

## **Royal Conservatoire of Scotland: Annual Complaints Report 2017-18**

### **Background**

The Conservatoire's Complaints Handling Procedure (CHP) is available at <https://www.rcs.ac.uk/complaints/> and is conducted in line with the statutory requirements of the Scottish Public Services Ombudsman (SPSO). The procedure provides a quick, simple and streamlined process with a strong focus on early resolution by empowered and trained staff and involves up to two stages:

**Stage 1 Frontline Resolution** seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.

**Stage 2 Investigation** is appropriate where a complainant is dissatisfied with the outcome of a frontline resolution, or where this is not an appropriate route due to the complexity or seriousness of the individual case.

### **Recording and Reporting**

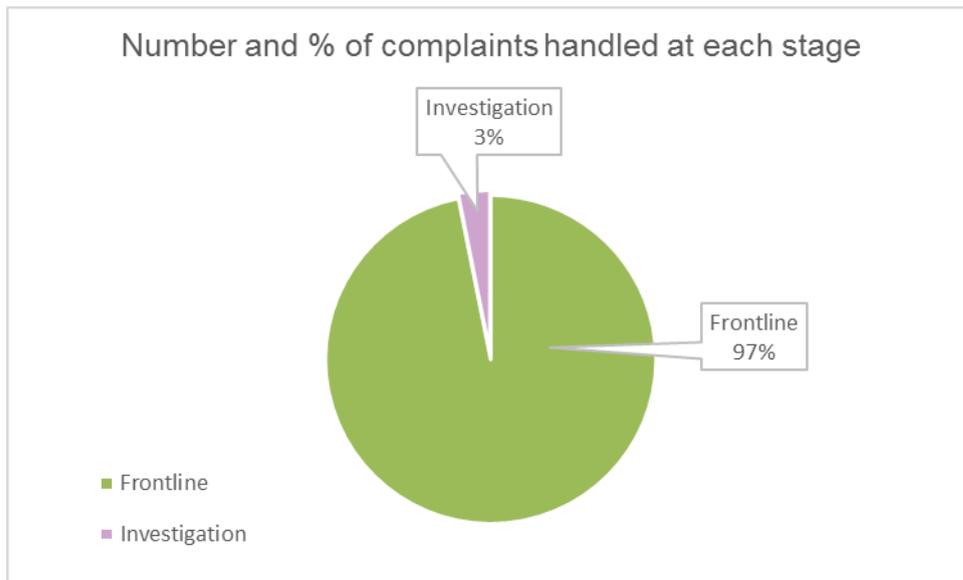
The Conservatoire records all complaints and reports quarterly to senior management and annually to the Board of Governors on key performance information, in accordance with SPSO requirements.

### **Analysis**

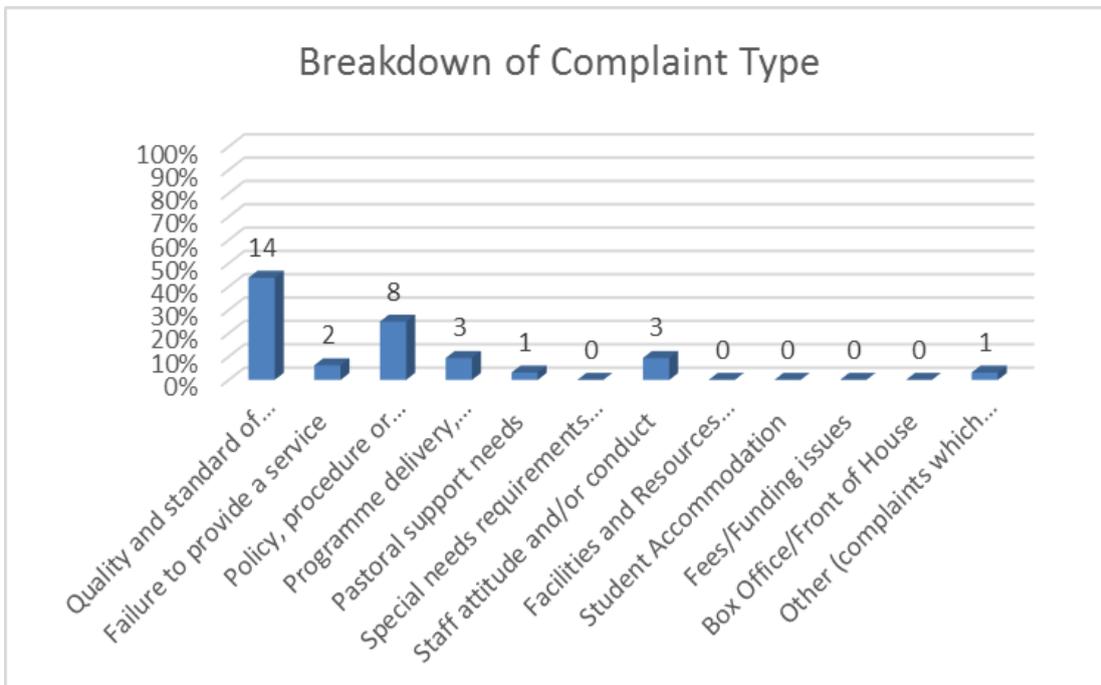
During the period 1 September 2017 to 31 August 2018 the Conservatoire received a total of 32 complaints of which 23 were upheld, 1 was partially upheld and 8 were not upheld.

