

## ANNUAL REPORT ON COMPLAINTS 2007/08

The following table shows the range of complaints received and the clear-up rate for the calendar year 2007-08 compared with previous years.

		Course	Facilities	Tutor	Admin	Other	Total	Not Resolved	Clear-up
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		
	<b>Total</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>21</b>	<b>2</b>	<b>40</b>	<b>0</b>	<b>100%</b>
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		
	<b>Total</b>	<b>7</b>	<b>17</b>	<b>8</b>	<b>28</b>	<b>8</b>	<b>68</b>	<b>0</b>	<b>100%</b>
Sept 07 to Aug 08	f/t	0	4	1	0	0	5		
	p/t	2	4	0	16	1	23		
	Other	0	0	0	0	0	0		
	Staff	0	0	0	1	0	1		
	<b>Total</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>29</b>	<b>0</b>	<b>100%</b>

**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

- A complaint that the format of a Dance class did not provide for progression proved unfounded
- A student complained that, due to large class numbers, not enough personal attention was given in a Drawing/Painting Workshop. A refund was given.

## **Facilities**

- 4 students complained about computer failure in the LC which was caused by a fault in the software systems and was corrected
- Harrow Council complained on two separate occasions that when their staff came for an on-line literacy test, the facilities provided were inadequate and the invigilators' handling of the situation was criticised. An apology was offered with the promise that procedures were being reviewed
- A student who complained about a broken tea machine had her money refunded
- Arrangements were put in place to provide access to a lift following a complaint from a disabled student that she was unable to do so

## **Tutor**

- A student complained of the manner he was spoken to by a member of LC staff. Following investigation of the incident, a meeting with his Tutor and Head of Year resolved the matter.

## **Admin**

- A complainant who said the enrolment process was slow received an apology with an assurance that the procedure was under review
- One complaint concerned cancellation of a course due to low enrolment
- 8 students complained that they had been asked to pay a fee for a course advertised as 'free'. The fee was waived.
- A complaint of wrong application of the 3 year residency rule was resolved by the fee being refunded on LSC advice
- 4 complaints concerning inaccurate advice given at enrolment received an apology; 1 complaint regarding the length of an Access course was not upheld
- 1 VHL tutor complained about late receipt of contract and payments, which was resolved
- The registration fee was waived for one complainant who had not been previously advised of it

## **Others**

- A student complained about being expelled, which on investigation was upheld

## **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 23 completed forms that contained this question, the response was:

Yes	14	No	2	No answer	7
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## Informal Complaints

		Course	Facilities	Tutor	Admin	Other	Total
Sept 06 to Aug 07	SFC	0	2	1	1	0	4
	AC	0	2	2	16	1	21
	Other	0	0	0	0	15	15
	<b>Total</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>17</b>	<b>16</b>	<b>40</b>
Sept 07 to Aug 08	f/t	0	1	0	0	0	1
	p/t	0	0	0	7	0	7
	Other	0	0	0	0	9	9
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>9</b>	<b>17</b>

### Facilities

- 1 case of suspected food poisoning was reported – there were no other linked cases

### Admin

- 5 complaints concerned enrolment or course transfer difficulties
- 1 student arrived to take part in a course which was not running
- 1 potential student wished his name to be deleted from the mailing list

### Others

- 9 complaints were from local residents concerning student behaviour and litter

## Comments

	Full-time	Part-time	Staff	Other	Total
Sept 07 to Aug 08	21	12	11	0	44

### Full-time

- 19 students praised their teacher and said they enjoyed their lessons
- 2 parents were pleased with their daughters' progress

### Part-time

- 10 students praised their teacher and course
- 1 student was allocated a disabled parking space on request
- 1 student suggested a simplified registration process for funded courses

### Staff

- 10 suggestions posted in the Principal's Suggestion Box were reported and responded to in the Principal's Corner of the Newsletter
- 1 suggested that staff display driver location in their parked cars