

Complaints Handling Quarterly Report

Academic Year 2022-23

Quarter 02: 01 November 2022 to 31 January 2023

Performance Indicators 2022-23 To Date

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2	
Total number of complaints received & complaints received per 100 population			%		%
Number of complaints Received		14	-	7	-
College Population and Number of Complaints received per 100 population		8982	0.2	12511	0.05
Number of complaints closed at each stage and as a % of all complaints closed					
Number of complaints closed at Stage 1 and % of total closed		13	93	2	29
Number of complaints closed at Stage 2 and % of total closed		1	7	5	71
Number of complaints closed after Escalation and % of total closed		1	7	0	-
Open		0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage					
Stage 1					
Number and % of complaints upheld at Stage 1		5	39	0	-
Number and % of complaints partially upheld at Stage 1		1	7	1	50
Number and % of complaints not upheld at Stage 1		6	47	0	-
Number and % of complaints resolved at Stage 1		1	7	1	50
Stage 2					
Number and % of complaints upheld at Stage 2		1	100	0	-
Number and % of complaints partially upheld at Stage 2		0	-	0	-
Number and % of complaints not upheld at Stage 2		0	-	5	100
Number and % of complaints resolved at Stage 2		0	-	0	
Escalated					
Number and % of complaints upheld after Escalation		0	-	0	-
Number and % of complaints not upheld after Escalation		1	100	0	-
Number and % of complaints partially upheld after Escalation		0	-	0	-

Performance Indicators 2022-23 To Date

Total working days and average time in working days to close complaints at each stage	Q1		Q2	
	Total working days and average time in working days to close complaints at Stage 1	46	5	14
Total working days and average time in working days to close complaints at Stage 2	82	14	108	22
Total working days and average time in working days to close complaints after Escalation	23	12	0	-
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)		%		%
Number and % of Stage 1 complaints closed within 5 working days	7	78	1	50
Number and % of Stage 1 complaints not closed with 5 working days	2	22	1	50
Number and % of Stage 2 complaints closed within 20 working days	6	100	3	60
Number and % of Stage 2 complaints not closed within 20 working days	0	-	2	40
Number and % of Escalated complaints closed within 20 working days	2	100	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%
Number and % of Stage 1 complaints closed within 10 working days (extension)	1	50	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	50	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	1	50
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	1	50
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-

Performance Indicators Qu2 Comparison

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu2 AY 2022-23		Qu2 AY 2021-22		Qu2 AY 2020-21	
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	7	-	9	-	11	-
College Population and Number of Complaints received per 100 population	12511	0.05	12100	0.07	11706	0.09
Number of complaints closed at each stage and as a % of all complaints closed		%		%		%
Number of complaints closed at Stage 1 and % of total closed	2	29	4	44	9	82
Number of complaints closed at Stage 2 and % of total closed	5	71	5	56	2	18
Number of complaints closed after Escalation and % of total closed	0	-	0	-	2	100
Open	0	-	0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage		%		%		%
Stage 1						
Number and % of complaints upheld at Stage 1	0	-	0	-	3	33
Number and % of complaints partially upheld at Stage 1	1	50	0	-	2	22
Number and % of complaints not upheld at Stage 1	0	-	1	25	4	45
Number and % of complaints resolved at Stage 1 (outcome used from AY 2021-22 onwards)	1	50	3	75		
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	0	-	1	50
Number and % of complaints not upheld at Stage 2	5	100	5	100	1	50
Number and % of complaints resolved at Stage 2 (outcome used from AY 2021-22 onwards)	0	-	0	-		
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	0	-	1	50
Number and % of complaints partially upheld after Escalation	0	-	0	-	1	50

Performance Indicators Qu2 Comparison

Total working days and average time in working days to close complaints at each stage	Qu2 AY 2022-23		Qu2 AY 2021-22		Qu2 AY 2020-21	
Total working days and average time in working days to close complaints at Stage 1	14	7	16	4	34	4
Total working days and average time in working days to close complaints at Stage 2	108	22	105	21	20	10
Total working days and average time in working days to close complaints after Escalation	0	-	0	-	10	5
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	1	50	4	100	8	89
Number and % of Stage 1 complaints not closed with 5 working days	1	50	0	-	1	11
Number and % of Stage 2 complaints closed within 20 working days	3	60	4	80	2	100
Number and % of Stage 2 complaints not closed within 20 working days	2	40	1	20	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	2	100
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%		%
Number and % of Stage 1 complaints closed within 10 working days (extension)	1	100	0	-	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	50	1	100	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	50	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

