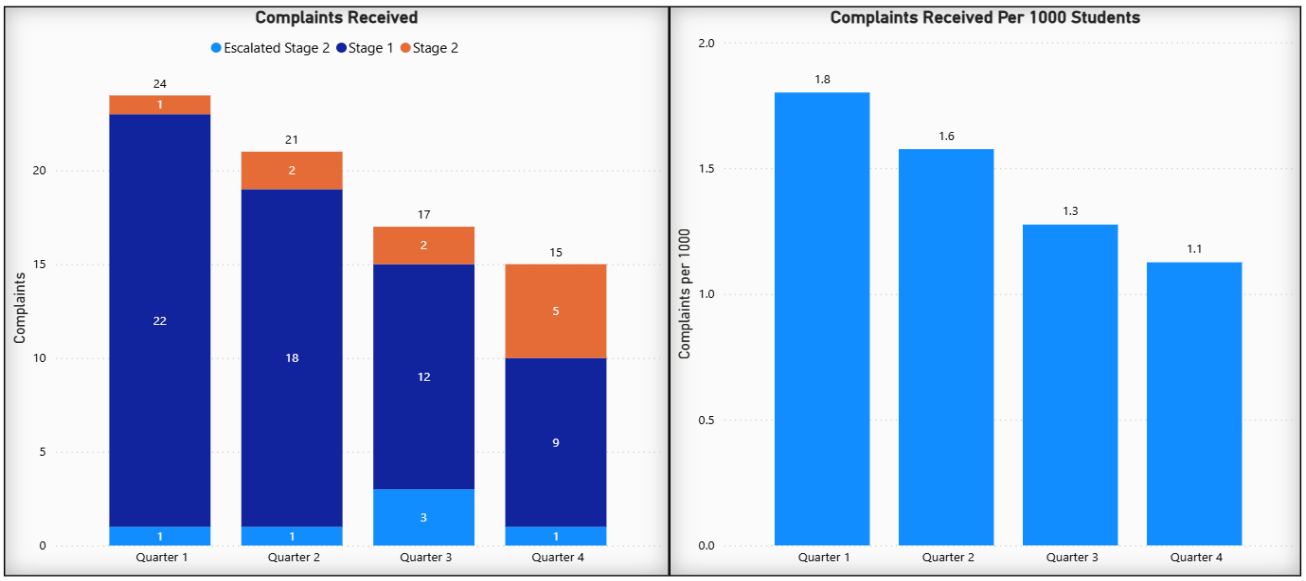
Out of the 77 complaints received:

- **17 complaints (22.08%)** were fully upheld, representing the same proportion as the previous academic year.
- **23 complaints (29.87%)** were partially upheld, an increase of two complaints compared with the previous academic year.

