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| **Quarter 3** | | | |
| **February** | **Total** | **Category** | **Lessons Learned** |
| Stage 1 | 6 | 1 – Other | If a similar activity is undertaken in the future, messaging and signage should explain that the flags represent the diversity of students and staff within the college. |
|  |  | 2 – Diversity & Equality | Team members to check in with colleagues when students identify alternative names or pronouns, to be ensure the address individuals in consistent and accurate manner. Staff members make every effort to use correct names, however, it is natural that mistakes can be made. Students to be aware they should speak up and identify concerns at the earliest point to avoid continued mis-naming. |
|  |  | 2 – Course Management | There is a delay with placement registers due to gathering of confirmation of attendance with providers. This is an issue as a college we are working on. We are currently piloting QR codes which confirm attendance on the day. LO is however, delighted CM is returning to college to continue her studies and apologises again for the upset. |
|  |  | 1 – Prog, Art and Withdrawal | NCL to be more proactive in regards to replacing absent staff members, which has a significant impact on learning and teaching. |
|  |  |  | NCL to be more proactive in regards to replacing absent staff members, which has a significant impact on learning and teaching. |
| Stage 2 | 1 | 1 – Other |  |
|  | **7** |  |  |
| **March** |  |  |  |
| Stage 1 | 3 | 1 – Course Management | Improved communications between lecturers. Phone calls/texts, etc. |
|  |  | 1 – Assess, Exams, Certification | Always ensure classes are added to Moodle in advance. |
|  |  | 1 – Diversity & Equality | Frequent class cover, even if only for a short while. |
|  | **3** |  | Staff to be sensitive to students with extended support needs and carries out any feedback out with the classroom. |

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| **April** | **Total** | **Category** | **Lessons Learned** |
| Stage 1 | 5 | 1 – Progression, Articulation, Withdrawal | Reiterated importance of professionalism and diligence with all customers, in person or on the phone. I have spoken to the SDA about the possibility of whole team training during the summer. |
|  |  | 1 – Staff Conduct | Robust system will be put in place so that AL has update on progress of all candidates undertaking their award and regular communication with WBA. |
|  |  | 1 – Assess, Exams & Certification | The AL involved will be more forthcoming with information for the students to complete their specialist study unit. The AL involved spent time with the class going over information in more detail and will be having one to one with all students to help support their research projects. |
|  |  | 2 – Learning & Teaching | The main lesson is improved communication by both parties. Bryan may have missed some information and Bassey may need to repeat some messages in more than one class. |
| Stage 2 | 4 | 1 – Staff Conduct |  |
|  |  | 2 – Learning & Teaching |  |
|  |  | 1 – Other |  |
|  | **9** |  |  |
| **Total Q3** | **19** |  |  |

**Complaints Handling and Reporting**

There were **19** formal complaints received in Quarter **3** of 2023/2024. Most were satisfactorily responded to within the College Complaints Procedures required by the Scottish Public-Sector Ombudsman (SPSO) timeframes, with some being granted extensions for a variety of reasons.