

City College Birmingham Corporation

Corporation Meeting

Praise, Suggestions and Complaints: Mid Year Report 2009-10 and 3 year analysis 2007-9 Executive Summary

- This report is a summary of the formal Praise, Suggestions and Complaints received by the Heads of Campuses between 1 August 2009 - 31 January 2010. The report provides a summary of headline data for 3 years.
- During the summer of 2009 the East Birmingham Campus closed and the new Fordrough Campus became operational. As a result of the closure of the East Campus and the movement of curriculum focus within the Women's Academies, the data can no longer be compared like for like. In 2009-10 the faculty structures (table 5a) have also been realigned to accommodate changes within the curriculum.
- The overall numbers of forms received increased in 2009/10 in comparison to 2008/09 data. The largest number of complaints was received from students.
- During this period 134 forms were completed and submitted for investigation or comment.
- 123 (92%) of forms were received from students, 6 forms were received from staff, 2 from parents and 3 from the community.
- 6 students at the Golden Hillock Campus all suggested the campus install ablution facilities.
- In the midterm period, 2 forms were received giving Praise to staff working in the college. Both forms praised members of staff in both Student Services and Student Information at the Fordrough campus.
- The main category of complaints was related to environmental issues – 34 complaints (29%), of which 16 complaints were directly related to heating, an identical trend as in 08-09. A new table (4a) has been inserted to identify categories by campuses and to assist in reporting and monitoring recurring and unresolved trends.
- **Faculties** - The faculty with the highest number of complaints was Information Technology with 28 (24%) and Academic Studies with 22 (19%). In 08-09, Motor Vehicle were the faculty with the most number of complaints received during the mid year period.
- **Campus and centres** – The Fordrough Campus received the most number of complaints with 36 (31%), Technology Campus with 35 (30%) and Handsworth received 27 (23%) of the total forms. As in previous years, the 3 main campuses accounted for the most number of complaints received.
- **Age** – In 2008-09 the 14-15 category accounted for 53 forms (44%) in comparison to 2009-10 were 0 forms were received. The data now shows that Fordrough and Technology received 18 forms each of the 57 forms received from the 16-18 category (46%). The highest number of forms was from the 19+ category with 66 (54%) of which 25 forms were from Handsworth.
- **Disability** – A significant increase in the number of forms were received from students who declared a disability 16 (14%) in comparison to 2008/09 were the college received 7 (6%) forms.
- **Ethnicity** – There is a significant decrease in the number of White British students complaining 17 (14%) in comparison to 2008-09 were 33 (26%) completed forms. In addition to White British, Bangladeshi students increased significantly from 2 (2%) to 13 (11%) from 2008-09. Asian Pakistani accounted for 52 (42%) and remain the highest number of complainants.

*No data available for 2007 - 2008

1. Praise

For the first time the college is recording formal praise given to both staff and the college. The college is aware that informal praise is given through a variety of methods, which is difficult to quantify.

2. Suggestions

A group of students, all from different course groups collectively suggested that the college installed ablution facilities at their campus. This was in response to the growing concerns regarding the conditions of the female toilets during prayer times.

3. Forms Received by source

Source	2007/8*		2008/9		2009-10	
	No forms received	%	No forms received	%	No forms received	%
Students			121	100%	125	92%
Staff			0	0%	6	4%
Parents /Family			0	0%	2	1%
Community/Public			0	0%	3	2%
Employers			0	0%	0	0%
Training Organisation			0	0%	0	0%
Partner Organisations			0	0%	0	0%
Grand Total			121	100%	136	100%

- In 2009/10, as in previous years, students were the majority of complainants
- Both Suggestions and Praise forms received along with forms from none students have been deducted from the grand total to leave 117 complaints

4 Forms received by category

Category		2007/8*		2008/9		2009/10		2007-8*	2008-9	2009-10
		No	%	No	%	No	%	%	%	%
Environment	Building			0	0%	5	15%	26%	29%	
	Canteen			7	8%	8	24%			
	Heating			24	20%	16	47%			
	Cleaning			0	0%	2	6%			
	Toilets			1	<1%	1	3%			
	Car parking			0	0%	1	3%			
	Other			0	0%	1	3%			
	Total			32		34	100%			
Resources & Facilities	LRCs			0	0%	18	64%	12%	24%	
	Opening/Closing			0	0%	0	0%			
	Equipment			14	12%	1	4%			
	Rooms			0	0%	7	25%			
	Other			0	0%	2	7%			
	Total			14		28	100%			
Learning Agreement Issues	Course advice			1	<1%	1	6%	19%	15%	
	Course Management			19	16%	9	50%			
	Professional conduct			1	<1%	5	28%			
	Other			2	2%	3	17%			
	Total			23		18	100%			
College Code Issues	Harassment					8	53%			13%
	Bullying					1	7%			
	Verbal & Physical Abuse					2	13%			
	Other					4	27%			
	Total			0		15	100%			
Staff Issues	Course advice			1	<1%	1	25%	24%	3%	
	Professional conduct			8	7%	2	50%			
	Other			20	17%	1	25%			
	Total			29		4	100%			
Accreditation Issues	Late or missing cert.			14	12%	6	50%	14%	10%	
	Portfolio			0	0%	1	8%			
	Invigilation			0	0%	0	0%			
	Assessment appeals			1	<1%	3	25%			
	Other			2	2%	2	17%			
	Total			17		12	100%			
Financial Issues	Learner Support Fund			1	<1%	3	50%	5%	5%	
	EMA			1	0%	0	0%			
	Fees			4	3%	2	33%			
	Other			0	0%	1	17%			
	Total			6		6				
	Grand Total			121	100%	117	100%		100%	100%

