**Appendix 2**

**Complaints Handling Report – February 2023 to April 2023**

| **Performance Indicator** | **Result** |
| --- | --- |
| Total Complaints Closed | 13 |
| Total Complaints in Progress (Excluded from reports until closed) | 4 |

| **Frontline Stage (1) (Closed Complaints)** | **Result** | | |  | |
| --- | --- | --- | --- | --- | --- |
| Complaints considered at the frontline stage | 8 | | |  | |
| Complaints closed at the frontline stage within 5 working days | 4 | | |  | |
| Complaints where an extension to the 5 working day time line has been authorised | 4 | | |  | |
| Number of complaints upheld at the frontline stage | 1 | | |  | |
| Number of complaints not upheld at frontline stage  Number of complaints partially upheld at frontline stage | 5  2 | | |  | |
| Average time in working days to resolve complaints at the frontline stage | 5 | | |  | |
|  | |
| **Investigation Stage (2) (Closed Complaints)** | | **Result** |  | |
| Complaints considered at investigation stage | | 5 |  | |
| Complaints at the investigation stage and resolved within 20 working days | | 4 |  | |
| Complaints where an extension to the 20-working day timeline has been authorised | | 3 |  | |
| Number of complaints upheld at the investigation stage | | 1 |  | |
| Number of complaints not upheld at the investigation stage | | 3 |  | |
| Number of complaints partially upheld at the investigation stage  Average number of working days to resolve complaints at the investigation stage | | 1 |  | |

| **Referred To SPSO** | **Result** |
| --- | --- |
| Total Complaints Referred to SPSO | 0 |

**Lessons learned themes:**

* Students should respect others within quiet study areas.
* There will be further discussions within the section to address the issues raised and develop a plan for moving forward.
* NCL fully support equality, diversity and inclusion as per the Scottish Government Equally Safe Strategy for Scotland. A range of workshops and initiatives already in place within NCL, are to expanded to ensure an inclusive reach for all staff and students. New College Lanarkshire (NCL) fully take on board the seriousness of the incident and would expect all individuals to feel safe, treated equally and respected in any environment.
* Going forward, it is my intention to have the course description more detailed to include specific PPE information, such as detailing PPE required e.g., fire-retardant boiler suit, steel toecap shoes/boots, gloves and gauntlets along with a welding helmet/mask. I also take on board your point that stating the additional cost of PPE would be beneficial for applicants to consider.
* Importance of good relations with neighbouring buildings.
* Students should be signposted timeously to student advisors when indicating that they are struggling to engage with college due to personal circumstances at home. Staff should follow safeguarding procedures when allegations of sexual harassment are made, regardless of their appraisal of the veracity of such allegations. Students should be communicated with clearly, and in writing, especially when it comes to seeking confirmation from the Head about exceptional assessment submissions. Where possible, staff should seek to speak on a 1-1 basis about sensitive matters with students in appropriate spaces, away from the rest of the class.
* It is important to be open and honest with staff around the nature of such complaints.