

RCS Quarterly Complaints Report - AY25/26 Quarter 1

Introduction

This report summarises the complaints received and the complaints closed between September 1st 2025 and November 30th 2025. Complaints are handled under the SPSO's Model Complaints Handling Procedure for Higher Education.

Rounding Methodology

To protect personal information and individual identification, this data is presented using rounding methodology, including:

- All numbers are rounded to the nearest multiple of 5
- Any number lower than 2.5 is rounded to 0
- Halves are always rounded upwards (e.g. 2.5 is rounded to 5)
- Percentages based on 5 or fewer individuals are suppressed
- Averages based on 5 or fewer individuals are suppressed

A reserved report with exact figures is submitted each quarter to the Conservatoire's Senior Management Team.

Part A - Quarter 1 Key Performance Indicators

KPI 1: Total number of complaints received

This section includes the total number of complaints received at Stage 1 (including those which were subsequently escalated to Stage 2), and the number of complaints received directly at Stage 2.

Table 1: Number of complaints received at each stage

Stage	Number of complaints
Stage 1: Frontline Response	0
Stage 2: Investigation	0

0 complaints were raised this quarter.

KPI 2: Adherence to published timescales

This section includes the number and percentage of complaints at each stage that were fully closed within the published timescales. The number of complaints closed during this quarter may be different to the number of complaints received. This is because some complaints may have been raised in previous quarters or academic years.

The published timeframe for responding to a complaint is:

Stage 1 – 5 working days

Stage 2 – 20 working days

In some circumstances, these timeframes may be extended in agreement with the complainant and/or when authorised by a manager.

Where a complaint is initially handled at Stage 1 and is escalated to Stage 2, the date of escalation marks the date of closure at Stage 1 and the beginning of the 20-working day timescale for completion at Stage 2.

Table 2: Number of complaints closed within the published timescale

	Number of complaints closed	Number closed within published timescale	% closed within published timescale
Stage 1: Frontline Response	N/A	N/A	N/A
Stage 2: Investigation (after escalation from Stage 1)	N/A	N/A	N/A
Stage 2: Investigation	5	0	--

There were no complaints handled at Stage 1 this quarter.

-- of cases closed at Stage 2 exceeded the published timescales. A timeline extension was granted in each case. Reasons for extension included:

- Complaints were raised during the summer period meaning that key staff were unavailable to be interviewed or take on investigatory roles due to annual leave.
- Investigation required the concurrent application of the Complaints Handling Procedure and other procedures which have longer timescales for completion.

Where timescale extensions were applied, revised timeframes were agreed or communicated at the point of complaint and the complainants were kept updated on the progress of their complaints.

KPI 3: Average time in working days to fully respond at each stage

This section includes the average time in working days to fully respond to a complaint at each stage. This relates only to the number of complaints closed during this quarter. Open cases are excluded from this dataset.

Table 3: Average time in working days to fully respond to a complaint

	Average number of working days to fully respond	+ / - compared to published timescales
Stage 1: Frontline Response	N/A	N/A
Stage 2: Investigation (after escalation from Stage 1)	N/A	N/A
Stage 2: Investigation	--	--

No complaints were closed at Stage 1 during this quarter.

The average time required to fully respond to a complaint at Stage 2 was -- working days (-- working days above the published 20 working day timescale).

KPI 4: Outcome of complaints at each stage

This section reports the outcomes of complaints closed during this quarter. This includes the number and percentage of complaints resolved, upheld, partially upheld, or not upheld.

One complaint may be made up of several points of complaint, and these points may have different outcomes. Where some points of complaint are upheld or partially upheld, and other points are not upheld or resolved, this complaint is recorded as partially upheld.

Table 4: Outcome of complaints at each stage

	Stage 1: Frontline Response	Total %	Stage 2: Investigation (after escalation from Stage 1)	Stage 2: Investigation	Total %
Resolved	N/A	N/A	N/A	0	0%
Upheld	N/A	N/A	N/A	0	0%
Partially Upheld	N/A	N/A	N/A	5	--
Not Upheld	N/A	N/A	N/A	0	0%

No complaints were closed at Stage 1 during this quarter.

-- of complaints closed at Stage 2 in this quarter were partially upheld.

Part B - Quarter 1 Trend Analysis

Category breakdown

This section includes a breakdown of the complaints raised and complaints closed during this quarter by category. The number of categories indicated may be greater than the number of complaints raised. This is because one complaint may relate to more than one category.

Table 5: Key of complaints categories

Number	Category Title
1.	Quality and standard of service provision
2.	Failure to provide a service
3.	Policy, procedure, or administrative process
4.	Programme delivery, teaching, and assessment
5.	Pastoral support needs
6.	Special needs requirements
7.	Staff attitude and/or conduct
8.	Facilities and resources (excluding student accommodation)
9.	Student Accommodation
10.	Fees or funding
11.	Box Office or Front of House
12.	Other

Complaints raised during this quarter related to staff attitude and/or conduct.

Complaints closed during this quarter related to staff attitude and/or conduct; programme delivery, teaching and assessment; policy, procedure or administrative process; and pastoral support needs.