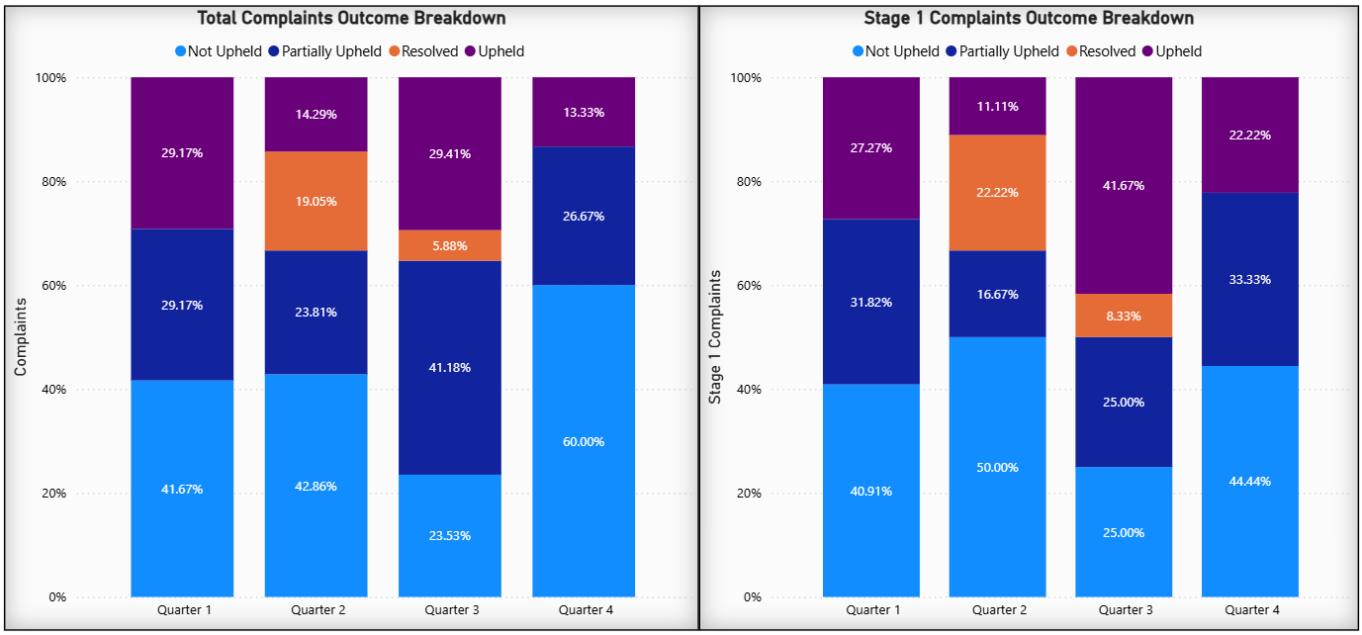
Further analysis shows:

- **61 complaints** were investigated at Stage 1, of which:
  - 15 (24.59%) were fully upheld
  - 16 (26.23%) were partially upheld.
- **16 complaints** were investigated at Stage 2, of which
  - 2 (12.5%) were fully upheld
  - 4 (25%) were partially upheld.
- **Six Stage 2 complaints** were escalated from Stage 1, of which:
  - None were fully upheld
  - Three (50%) partially upheld.

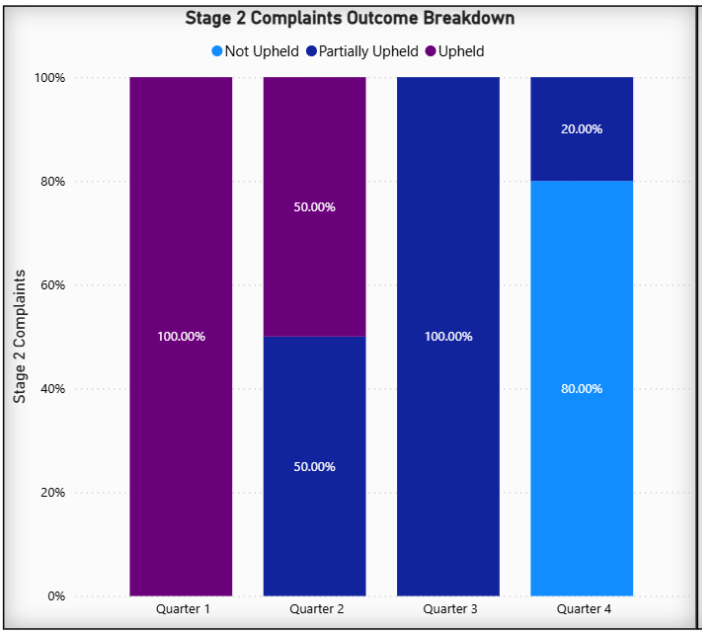
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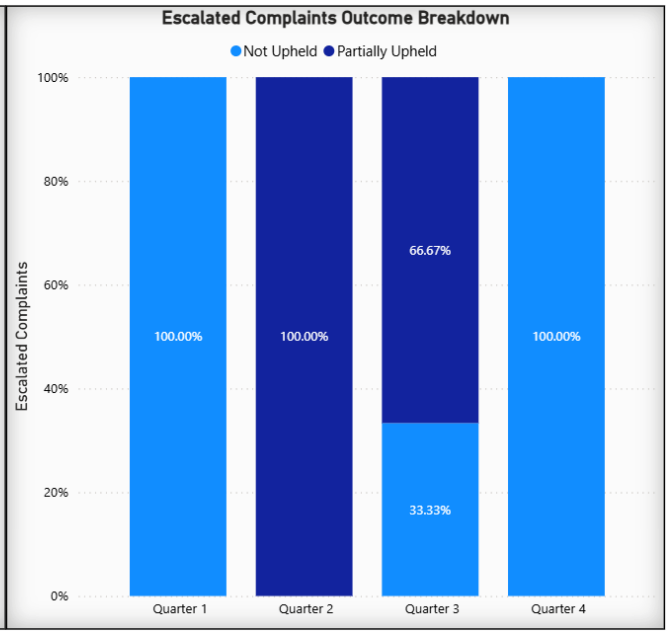