<b>Total number of complaints received</b>	<b>32</b>
<b>Stage 1: Frontline</b>	<b>31</b>
Number of complaints resolved at Stage 1	30
Number of complaints resolved within the 5 working days timeline	22
Number of complaints where an extension to the timeline has been authorised	9
Number of complaints upheld	23
Number of complaints not upheld	7
Number of complaints partially upheld	1
Number of complaints withdrawn	0
<b>Stage 2: Investigation</b>	<b>1</b>
Number of complaints resolved at Stage 2	1
Number of complaints resolved within the 20 working days timeline	0
Number of complaints where an extension to the timeline has been authorised	1
Number of complaints upheld	0
Number of complaints not upheld	1
Number of complaints partially upheld	0
Number of complaints withdrawn	0

## Number of complaints considered at Stage 1 and Stage 2:



The following bar chart provides a summary of complaints for the period by category type:

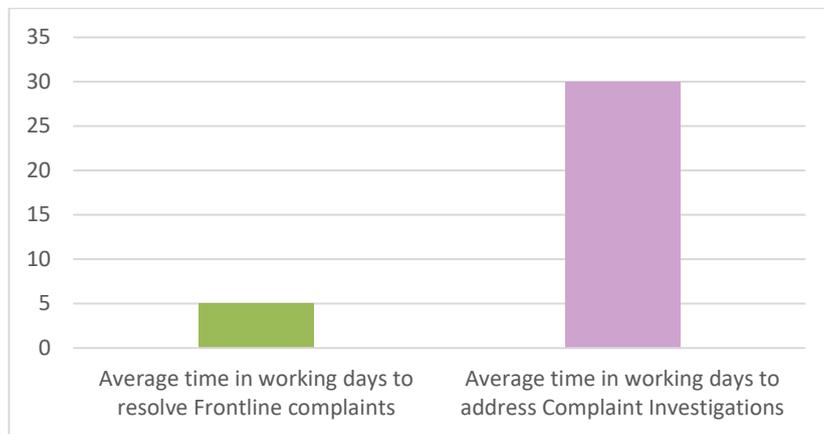