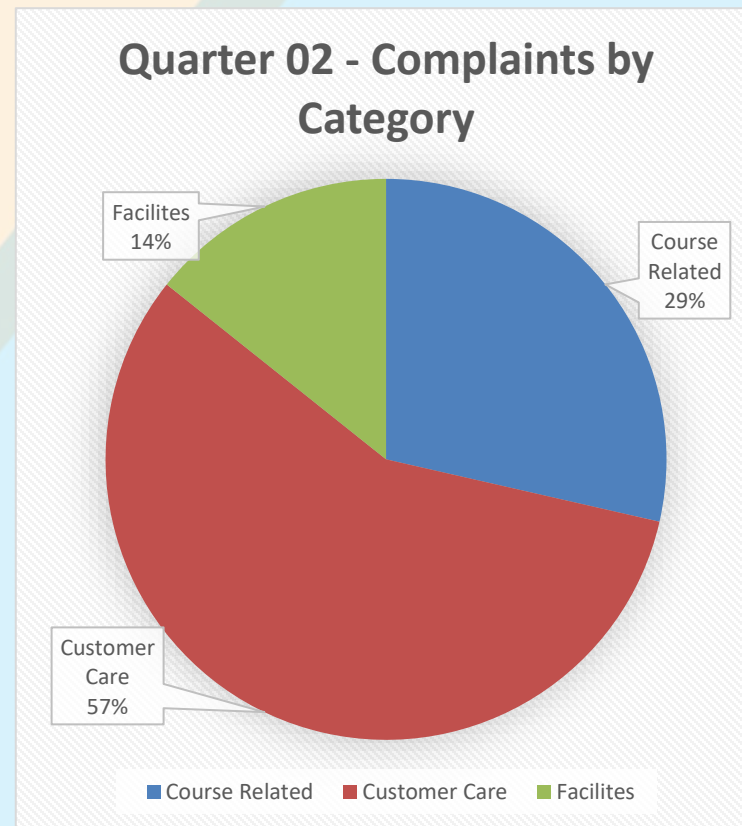
Complaints by Category Quarter 02

The chart shown on the right provides a breakdown of complaints received for the quarter by category.

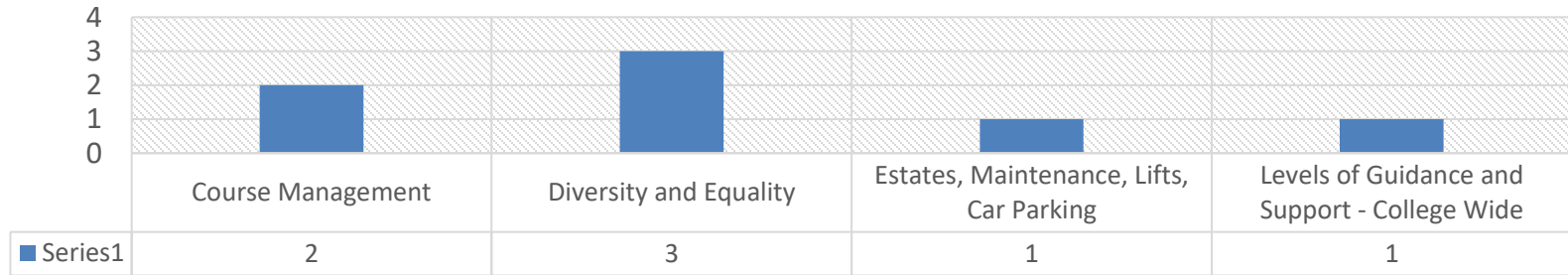
Complaint Category	No. of Complaints Received
Course Related	2
Customer Care	4
Facilities	1

Previous Academic Years

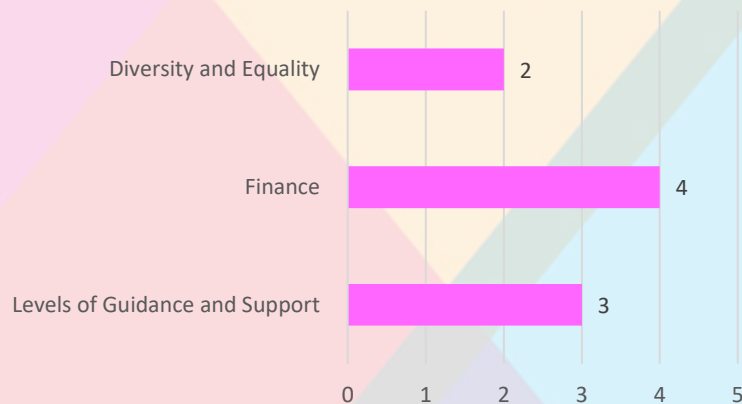
Qu2 – AY 2021-22 Category	No. of Complaints Received	Qu2 – AY2020-21 Category	No. of Complaints Received
Customer Care	5	Application to Progression	2
Services	4	Course Related	1
		Customer Care	4
		Services	4