The charts below show the percentage of complaints upheld, not upheld, partially upheld and resolved throughout the year and by quarter.



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CLOSURE TIMES

Stage 1 Complaints

Stage 1 complaints are expected to be concluded within five working days.

The average closure time during 2025-2026 was 4.4 working days.

Stage 2 Complaints

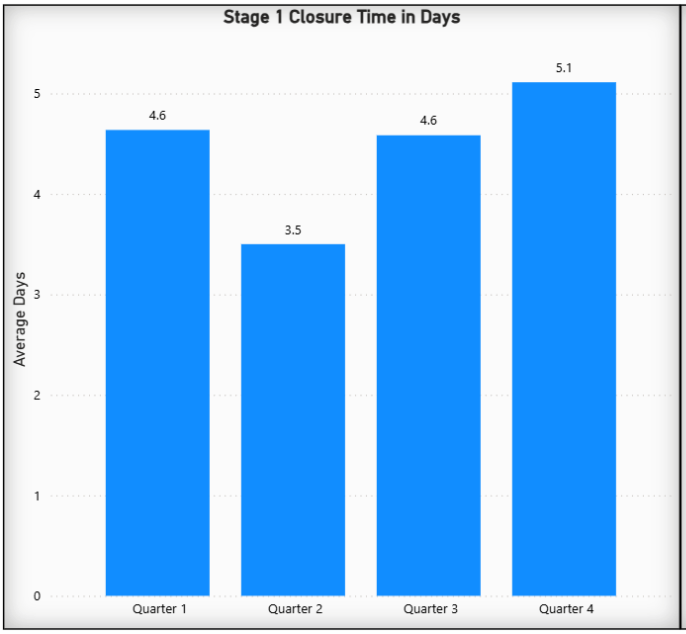
Stage 2 complaints are expected to be concluded within **20 working days**.

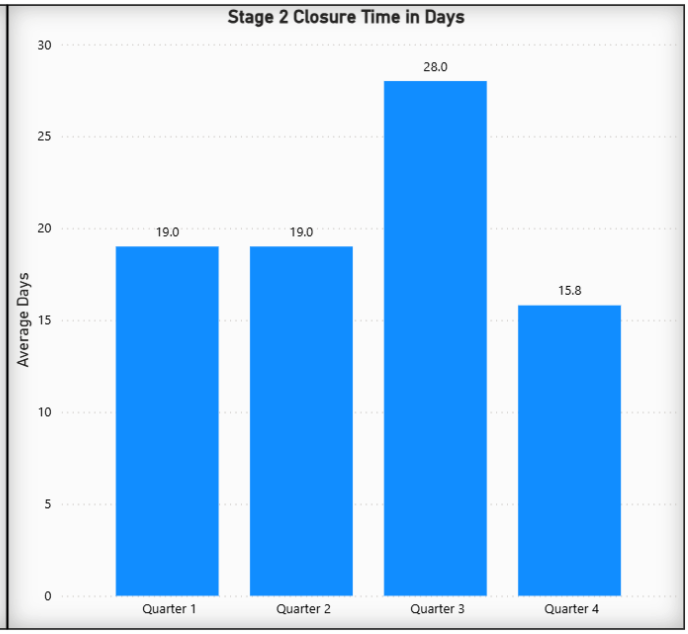
The average closure time during 2025–2026 was **19.2 working days**.

