

Summary Report: Complaints 2024-25 (Q1)

Introduction

Complaints are received all year round from several different sources although the primary source tends to be from students. Complaints are received via a variety of mechanisms including direct emails, complaints forms and the Red Button. UHI Inverness uses the SPSO categories and sub-categories to classify complaints.

Complaints are grouped into quarters depending on the time of year in which they are received. The quarter dates are detailed below:

- Quarter 1 (Q1): August – end of October,
- Quarter 2 (Q2): November – end of January,
- Quarter 3 (Q3): February – end of April,
- Quarter 4 (Q4): May – end of July.

This report provides an overview of the complaint categories and outcomes in Quarter 1 of 2024-25.

Complaints by Category

The graphs below display the sum of quarterly complaints received for each category.

Customer Category: Current Year (Quarter) 2024/25	YTD CY	Q1, CY	Q2, CY	Q3, CY	Q4, CY
C1: Customer Care	5	5			
C2: Applications to Progression	1	1			
C3: Course Related	5	5			
C4: Services	2	2			
C5: Facilities	1	1			
C6: Others	0	0			
TOTAL	14	14			

Complaints by Mode of Delivery

In relation to the level of delivery in Q1,

- 57% of complaints were submitted by Members of the Public and Stakeholders.
- 29% relate to HE programmes
- 14% relate to FE programmes

Complaint Outcomes

The table below shows the breakdown in stage 1 and stage 2 complaints in Q1. It identifies whether they have Resolved, Upheld, Partially upheld or Not upheld outcomes.

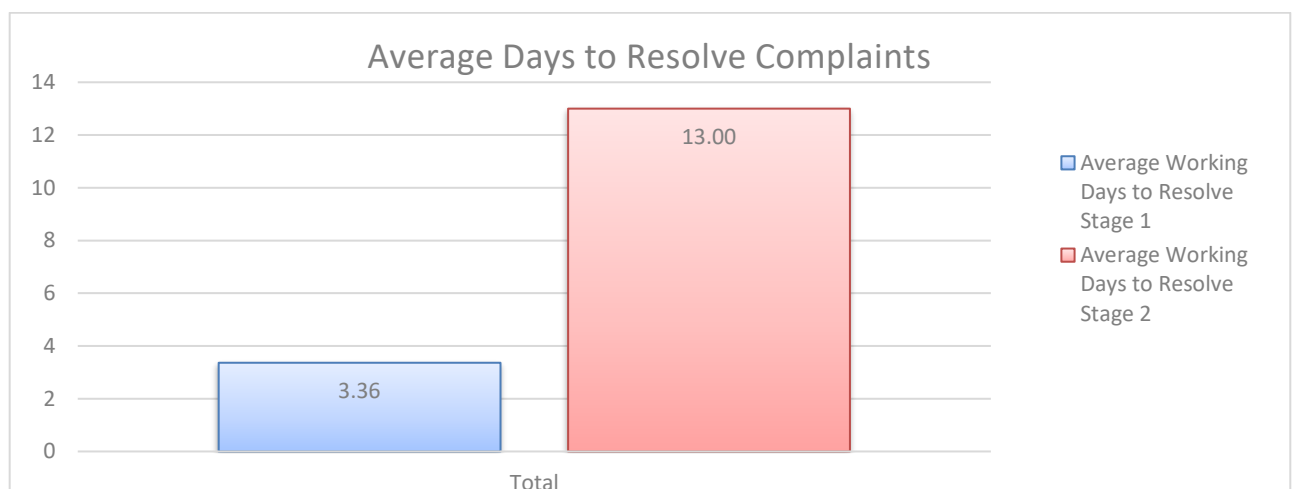
Outcome	Stage 1	Stage 2	Total
Resolved	6 (60% of St 1)	4 (100% of St 2)*	10
Not upheld	0 (0% of St 1)	0 (0% of St 2)	0
Partially upheld	0 (0% of St 1)*	0 (0% of St 2)	0
Upheld	3 (30% of St 1)	0 (0% of St 2)	3
Still under Investigation	1 (10% of St 1)	0	1
Total	10	4	14

Note* - Three complaints with Stage 1 outcomes of 'Partially Upheld' were escalated to Stage 2 and received 'Resolved' outcomes. The final outcome is therefore recorded as 'Resolved'.

- 71% of complaints received in Q1 achieved 'Resolved' outcomes.
- 30% of complaints were 'Upheld'.
- 1 complaint is still under investigation.

Complaint Timescales

SPSO guidelines state pre-defined timescales of a 5 working day turnaround for Stage 1. An extension of 5 working days is permissible for stage 1 complaints subject to approval from the Quality Manager to complete an investigation. For a Stage 2 complaint the timeframe for completion is 20 working days, where the complaint is complex and may take longer than 20 working days, an extension can be authorised by the Quality Manager



The chart above displays the average number of days taken to determine a complaint outcome Q1.

- The range of days taken to resolve Stage 1 complaints in Q1 is between 2 - 5 days.
- The range of days taken to resolve Stage 2 complaints in Q1 is between 8 – 17 days.
- 100% of Stage 1 complaints were completed within the required timeframe.
- 100% of Stage 2 complaints being completed within the required timeframe.
- Three complaints were escalated from Stage 1 to Stage 2. The average number of working days to determine the outcome after escalation was 13 days.
- One complaint was still under investigation at the end of Q1.

Complaint Follow Up Survey

Within 6 weeks of receiving the complaint outcome, complainants (unless the complaint was received anonymously) are sent a link to a short survey asking them for feedback on their experience of the complaints process and to rate their satisfaction levels against thirteen aspects of the process. The survey is anonymous unless the complainant chooses to identify themselves.

Two responses were received in Q1. The outcomes from this small sample are summarised below:

- Both complainants felt they received prompt acknowledgement of their complaint, were treated courteously, believed it was taken seriously and investigated thoroughly and closed off satisfactorily within the appropriate timescale.
- One complainant was not aware of the complaints process prior to submitting a complaint but was able to obtain assistance and subsequently found it easy to submit their complaint.
- One complainant did not feel they received a fair and objective response to their complaint

Learning from Complaints

Complaints often result in reviews of processes and procedures, and they also allow us to identify opportunities for staff development. The Quality team continues to identify any learning points from each complaint in order to identify themes emerging. Programme and support teams use complaints as part of their evidence bank to inform their evaluative activities aimed at improving the student experience.

Below are examples of actions taken because of complaints received during Q1.

- Communications between Estates team, curriculum managers and curriculum teams regarding building renovations is to be clearer to minimise the impact of any change. This has been actioned through the Executive Management Team with regular updates on estate works progress. Earlier discussions with curriculum teams will be put in place to allow expectations and communications to be managed more effectively.
- Customer Service Training completed by selected staff.

- Document created for Staff on who to contact when incidents are taking place within the Student Support Centre (SSC). Signage created to identify staff and their roles within SSC.

Themes emerging from complaints in Q1

The 'Resolved' complaint outcome continues to enable many complaints to be dealt with swiftly and effectively when approached proactively by staff. Over 70% of complaints achieved a 'Resolved' outcome in Q1.