- Under Staff Issues, 4 (3%) forms were received in 2009/10, a significant reduction from 2008/9 where 29 (24%) of forms were completed

4a. Forms received by category and Campus

Campus	ENVIRONMENT ISSUES						RESOURCES & FACILITIES					LEARNING AGREEMENT ISSUES (Including Teaching Staff)				COLLEGE CODE ISSUES				ACCREDITATION ISSUES				FINANCIAL ISSUES			Total	% of total forms			
	Building	Canteen	Heating	Cleaning	Toilets	Car parking	Other	Learning Resources Centre	Opening/closing	Equipment	Rooms	Other	Course advice	Course management	Professional conduct	Other	Harassment	Bullying	Verbal and physical abuse	Other	Late or missing certificates	Portfolio	Invigilation	Assessment appeals	Other	Learner Support Fund	Educational Maintenance Allowance	Fees	Other		%
City Academy Aston		4																												4	
City Academy Golden Hillock		4																									1			5	
City Academy Saltley	1						3					1																		5	
Technology Campus			15			1	1	15							1															35	
Fordrough Campus	3			2	1				1	7			2	3	1	7	1	2	4	1						1				36	
Franchise/Partnerships																															
Handsworth Campus	1		1									1	7		2	1					5	1		3	2	1		1	1	27	
North West Skills Academy														2												1				3	
The Muath Trust																															
The Pump																															
Bordesley Green Campus														2																2	
Other i.e. Parent																															
	5	8	16	2	1	1	1	18	1	7	2	1	10	7	4	8	1	2	4	6	1		3	2	3		2	1	117		

- Table 4a identifies complaints by campus and category
- Technology received 35 complaints, 15 regarding heating in classrooms in particularly room 10. The campus also received 15 complaints regarding the speed of the PC's in the LRC. IT services have replaced 50% of the machines and the remaining will be replaced as part of the PC replacement programme
- Handsworth received 7 complaints regarding course management of the Access course. The complaints were specifically around prospective students not being fed back their results from their initial assessment
- Fordrough received 7 complaints regarding the closure of the Multi Faith room following vandalism across the 3 main sites
- Fordrough Campus also received 7 complaints regarding harassment of students. These complaints referred to fellow students and none students at the college.
- The only reported case of bullying was at the Fordrough Campus. The student responsible has been taken through the student disciplinary process and has been excluded.

5. Student Complaints - by Curriculum team and Faculty

	2007-8*		2008-9		% of whole college numbers
	No	%	No	%	
ACADEMIC & BUSINESS					
Academic Studies			0	0%	0%
Administration & Business			4	3%	10%
Business Development Unit			0	0%	0%
GCSE/A Level 16-18			20	17%	8%
IT 1 (full-time & HE)			5	4%	8%
IT 2 (full-time & HE)			0	0%	0%
Languages & Cultural Studies			0	0%	0%
Teacher Training			0	0%	0%
Sub Total			29	24%	26%
PREPARATION FOR LIFE & WORK					
SFL : Cross College			0	0%	0%
SFL 1 : North/East			5	4%	12%
SFL 2 : South			1	0%	6%
SFL 3 : West			2	2%	7%
Sub Total			8	7%	25%
SERVICE INDUSTRIES					
Catering			0	0%	0%
Fashion & Retail			2	1%	4%
Hair, Beauty & Sport			17	14%	4%
Health & Care Studies			22	18%	13%
Sub Total			41	33%	21%
SUPPORTED LEARNING					
Supported Learning – Adults			0	0%	0%
Supported Learning – Mental Health			0	0%	0%
Supported Learning – Young People			12	10%	3%
Trans Ed			0	0%	0%
Sub Total			12	10%	3%
TECHNOLOGIES					
Construction Crafts			0	2%	2%
Electrical			0	4%	7%
Motor Vehicle			12	20%	7%
Motor Vehicle – Corporate			0	0%	0%
Sub Total			12	26%	16%
OTHER					
Franchises & Partnerships			0	0%	0%
Sub Total			0	0%	0%

