



Complaints Handling Report

2024-25

August 2025

Frontline (Level 1) Complaints

The number of Level 1 complaints dealt with in the AY 2024-25 was lower than for the same period the previous year, decreasing from thirteen in 2023-2024, to eleven. This excludes a complaint about a GDPR breach that was dealt with under the data breach process.

We aim to resolve complaints quickly; this could mean an 'on the spot' apology with explanation if something has gone wrong, and immediate action taken to resolve the problem.

Where a complaint was partially or wholly upheld, an apology was issued.

Investigation (Level 2) Complaints

Investigation (Level 2) complaints are those which we have not been able to resolve at the frontline, or complaints which are complex and require more detailed investigation.

We aim to acknowledge receipt of Level 2 complaints within three working days and give a full response to the complainant within twenty working days.

In the session 2024-25 there have been three Level 2 complaints. This is a decrease compared to AY 2023-24, where we received six Level 2 complaints. In addition, one level two complaint was resolved before the level 2 investigation proceeded.

Where a complaint was partially or wholly upheld, an apology was issued, and the cause of the complaint provided opportunities for lessons to be learned. A summary report of the complaint with recommendations was presented at a meeting between the investigating officer and the Vice Principal Student Experience, the Assistant Principals, the Director of MIS/ E Learning and the Director of Business development. This cohort of the Senior Leadership team determines any lessons to be learned along with actions to amend or improve the service.

Review by the SPSO

If a complainant has exhausted the College's complaints handling process, but the complainant remains dissatisfied with our decision, or the way in which we dealt with a complaint, they can ask the Scottish Public Services Ombudsman (SPSO) to review the way in which the complaint was handled. No complaints were referred to the SPSO during the period in the AY 2024-25.

Number of complaints received for last 3 academic sessions

Table 1: The number of complaints per year at Levels 1 & 2 with 2024-25 figures.

Year	No. of complaints Level 1	No. of complaints Level 2
2021/22	37	3
2022/23	32	3
2023/24	13	6
2024/25	11	3

Overall, the % number of complaints (14) against the total number of student enrolments (2,233) to 31st July 2025 is 0.006%.

The number and percentage of complaints at each stage which were closed within the set timescale of 5 and 20 working days.

During the period 1 August 2024 to 31st July 2025 eleven of eleven level 1 and three of three Level 2 complaints received were resolved within our target timescale of five working days and twenty working days respectively.

Year	No. of complaints	% of total complaints
2021/22	40 complaints resolved within timescale	100%
2022/23	29 complaints resolved within timescale	100%
2023/24	15 complaints resolved within the timescale	79%
2024/25	14 complaints resolved within the timescale	100%

The average time in working days for a full response to Level 1 complaints.

Year	No. of complaints	Annual Average
2021/22	37	5 working days
2022/23	27	4 Working days
2023/24	13	4 Working days
2024/25	11	4 Working days

The outcome of Complaints at each stage

2023/24 Complaints

In the session 2024-25, there have been eleven frontline complaints (Level 1) and three complaints requiring a full investigation (Level 2). In eleven cases, the complainants were satisfied with the way the complaint was dealt with and in nine cases, they did indicate the complaint had been resolved.

Year	Number of Level 1 complaints	Complaint Not Upheld		Complaint Partially Upheld		Complaint Upheld		Complaint Resolved	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
2021/22	37	12	32%	7	19%	18	49%	34	92%
2022/23	27	6	22%	6	22%	13	48%	25	93%
2023/24	13	4	31%	4	31%	5	38%	12	92%
2024/25	11	5	45%	3	27%	3	27%	9	82%

Year	Number of Level 2 complaints	Complaint Not Upheld		Complaint Partially Upheld		Complaint Upheld		Complaint Resolved	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
2021/22	3	0	0%	0	0%	3	100%	2	66%
2022/23	2	1	50%	1	50%	0	0%	2	100%
2023/24	6	1	17%	1	17%	4	67%	5	83%
2024/25	3	2	67%	1	33%	0	0%	3	100%

Lessons Learned from complaints

On closure of a complaint a summary report of the complaint with recommendations was presented at a meeting between the investigating officer and the Vice Principal Student Experience, the Assistant Principal and the Directors of MIS/ Quality. This cohort of the Senior Leadership team determines any lessons to be learnt along with actions to amend or improve the service.

Here is a summary of Lessons learned from complaints for session 2024-25.

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Action Plan					
BC Reference	Level of Complaint & Description	SEAP Reference	Lessons learned following investigation	What, by when or whom	Update and next steps
25/L1/07	L1 Complaint regarding handling of debt.		All financial records that pertain to a historical debt should be retained in full until that debt has been wholly re-paid	Student Finance Manager	complete
25/L1/08 25/L1/09	L1 Complaint SAAS requirements and process not clear.	4.6.1 Better align learning, work and employer expectations	Full review of process of MA's fees, including SAAS applications and student/employers' responsibilities for fees is required	SLT Lead	Strengthen employer engagement through: Pre-enrolment discussions on workload and expectations
24/L2/01	L2 Complaint from employer regarding a number of areas with regards to student course fees.	Review employers funded learner journey and implement those changes deemed necessary.	Processes needed for formal notification of candidate and employer that a student has reached their course end date without meeting the course requirements and that tuition will now cease unless both the candidate and employer agree to		Review of learning agreements Joint progress reviews involving the student, employer, and college

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			<p>continued additional tuition fees. Ensure approval to continue tuition beyond course end date be provided both by candidate and their employer with full awareness of the financial costs and the employer is ultimately liable for these costs.</p> <p>Issue invoices monthly for additional tuition fees beyond course end date.</p> <p>Clarify an explanation of who (employer/candidate) is liable for fees at each part of the course or in the event of a student continuing tuition beyond their course end date.</p>		
25/L1/09	L1 Complaint Employer did not get frequent updates on Apprentice progress	2.4.1 Build Strong, relevant partnership with employers so placements are	College review their Managing Agent processes ensuring appropriate resources are in place in order to		Mapping of SVQ enrolment has been completed, and mapping of resulting students

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		<p>meaningful and aligned with learning aims</p> <p>Set target for 25% of employers to engage with training plans in Smart Assessor within 12 months</p>	<p>meet with employers on a more regular basis.</p>		<p>within Smart Assessor is ongoing.</p> <p>Next Steps Develop an employer-facing Smart Assessor dashboard to support engagement and training plans.</p>
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