**Complaint Response Times:**

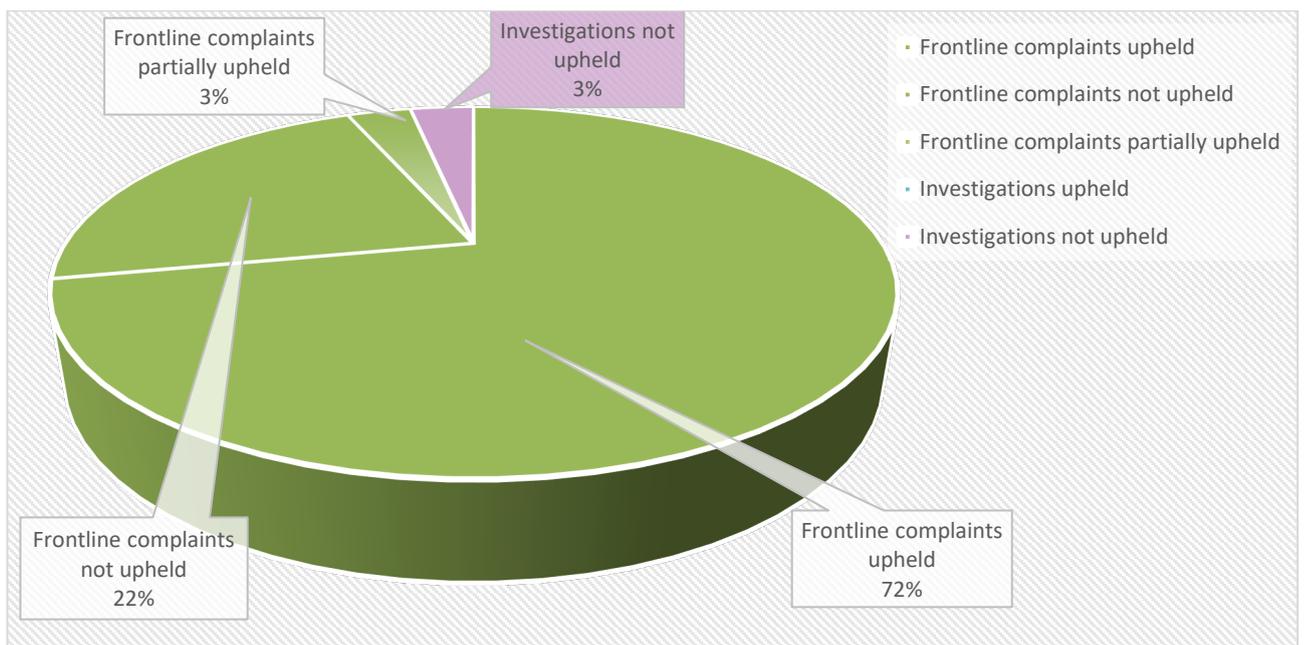
Stage 1: Frontline		as %age
Number of complaints resolved within the 5 working days timeline	22	71%
Number of complaints where an extension to the timeline has been authorised	9	29%
Stage 2: Investigation		
Number of complaints resolved within the 20 working days timeline	0	0%
Number of complaints where an extension to the timeline has been authorised	1	100%

**Adherence to timelines:**

The majority of complaints were processed within prescribed timescales. Where required, extensions were agreed with the complainants to accommodate staff workloads and leave entitlement where necessary in order to ensure that all complaints could be thoroughly considered at the appropriate level in the interests of reaching a satisfactory resolution for both the complainant and the institution.



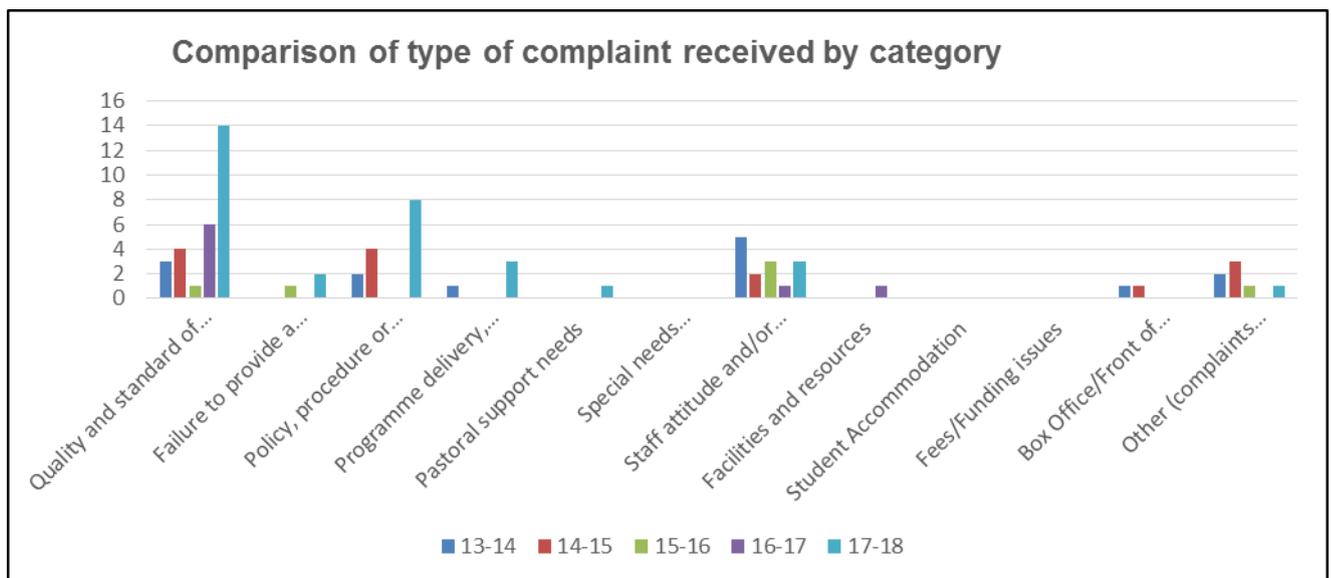
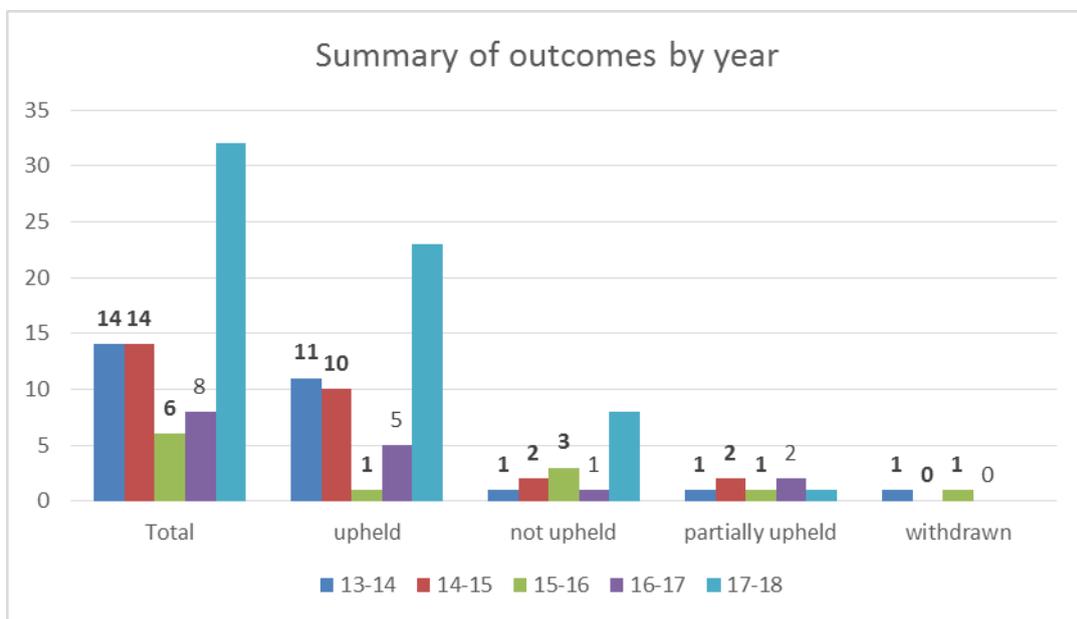
**Summary of complaint outcomes:**