5a. Student Complaints - by Curriculum team and Faculty 09/10

Curriculum Team	2009-10		% of Whole College Numbers
	No	%	%
Academic Studies	22	19%	7%
Business and Administration	6	5%	12%
Construction Crafts	2	2%	3%
Creative Studies	12	10%	6%
Early Years	17	15%	7%
Electrical Installation	0	0%	6%
Health and Care Studies	0	0%	0%
Health, Public services And Sport	1	1%	7%
Information Technology	28	24%	7%
Motor Vehicle	18	15%	6%
Preparation for Life & Work North East	1	1%	13%
Preparation for Life & Work South	5	4%	8%
Preparation for Life & Work West	3	3%	10%
Skills for Life - Cross College	1	1%	0%
Supported Learning - Adults	0	0%	4%
Supported Learning - Inclusive Learning	1	1%	1%
Supported Learning - Young People	0	0%	3%
Total	117	100%	100%

- New table showing curriculum teams after re-alignment

6. Student Complaints - by Campus Group

Site	2007/8*		2008/9		% of whole college*
	No	%	No	%	
Acocks Green Learn IT			0	0%	
Bordesley Centre (Muath)			4	3%	
City Academy Aston			5	4%	
City Academy Golden Hillock			15	12%	
City Academy Saltley			4	3%	
City Technology Campus			42	35%	
Community Partnerships			0	0%	
Distant Learning			0	0%	
East			14	12%	
Employer Premises			0	0%	
Franchises & other			0	0%	
Handsworth Campus			20	17%	
Heart Centre			0	0%	
Golden Hillock local Learning			0	0%	
North West Skills Academy			6	5%	
Other Direct Delivery Sites			2	2%	
St George's Sixth Form Centre			0	0%	
Summerfield			0	0%	
The Pump			0	0%	
Women's Academy			9	7%	
Total			121	100%	100%

6a. Student Complaints - by Campus Group 09/10

Site	2009/10		% of whole college*
	No	%	
Birmingham Theatre School	0	0%	1%
Bordesley Green Centre	2	2%	3%
City Academy Aston	4	3%	3%
City Academy Golden Hillock	5	4%	7%
City Academy Saltley	5	4%	2%
City Technology Campus	35	30%	14%
Community Partnerships	0	0%	7%
Distance Learning	0	0%	0%
East Birmingham Campus	0	0%	0%
Finance Management Business School	0	0%	1%
Fordrough Campus	36	31%	18%
Franchise Sites	0	0%	3%
Handsworth Campus	27	23%	18%
North West Skills Centre	3	3%	5%
Other Direct Delivery Sites	0	0%	11%
The Muath Trust	0	0%	5%
The Pump	0	0%	1%
Total	117	100%	100%

- New sites included in 09/10 Birmingham Theatre School, Finance Management Business School

7. Student complaints - by Age

Age group	2007/8*		2008/9		200/10		% of whole college *
	No forms received	%	No forms received	%	No forms received	%	
14-15			53	44%	0	0%	6%
16-18			27	22%	57	46%	21%
19+			41	34%	66	54%	73%
Total			121	100%	123	100%	100%

8. Student complaints - by Gender

Gender	2007/8*		2008/9		2009/10		% of whole college *
	No	%	No	%	No	%	
Male			51	42%	44	36%	47%
Female			70	58%	79	64%	53%
Total			121	100%	123	100%	100%

- In 2009/10 female students accounted for 79 (64%) of the forms received. This a slight increase on 2008/09 data. As in previous years, female students complained the most

9. Student complaints - by Ethnicity

		2007-8*		2008-09		2009/10		% Whole college	2007-8	2008-9	2009/10	%Whole college
Ethnic Group									Ethnic Group - Aggregated			
WHITE	White British			33	26%	17	14%	23%	35	29%	15%	26%
	White Irish			1	1%	0	0%	0%				
	White Other			1	1%	1	1%	3%				
MIXED	White Asian			1	1%	3	2%	1%	2	2%	7%	5%
	White Black African			0	0%	1	1%	1%				
	White/Black Caribbean			1	1%	4	3%	2%				
	Other mixed			0	0%	1	1%	1%				
ASIAN	Bangladeshi			2	2%	13	11%	5%	61	50%	61%	44%
	Pakistani			47	39%	52	42%	28%				
	Indian			7	6%	7	6%	6%				
	Other Asian			5	4%	3	2%	5%				
BLACK	African			6	5%	6	5%	13%	23	19%	16%	22%
	Caribbean			13	11%	10	8%	8%				
	Other Black			4	3%	4	3%	1%				
OTHER	Chinese			0	0%	0	10%	1%	0	0%	1%	3%
	Other /Unknown			0	0%	1	6%	3%				
TOTAL				121	100%	123	100%	100%		100%	100%	100%

10. Student complaints - by disability

2007/8*		2008/9		2009/10		% of whole college *
No	%	No	%	No	%	
		7	6%	16	14%	17%

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