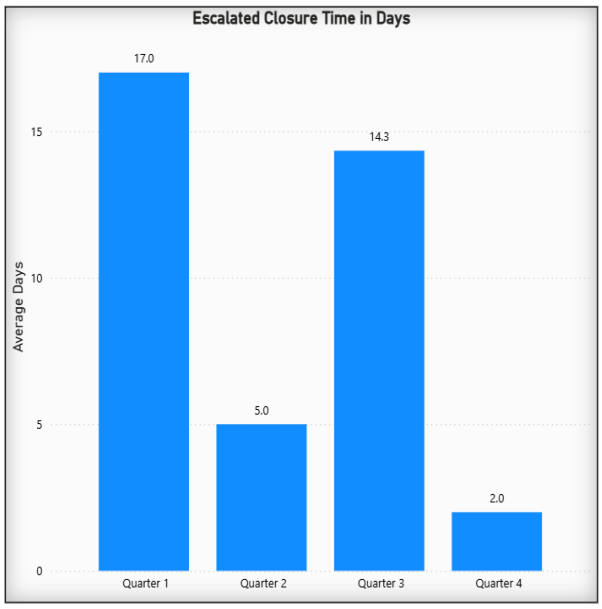
Three Stage 2 complaints exceeded the target timescale due to staff annual leave or the need for additional investigation and therefore required formal extensions.

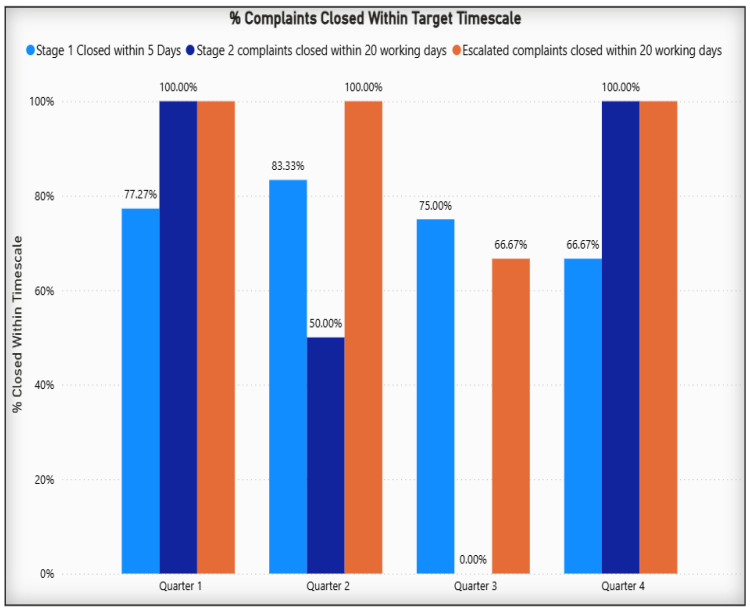
The charts below present complaint closure times by quarter and for the academic year overall.

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LESSONS LEARNED

The complaints received during 2025–2026 have provided valuable opportunities for organisational learning and improvement. Key themes identified are outlined below.

Overview of Complaint	Lesson Learned
Student received incorrect advice regarding bursary eligibility and funding requirements.	Update guidance materials promptly and provide regular training on policy changes.
Student challenged withdrawal from their course, citing communication concerns.	Review student engagement and withdrawal communication processes to ensure clarity and accessibility.
Student felt their medical needs were not adequately accommodated during lessons.	Improve communication of support plans and ensure appropriate adjustments are consistently implemented.
Student raised concerns regarding unsafe use of products during practical class activities.	Increase monitoring of COSHH compliance and reinforce safe working practices.
Student challenged placement requirements and progression decisions within their course.	Clarify placement and progression criteria and explore additional progression opportunities.