## Trends

The number of complaints received over the course of the last academic year has increased significantly when compared to previous sessions due predominantly to the recent inclusion of Life Long Learning and Junior Conservatoire data. It is reassuring to note that the majority of complaints however were still received and resolved at the Frontline stage highlighting staff efforts to achieve early resolution. Only one complaint required to be investigated at Stage 2 on receipt as last year.

AY 2013-14:	AY 2014-15:	AY 2015-16:	AY 2016-17:	AY 2017-18:
Total 14	Total 14	Total 6	Total 8	Total 32
Frontline 10	Frontline 12	Frontline 4	Frontline 7	Frontline 31
Investigation 4	Investigation 2	Investigation 2	Investigation 1	Investigation 1



The majority of complaints (44%) received this year related to the Quality and Standard of Service provision and Policy, procedure and administrative process (25%). The number of complaints relating to staff attitude and/or conduct however tripled in comparison to last session.

Session 2017-18 saw the first complaint reported in the area of Pastoral Support Needs since the introduction of the Complaints Handling Process in 2013.

### **Actions/Lessons learned**

Lessons that have been learned, and actions that have been taken, as a result of issues raised through the complaints procedure within academic session 2017-18 included:

- The implementation of more detailed contracts with companies appointed to deliver short courses on behalf of the RCS in order to better manage student expectations
- The production of additional materials designed to aid preparation for Short Courses and Summer School provision
- Reminder issued to Short Course and Junior Conservatoire Programme Assistants to communicate proposed class changes prior to implementation to allow time for anomalies which these changes may present to be addressed
- Reminder issued to Short Course and Junior Conservatoire Programme Assistants to check the absence inbox before issuing absence text messages
- Reinforcing to Juniors Programme Assistants of the importance of remaining on duty until all Junior students have been collected by parents, carers or guardians
- BA Filmmaking students to be reminded of the importance of filming on location protocols
- To review and clarify as necessary applicant information related to age requirements for Juniors
- To implement identified staff training and development needs related to communications with customers for Life Long Learning and Junior Conservatoire staff
- To reiterate expectations of contact time to School of Music tutors and recommend activities that could be used for teaching in instances where insufficient work is presented by a student to generate feedback for the duration of the lesson time.