

ANNUAL REPORT ON COMPLAINTS 2006/07

The following table shows the range of complaints received and the clear-up rate for the calendar year 2006-07 compared with previous years.

The increase in the number of complaints received is a result of the Complaints Procedure being more widely publicised to comply with the requirements of Charter Mark.

		Course	Facilities	Tutor	Admin	Other	Total	Not Resolved	Clear-up
Sept 02 to Aug 03		0	10	5	10	4	29	0	100%
Sept 03 to Aug 04		1	9	5	9	6	30	0	100%
Sept 04 to Aug 05		2	6	4	8	6	26	0	100%
Sept 05 to Aug 06	SFC	0	1	2	4	0	7		
	AC	6	3	4	16	0	29		
	Other	0	1	0	1	2	4		
	Total	6	5	6	21	2	40	0	100%
Sept 06 to Aug 07	SFC	1	12	3	6	0	22		
	AC	6	4	5	22	0	37		
	Other	0	1	0	0	8	9		
	Total	7	17	8	28	8	68	0	100%

Source This report has been compiled from data collected via the Complaints Procedure which requires written complaints including letters, e-mails, faxes and complaints forms. All written complaints are logged centrally with the Quality Department and are monitored through a database.

Types

Course - Referring to content, level or appropriateness of course

Facilities - Referring to classrooms and general site facilities

Tutor - Referring to quality of teaching and attitude of staff

Admin - Referring to refunds, cancellations, response to contact with the Corporation

Action in response to complaints:

Course

- 1 complaint concerned a NVQ course assessor. After investigation the initial assessment and process was upheld but the assessor was replaced following a bereavement.
- 1 complaint concerned NVQ course assessments and the units to be assessed. A full clarification was given.
- 2 complaints concerned delays in assessor feedback – 1 was in the process of certification, the other was delayed due to contact problems.
- 1 complainant said a course was unstructured and unprepared but, following clarification, later accepted that she may have misunderstood some of the issues.
- 1 student complaining of missing grades was asked to return her portfolio for updating.
- 1 student who complained of not being allowed to sit an exam received an explanation.

Facilities

- 1 complaint concerned the wrong use of disabled parking bays. Notices were placed on offending vehicles.
- 9 Sixth Form students complained about faulty ICT equipment in the Learning Centre. Apologies were given together with an explanation that repairs had taken longer than anticipated.
- Several Adult students also complained about difficulties with ICT equipment. They either received a refund of course fees or were offered a reduction in fees for another course.
- A few anonymous students complained that a faulty printer had lost them credits.
- 1 complained about the lack of specific software in the LC, which was installed.
- 1 complained about the price increase of confectionary, the reasons for which were explained.
- 1 concerned the refusal to exchange something wrongly dispensed from a vending machine. An apology was given together with a refund.

Tutor

- 6 complaints concerned the attitude of tutors – 4 were resolved by individual discussions, 1 did not take up the offer to meet and 1 was resolved following a change of staff.
- 1 complaint about a rude tutor was withdrawn.
- 1 student who complained about a bullying tutor was given a warning concerning his own behaviour.

Admin

- 6 complaints concerned enrolment problems for which apologies were given with 1 proving to be unfounded
- 4 complaints regarding course fees were given an explanation of costs.
- 5 complaints requested a refund of course fees, 4 of which were granted.
- 2 complained about the delay in receiving refunds, which were processed.
- 1 complaint concerned the attitude of admin staff for which an apology was given.
- 1 student asked that clocks be synchronised because of the effect on lateness, which was done.
- 1 student who complained of not learning in class withdrew his complaint and received extra help.
- 1 parent complained about the failure of work experience to take place. A new placement was found.
- 5 students complained of being interrupted during an on-line examination. An apology was given and procedures established.
- 2 students complained of being withdrawn from their courses – 1 was given a careers interview and the other was given an explanation of Disciplinary Procedures.

Others

- 7 local residents made complaints about student behaviour, the noise they made and the litter they left. They were assured the matter would be raised with students generally and that monitoring behaviour did take place by patrols. A bin was placed near the College gates but it was explained that further provision was a matter for the local authority.
- 1 local resident also complained about inconsiderate, although not illegal, student parking.

Gender, Ethnicity and Disability Analysis

An analysis of complaints, based on gender, ethnicity and disability, is carried out in order to identify any significant patterns.

An overview of the gender, ethnicity and disability complainants is attached.

Helpfulness of Complaints Procedure

On the Complaint Form, complainants are asked: "To help us continually improve our services, please let us know if you found this form and the outlined procedures helpful -Yes/No, Comment". Of the 30 completed forms that contained this question, the response was:

Yes 21 No 1 Not yet 1 No answer 7

Informal Complaints

		Course	Facilities	Tutor	Admin	Other	Total
Sept 06	SFC	0	2	1	1	0	4
to	AC	0	2	2	16	1	21
Aug 07	Other	0	0	0	0	15	15
	Total	0	4	3	17	16	40

Facilities

- 3 complaints concerned problems with the ICT network and printers
- 1 complained of an inability to fire pottery

Tutor

- 3 students were unhappy with the teaching on their course

Admin

- 6 adult students were unhappy with the time taken to enrol
- 3 students had problems with enrolling due to late receipt of the Adult Guide
- 3 complaints concerned how enquiries were handled
- 2 complained of no response from telephone messages
- 1 caller said background noise disturbed the conversation
- 1 complaint concerned a partial refund following closure of a class
- 1 student requested that part-time Art classes be held on ground floor for easier access

Others

- 12 complaints were received from local residents concerning student behaviour
- 3 complaints from local residents concerned litter left by students
- 2 complaints from local residents concerned inconsiderate student parking