

'Valuing Complaints'

Further Education Complaints Performance 2013/14

College Development Network
Complaints Handling Advisory Group
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Annual Complaint Reports

- › Indicator 1 complaints received per 100 of population
- › Indicator 2 closed complaints
- › Indicator 3 complaints upheld and not upheld
- › Indicator 4 average times
- › Indicator 5 performance against timescales
- › Indicator 6 number of cases where an extension is authorised
- › Indicator 7 customer satisfaction
- › Indicator 8 learning from complaints

**SPSO performance
indicators for the
Model Complaints
Handling Procedure**

Total Complaints per 100 population

1.0	Total number of complaints received & complaints received per 100 population		
1.1	Number of complaints Received	1587	
1.2/1a	College Population and Number of Complaints received per 100 population	208,756	0.8

Complaints closed at each stage

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	973	61.3%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	546	34.4%
2.3/2c	Number of complaints closed after Escalation and % of total closed	85	5.4%
2.4	Open	8	0.5%

Complaints upheld at Stage 1

3.0	Number of complaints 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	587	60.3%
3.3/3c	Number and % of complaints not upheld at Stage 1	386	39.7%

Complaints upheld at Stage 2

3.0	Number of complaints upheld and not upheld at each stage and as a % of complaints closed at that stage		
3.0	Stage 2		
3.4/3d	Number and % of complaints upheld at Stage 2	318	58.2%
3.6/3f	Number and % of complaints not upheld at Stage 2	228	41.8%

Escalated Complaints upheld

3.0	Number of complaints upheld and not upheld at each stage and as a % of complaints closed at that stage		
3.0	Escalated		
3.7/3g	Number and % of complaints upheld after Escalation	46	54.1%
3.9/3i	Number and % of complaints not upheld after Escalation	32	37.6%

Average days to close complaint

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	4067	4.2
4.2	Total working days and average time in working days to close complaints at Stage 2	8791	16.1
4b	Total working days and average time in working days to close complaints after Escalation	1369	16.1

Complaints closed within timescales

5.0	Number and % of complaints closed within set timescales		
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	714	73.4%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	209	21.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	422	77.3%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	122	22.3%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	56	65.9%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	23	27.1%

Extended complaints closed within timescales

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)	115	55.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	60	28.7%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	94	77.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	20	16.4%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	17	73.9%
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	5	21.7%

Indicator 7: Customer satisfaction

In assessing customer satisfaction with the complaints service, the quality outcomes the college may consider include:

- Access to the CHP
- The way in which they were treated by college staff:
 - professionalism
 - Friendliness
 - Politeness
 - Courtesy
 - communication style etc.
- Empathy; understanding the customer's perspective
- Doing what we said we would do, for example meeting timescales and providing updates.
- The clarity of the decision and the basis for reaching that decision.

Indicator 7: Customer satisfaction

- Met all timescales
- It might be a useful future indicator to record how many, if any, complaints were referred to SPSO
- Measured by email feedback
- Customer satisfaction process under development

- Satisfaction questionnaire issued 3 weeks after complaint response:
 - ease of use/access = 85%
 - dealt with courteously = 88%
 - met timescales = 89%
 - clear response = 78%
 - treated seriously = 64%

Indicator 8: Learning from complaints

This can be broken down into:

- How often reports go to senior management
- How often complaints outcomes, trends and actions taken are published together with a summary of information communicated to customers
- Number of services changed, improved or withdrawn as a result of complaints together with a description of the actions taken
- Action to reduce the risk of recurrence
- Action taken to ensure that staff members all learn from complaints.

Indicator 8: Learning from complaints

- Quality team follow up actions from complaints during the internal audit process
- A mechanism was put in place to facilitate electronic copies being scanned to 'Student Finance'
- Contractor procedures updated; adding items to routine equipment checklists; purchase of additional tools; local review of activity and assessment arrangements and changing of staffing arrangements.
- It has been possible to identify potential trend information with a summary report being submitted to the Senior Management Team

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Indicator 8: Learning from complaints

- A lessons learned report used during staff development sessions
- Actions to be implemented are disseminated to appropriate staff
- Complaints are discussed at fortnightly meetings with Heads of Faculty and the Quality Manager. Trends are identified and appropriate action discussed to reduce the risk of recurrence
- Staff development sessions have been held to inform staff of the complaints service and their roles and responsibilities
- A report identifying the resolution and the learning point is prepared

Group discussion

- What are the key findings:
 - By College
 - Across the sector
- How do we benchmark this information to drive improvements
- How do we achieve consistency across all indicators
- What challenges do we face?