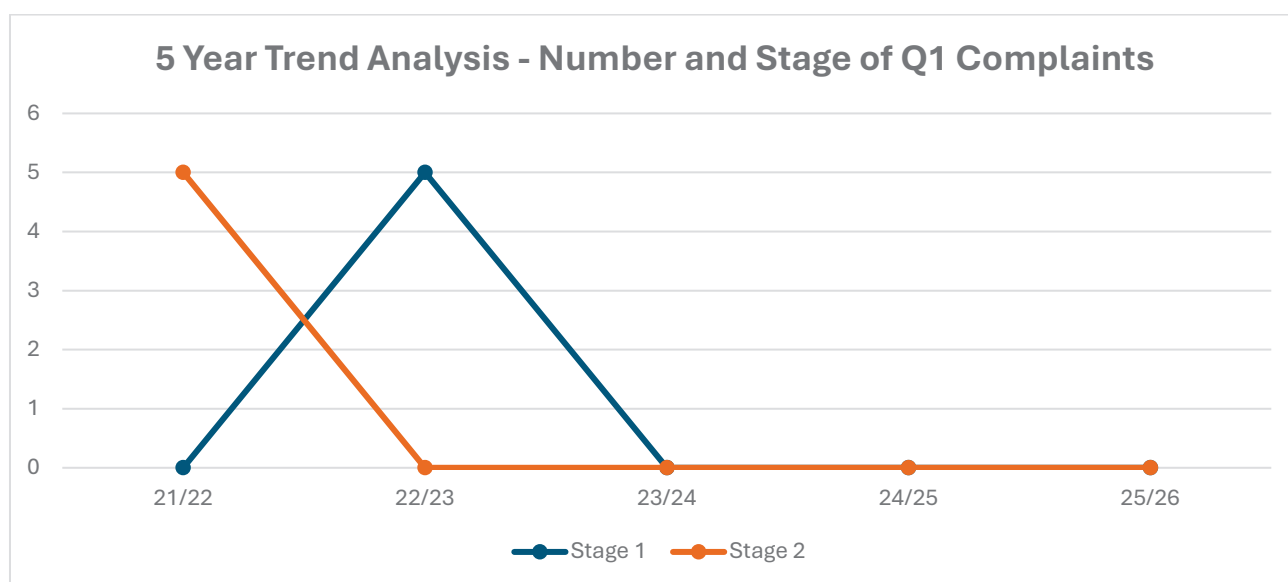
Comparison to previous years

This section compares the number, stage, and category of complaints raised during quarter 1 to those raised during the same quarter across the previous 5 academic years.

From AY2526, the number of complaints relating to each category may be greater than the number of complaints raised in the relevant academic year. This is because one complaint may relate to more than one category and may therefore be recorded against multiple categories.

Complaints were previously assigned one main category, and this is what has been reflected in previous quarterly and annual reports. This change has been made moving forward because assigning only one category may obscure true figures, making it difficult to identify trends in the data. This is especially the case where one complaint includes multiple points of complaint relating to two or more distinct categories.

Graph 1: Five-year comparison of number and stage of Q1 complaints



The number of complaints raised in Q1 this year was low compared to previous years. The number of both Stage 1 and Stage 2 complaints raised in Q1 has fluctuated year-on-year and has decreased overall.

Across the past 5 academic years, the category breakdown of Q1 complaints is as follows: 5 complaints related to quality and standard of service provision; 5 complaints related to policy, procedure, or administrative process. All other categories received 0 complaints (or less than 2.5 complaints which is consequently rounded down to 0).

A trend analysis will be included in the annual report at the end of the 2025-26 academic year. This will include the identification of any new patterns that may arise in the quarterly reports and a discussion around root causes and learnings.

In the reserved report only, further information about individual complaints is included in Appendix A.

Quarter 1 Learnings and Action Plan

Learning points noted as a result of complaints closed in this quarter include:

Action / Learning	Staff Responsible	Completion Date
Review methods of communication between Head of Departments when student projects have the potential for crossover between Departments.	Head of MMus	AY2627
Review methods of communicating and recording outcomes of key conversations where elements of programme structure and delivery are open to negotiation.	Head of MMus	AY2627
Student facing guidance on the role of the 1-2-1 tutor to be developed and adopted across the School of Music at all levels of study.	Head of MMus, Head of BMus, Director of SOM	AY2627
Consider the introduction of key check-in points within the structure of highly autonomous programmes.	Head of MMus	AY2627
Review processes for identifying concerns relating to student engagement on highly autonomous programmes.	Head of MMus	AY2627
Update the application information for the Advanced Artist Diploma to reflect all components necessary for assessment at the application stage. This should clearly state whether a project proposal is required.	Head of MMus	Before application / audition period for AY2627
Consider introducing a deadline on audition outcomes for international students in line with visa application timeframes.	Head of MMus	June 2026
Follow Frontline Resolution process at an early stage when students express dissatisfaction with programme delivery.	SCCO	Immediate – Guidance document developed and circulated September 2025
Consider producing guidance for approval of projects within the Artist Diploma and agreement of resources allocated at time of project approval.	Head of MMus	December 2025 (ongoing)
Capacity review for on-time commencement of Stage 2 Investigations to ensure minimal delay and impact upon the student experience.	CSMT	January 2026

These actions will be taken forward by the relevant departments.