

## Summary Report: Complaints 2024-25 (Quarter 2)

### Introduction

Complaints are received all year round from several different sources. Complaints are received via a variety of mechanisms including direct emails, complaints forms, direct discussions with staff and the Red Button. UHI Argyll uses the SPSO categories and sub-categories to classify complaints. The outcomes from complaint resolutions are reported to UHI (HE) and published on the UHI Argyll website (FE).

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

- 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.

UHI Argyll FE Complaints 2024-25: Quarter 2	Q2
Total number of complaints considered at FE	6
Number closed at stage 1 within 5 working days	3
Number closed at stage 1 in more than 5 working days	1
Number closed at stage 2 within 20 working days	1
Number closed at stage 2 in more than 20 working days	1
Average number of days to close stage 1	7
Average number of days to close stage 2	24
Number of complaints open/outstanding for period	0

## Complaints by Category

The tables below detail the sum of quarterly complaints received for each category in the current and previous academic year.

<b>Customer Category: Current Year 2024/25 (Quarter 2)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>C1: Customer Care</b>		3		
<b>C2: Admissions and Enrolment and progression</b>				
<b>C3: Curriculum and Teaching related</b>	1	1		
<b>C4: Health and Safety</b>				
<b>C5: Equality and Diversity</b>				
<b>C6: Data Protection</b>				
<b>C7: Student Conduct</b>		1		
<b>C8: Staff Conduct</b>		1		
<b>Total</b>	<b>1</b>	<b>6</b>		

## Summary:

- A total of 6 complaints were received in Q2 this year. Two complaints were partially upheld at Stage one, with two not upheld.
- Of the complaints raised, two were complex complaints that went to stage immediately and involved several students as well as different departments. Both complaints were raised in the weeks prior to the college Christmas closure, so extensions were granted to the 20-day completion requirement. The complainants were advised of the reasons for any delays.

## Learning from Complaints in Q2

Below are examples of the actions implemented as a result of complaints received during Q2:

- Review of funding information to make it clearer for students.
- Review of the process for ensuring students are aware of what ICT is suitable for college systems and study purposes.
- Review of staff cover processes.