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| **FOR DISCUSION/INFORMATION**  |
| Meeting: **Curriculum and Student Affairs and Outcome** |
| Presented by | Ann Baxter |
| Author/Contact | Ann Baxter | Department / Unit | **Executive Board** |
| Date Created | 1 February 2025 | Telephone | **2359** |
| Appendices Attached | **Complaints Report Update** |
| Disclosable under FOISA | **Yes** |

1. **PURPOSE**

To update CSAO with an update on complaints handling within the college.

1. **BACKGROUND**

Quarterly reporting required to meet compliance as stipulated by the SPSO.

1. **DETAIL**

Report shows current college performance in relation to complaints handling for the second quarter.

1. **BENEFITS AND OPPORTUNITIES**

Opportunity for CSAO members to understand the patterns of activity recorded within CHP.

1. **STRATEGIC IMPLICATIONS**

The Board retains an overview of NCL activity in the interests of good governance.

1. **RISK**That the College does not comply with the SPSO procedures and timelines.
2. **FINANCIAL IMPLICATIONS**

There are no financial implications

1. **LEGAL IMPLICATIONS**

There are no legal implications.

1. **WORKFORCE IMPLICATIONS**

There are no workforce implications.

1. **REPUTATIONAL IMPLICATIONS**

There are no reputational implications.

1. **EQUALITIES IMPLICATIONS**

There ae no equalities implications.

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| **CONCLUSIONS/RECOMMENDATIONS**CSAO are asked to note the information contained in this report. |

### **1. INTRODUCTION**

1.1 This paper provides an update on the number of complaints received and outcome in Quarter 2 (1November 2024 to 31 January 2025) at New College Lanarkshire.

### **2. GOVERNANCE**

2.1 As required to comply with the governance of the Scottish Public Services Ombudsman (SPSO), all complaints received are logged within the college Complaints Handling Process (CHP) and an annual report submitted to the SPSO.

### **3. COMPLAINTS UPDATE**

3.1 A total of 17 complaints were received in quarter 2, of which 11 were closed at stage 1, 5 were closed at stage 2 and 1 complaint remains open at time of report.

3.2 Of the closed complaints, 13 complaints were closed within the required timescale and 3 were closed within the additional permitted time.

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|  | Standardised reporting template – complaints performance indicators  |  |  |  |  |  |  |  |  |
|  | Created on: 31/01/2025 |  |  |  |  |  |  |  |  |
|   | **COMPLAINTS HANDLING PROCEDURE INDICATORS** | **Q1** | **Q2** | **YTD** | **2024/2025** |
| 1.0 | **Total number of complaints received & complaints received per 100 population** |  |  |  |  |  |  |  |  |
| 1.1 | Number of complaints Received | 15 |   | 17 |   | 32 |   | 32 |   |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 10407 | 0.1 | 9779 | 0.2 | 11236 | 0.3 | 11236 | 0.3 |
| 2.0 | **Number of complaints closed at each stage and as a % of all complaints closed** |  |  |  |  |  |  |  |  |
| 2.1/2a | Number of complaints closed at Stage 1 and % of total closed | 14 | 93.3% | 11 | 64.7% | 25 | 78.1% | 25 | 78.1% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 1 | 6.7% | 5 | 29.4% | 6 | 18.7% | 6 | 18.7% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2.4 | Open | 0 | 0.0% | 1 | 5.9% | 1 | 3.1% | 1 | 3.1% |
| 3.0 | **Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage**  |  |  |  |  |  |  |  |  |
| 3.0 | **Stage 1** |   |   |   |   |   |   |   |   |
| 3.1/3a | Number and % of complaints upheld at Stage 1 | 3 | 21.4% | 1 | 9.1% | 4 | 16.0% | 4 | 16.0% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 5 | 35.7% | 5 | 45.5% | 10 | 40.0% | 10 | 40.0% |
|   | Number and % of complaints partially upheld at Stage 1 | 6 | 42.9% | 4 | 36.4% | 10 | 40.0% | 0 | 0.0% |
| 3.0 |  **Stage2** |   |   |   |   |   |   |   |   |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 1 | 100.0% | 2 | 40.0% | 3 | 50.0% | 3 | 50.0% |
|   | Number and % of complaints partially upheld at Stage 2 | 0 | 0.0% | 3 | 60.0% | 3 | 50.0% | 3 | 50.0% |
| 3.0 | **Escalated** |   |   |   |   |   |   |   |   |
| 3.7/3g | Number and % of complaints upheld after Escalation | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3.9/3i | Number and % of complaints not upheld after Escalation | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

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| 4.0 | **Total working days and average time in working days to close complaints at each stage** |  |  |  |  |  |  |  |  |
| 4.1/4a | Total working days and average time in working days to close complaints at Stage 1 | 56 | 4.0 | 44 | 4.0 | 100 | 4.0 | 100 | 4.0 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 39 | 39.0 | 92 | 18.4 | 131 | 21.8 | 131 | 21.8 |
| 4b | Total working days and average time in working days to close complaints after Escalation | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| 5.0 | **Number and % of complaints closed within set timecales ( S1=5 workings days; S2=20 working days ; Escalated = 20 working days)** |  |  |  |  |  |  |  |  |
| 5.1/5a | Number and % of Stage 1 complaints closed within 5 working days | 10 | 71.4% | 9 | 81.8% | 19 | 76.0% | 19 | 76.0% |
| 5.2/5b | Number and % of Stage 1 complaints not closed within 5 working days | 4 | 28.6% | 2 | 18.2% | 6 | 24.0% | 6 | 24.0% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 0 | 0.0% | 4 | 80.0% | 4 | 66.7% | 4 | 66.7% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 1 | 100.0% | 1 | 20.0% | 2 | 33.3% | 2 | 33.3% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 5.6/5f | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 6.0 | **Number and % of complaints closed at each stage where extensions have been authorised** |  |  |  |  |  |  |  |  |
| 6.1/6a | Number and % of Stage 1 complaints closed within 10 working days ( extension) | 3 | 75.0% | 2 | 100.0% | 5 | 83.3% | 5 | 83.3% |
| 6.2/6b | Number and % of Stage 1 complaints not closed within 10 working days ( extension) | 1 | 25.0% | 0 | 0.0% | 1 | 16.7% | 1 | 16.7% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days ( extension) | 1 | 100.0% | 1 | 100.0% | 2 | 100.0% | 2 | 100.0% |
| 6.4/6d | Number and % of Stage 2 complaints not closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 6.5/6e | Number and % of Escalated complaints closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 6.6/6f | Number and % of Escalated complaints not closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |