

Summary Report: Complaints 2024-25 (Q2)

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. The outcomes from complaint resolution are reported to UHI (HE) and published on the UHI Inverness website (FE).

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 2 of 2024-25.

Complaints by Category

The graph below displays 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	6		
C2: Applications to Progression	1	1	0		
C3: Course Related	5	5	3		
C4: Services	2	2	2		
C5: Facilities	1	1	0		
C6: Others	0	0	0		
TOTAL	14	14	11		

Complaints by Mode of Delivery

In relation to the level of delivery in Q2,

- 27% of complaints were submitted by Members of the Public and Stakeholders.
- 9% relate to HE programmes
- 63% relate to FE programmes

Complaint Outcomes

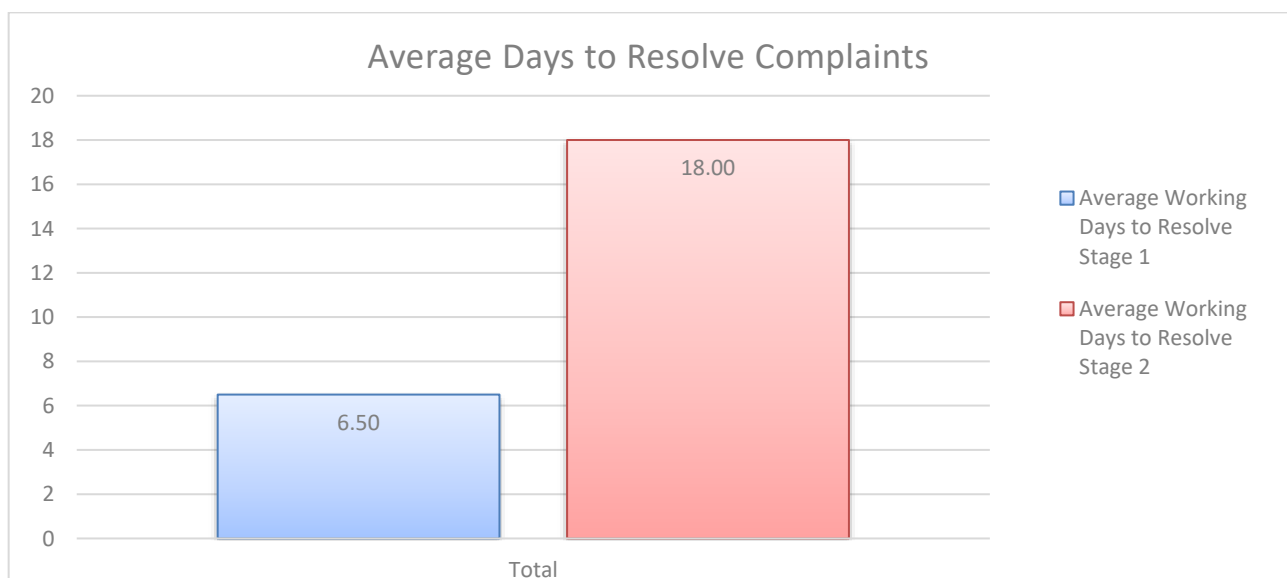
The table below shows the breakdown in stage 1 and stage 2 complaints in Q2. It identifies where the outcome has been resolved, upheld, partially upheld or not upheld. .

Outcome	Stage 1	Stage 2	Total
Resolved	0 (0% of St 1)	0 (0% of St 2)	0
Not upheld	0 (0% of St 1)	1 (20% of St 2)	1
Partially upheld	4 (67% of St 1)	1 (20% of St 2)	5
Upheld	2 (30% of St 1)	3 (0% of St 2)	5
Still under Investigation	0 (0% of St 1)	0	0
Total	6	5	11

- 45% of complaints received an 'Upheld' outcome
- 45% of complaints received a 'Partially Upheld' outcome
- 10% of complaints received a 'Not Resolved' outcome
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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 but where escalation to a stage 2 is not required. For a Stage 2 complaint the timeframe for completion is 20 working days. As part of the Stage 2 process, where the complaint is complex and may take longer than 20 working days, an extension can be authorised by the Quality Manager, should this happen updates must be provided to complainants.



The chart above displays the average number of days taken to determine a complaint outcome Q2.

- The range of days taken to resolve Stage 1 complaints in Q2 is between 5 - 9 days.
- The range of days taken to resolve Stage 2 complaints in Q2 is between 12 – 20 days.
- 100% of stage 2 complaints were completed within the required timeframe
- 50% of stage 1 complaints exceeded the 5 day turnaround but 100% of those were completed within the 5 day authorised extension period.
- No complaints were escalated from stage 1 to stage 2
- No complaints were still under investigation at the end of Q2

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.

One response was received in Q2. The outcomes from this small sample are summarised below:

- The complainant reported that they were not aware of the complaints process prior to submitting a complaint, did not feel that their complaint was investigated thoroughly or was close off to their satisfaction.
- The complainant did find it easy to submit a complaint, receive support in submitting the complaint and they received a prompt acknowledgment. They felt their complaint was taken seriously, they were kept informed of progress, dealt with courteously throughout and received a clear response within an appropriate timeframe.

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 as a result of complaints received during Q2

1. Recommendation of a review of the Student Disciplinary Procedure:
 - Students are informed verbally prior to receipt of any disciplinary correspondence, where reasonably practicable.
 - The wording of Section 9.1 of procedure is clarified and templates reviewed to mitigate against perceived accusatory language.
 - The conflict is process between the Modern Apprentice Privacy notice and SDP is resolved.
 - It was recommended that the Access & Progression Manager is allowed the overall lead to ensure the Student Disciplinary Procedure is followed correctly.

2. Formal communications to be followed up in writing instead of verbally confirming arrangements.
3. Request for Learning Support Assistant to attend specific class to support lecturer.
4. Specified member of staff is to undertake the Learning and Teaching Review.

Themes emerging from complaints in Q2

The miscommunication between departments and staff resulting in the incorrect implementation of college procedures, and secondly the removal of courses or change to proposed course delivery resulting in restricted progression options with UHI.