These examples highlight how learner feedback has driven improvements in student support, communication, inclusion, health and safety, and learner progression across the College.

FEEDBACK

Following the closure of a complaint, complainants are invited to provide anonymous feedback on their experience of the complaints process.

Responses are measured using a five-point scale, where:

1 = Strongly Disagree
5 = Strongly Agree

Average scores for 2025–2026 were:

Question	Average Score
I feel that my complaint was taken seriously	3.5
I feel my complaint was investigated thoroughly	3.5
I feel I was dealt with in a courteous and professional manner	4
I feel my complaint was handled in a timely manner	4.13
I feel that I received good communication throughout	3.75

Although the response rate remains low, the feedback received continues to provide valuable insight into the complainant experience and will inform ongoing service improvements

CONCLUSION

The number of complaints received during 2025–2026 remains low relative to the overall student population and reflects the College's continued commitment to effective complaint resolution and continuous improvement. The themes identified through complaints have informed enhancements across student support, communication, learner wellbeing, health and safety, and academic processes.

The College will continue to use complaint feedback as an important source of assurance and improvement, ensuring concerns are addressed fairly, consistently and in a timely manner while enhancing the overall student experience.

2025-2026 FULL BREAKDOWN

Metric	2025-26	Q1	Q2	Q3	Q4
Total Complaints Received	77	24	21	17	15
Complaints per 1000 students	5.8	1.8	1.6	1.3	1.1
Number of Stage 1 complaints	61	22	18	12	9
Number of Stage 2 complaints	10	1	2	2	5
Complaints Escalated to Stage 2	6	1	1	3	1
% total complaints not upheld	41.6	41.7	42.9	23.5	60.0
% total complaints fully upheld	22.1	29.2	14.3	29.4	13.3
% total complaints partially upheld	29.9	29.2	23.8	41.2	26.7
% Total complaints resolved	6.5	0.0	19.0	5.9	0.0
Stage 1 complaints closed within 5 working days	47	17	15	9	6
% Stage 1 complaints closed within 5 working days	77.0	77.3	83.3	75.0	66.7
Average days to close Stage 1 complaints	4.4	4.6	3.5	4.6	5.1
% Stage 1 complaints not upheld	41.0	40.9	50.0	25.0	44.4
% Stage 1 complaints fully upheld	24.6	27.3	11.1	41.7	22.2
% Stage 1 complaints partially upheld	26.2	31.8	16.7	25.0	33.3
% Stage 1 complaints resolved	8.2	0.0	22.2	8.3	0.0
Stage 2 complaints closed within 20 working days	7	1	1	0	5
% Stage 2 complaints closed within 20 working days	70.0	100.0	50.0	0.0	100.0
Average days to close Stage 2 complaints	19.2	19.0	19.0	28.0	15.8
% Stage 2 complaints not upheld	40.0	0.0	0.0	0.0	80.0
% Stage 2 complaints fully upheld	20.0	100.0	50.0	0.0	0.0
% Stage 2 complaints partially upheld	40.0	0.0	50.0	100.0	20.0
% Stage 2 complaints resolved	0.0	0.0	0.0	0.0	0.0
Number of Stage 2 complaints escalated from Stage 1	6	1	1	3	1
% Escalated complaints closed in 20 working days	83.3	100.0	100.0	66.7	100.0
Average days to close Escalated complaints	11.2	17.0	5.0	14.3	2.0
% Escalated complaints not upheld	50.0	100.0	0.0	33.3	100.0
% Escalated complaints fully upheld	0.0	0.0	0.0	0.0	0.0
% Escalated complaints partially upheld	50.0	0.0	100.0	66.7	0.0
% Escalated complaints resolved	0.0	0.0	0.0	0.0	0.0