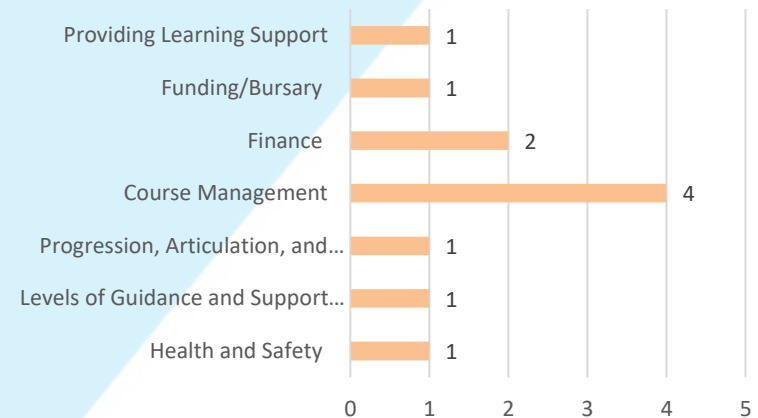
Academic Year 2022-23 (Quarter 02) Complaints by Sub-Category



Academic Year 2021-22 (Quarter 02) Complaints by Sub-Category



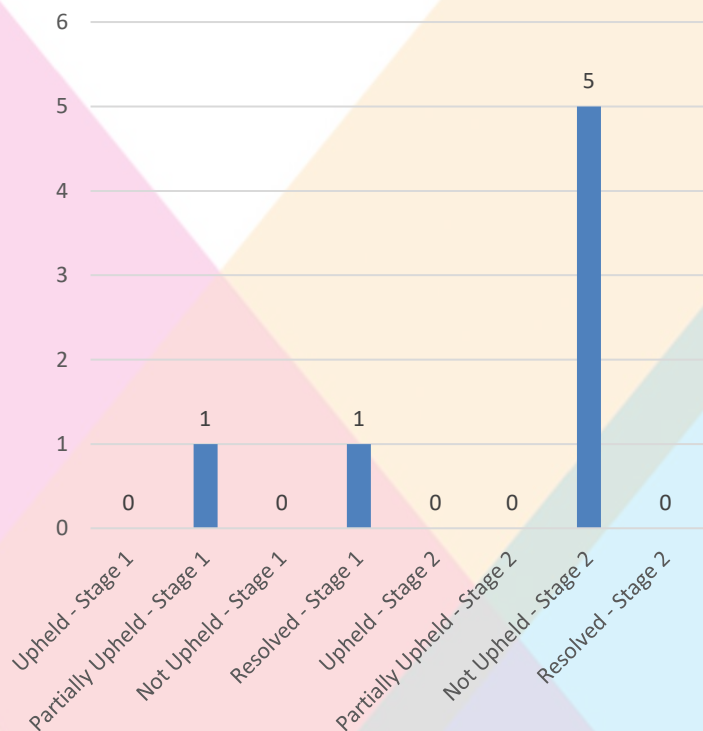
Academic Year 2020-21 (Quarter 02) Complaints by Sub-Category



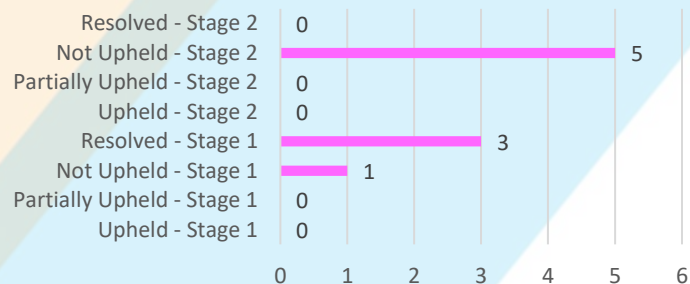
Complaint Outcomes

The charts below represent the outcome of complaints received by stage.

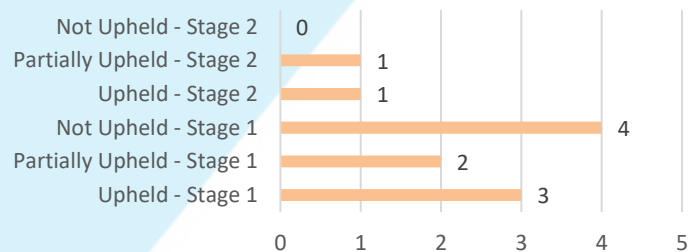
Academic Year 2022-23 - Quarter 02



Academic Year 2021-22 - Quarter 02



Academic Year 2020-21 - Quarter 02



Learning from Complaints

C1: Customer Care:

In this quarter the College received four complaints in relation to customer care and note that all four complaints received in this category were considered not upheld.

Although the complaints received were not upheld, the College acknowledges that complainants when raising complaints in relation to customer care have genuine concerns. The College, in our responses, endeavour to explain our position clearly as to why a complaint is considered not upheld and where appropriate, signpost complainants for further support from either within the Colleges Student Support Services Team/Faculties or external agencies and partners.

The College has an array of services available to learners within our Student Support Services Team. Further information and how to access support can be found on our website here [Student Support Services - Advice, Guidance and Learner Support](#)