



FOR DISCUSSION/INFORMATION			
Meeting:	Curriculum and Student Affairs and Outcome		
Presented by	Ann Baxter		
Author/Contact	Ann Baxter	Department / Unit	Executive Board
Date Created	1 May 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.

2. BACKGROUND

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

3. DETAIL

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

4. BENEFITS AND OPPORTUNITIES

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

5. STRATEGIC IMPLICATIONS

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

6. RISK

That the College does not comply with the SPSO procedures and timelines.

7. FINANCIAL IMPLICATIONS

There are no financial implications

8. LEGAL IMPLICATIONS

There are no legal implications.

9. WORKFORCE IMPLICATIONS

There are no workforce implications.

10. REPUTATIONAL IMPLICATIONS

There are no reputational implications.

11. EQUALITIES IMPLICATIONS

There are no equalities implications.

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 (1 February to 30 April 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 21 complaints were received in quarter 3, of which 12 were closed at stage 1, 7 were closed at stage 2 and 2 complaint remains open at time of report.
- 3.2 Of the closed complaints, 15 complaints were closed within the required timescale and 4 were closed within the additional permitted time.
- 3.3 SPSO have been in contact re stage 2 complaint closed in December 2024. SPSO had received a complaint about New College Lanarkshire from a parent. SPSO advised that the next step is the complaint will be assessed whether they could or should take further action. In this case, SPSO were keen to explore a resolution-based approach with this complaint in the first instance. Complainant requested further information about the incident. SPSO suggested meeting with the parent, which was declined by parent and a written response was sent via recorded delivery. Currently there has been no further correspondence in relation to this complaint.



Standardised reporting template – complaints performance indicators											
Created on: 30/04/2025											
	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1		Q2		Q3		Q4		YTD	2024/2025
1.0	Total number of complaints received & complaints received per 100										
1.1	Number of complaints Received	15		17		21		0		53	53
1.2/1a	College Population and Number of Complaints received per 100 population	10495	0.1	10130	0.2	9099	0.2	7979	0.0	12032	12032 0.4
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%	12	57.1%	0	0.0%	37	37 69.8%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	1	6.7%	6	35.3%	7	33.3%	0	0.0%	14	14 26.4%
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%	0	0 0.0%
2.4	Open	0	0.0%	0	0.0%	2	9.5%	0	0.0%	2	2 3.8%
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%	2	16.7%	0	0.0%	6	6 16.2%
3.3/3c	Number and % of complaints not upheld at Stage 1	5	35.7%	5	45.5%	6	50.0%	0	0.0%	16	16 43.2%
	Number and % of complaints partialy upheld at Stage 1	6	42.9%	4	36.4%	3	25.0%	0	0.0%	13	3 8.1%
3.0	Stage2										
3.4/3d	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	1	14.3%	0	0.0%	1	1 7.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	100.0%	3	50.0%	3	42.9%	0	0.0%	7	7 50.0%
	Number and % of complaints partialy upheld at Stage 2	0	0.0%	3	50.0%	1	14.3%	0	0.0%	4	4 28.6%
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%	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%	0	0 0.0%

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	25	2.1	0	0.0	125	3.4	125	3.4
4.2	Total working days and average time in working days to close complaints at Stage 2	39	39.0	116	19.3	110	15.7	0	0.0	265	18.9	265	18.9
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	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%	12	100.0%	0	0.0%	31	83.8%	31	83.8%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	4	28.6%	2	18.2%	0	0.0%	0	0.0%	6	16.2%	6	16.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	4	66.7%	3	42.9%	0	0.0%	7	50.0%	7	50.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	100.0%	2	33.3%	4	57.1%	0	0.0%	7	50.0%	7	50.0%
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%	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%	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%	0	0.0%	0	0.0%	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%	0	0.0%	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%	2	100.0%	4	100.0%	0	0.0%	7	#####	7	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%	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%	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%	0	0.0%	0	0.0%