

Complaints Handling Quarterly Report

Academic Year 2020-21

Quarter 02: Nov 2020 to Jan 2021

Performance Indicators

01 Nov 2020 to 31 Jan 2021

COMPLAINTS HANDLING PROCEDURE INDICATORS		Qu2	
1.0	Total number of complaints received & complaints received per 100 population		%
1.1	Number of complaints Received	11	-
1.2/1a	College Population and Number of Complaints received per 100 population	11706	0.09
2.0	Number of complaints closed at each stage and as a % of all complaints closed		
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	9	82
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	18
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	18
2.4	Open	0	-
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage		
3.0	Stage 1		
3.1/3a	Number and % of complaints upheld at Stage 1	3	33
3.2/3b	Number and % of complaints partially upheld at Stage 1	2	22
3.3/3c	Number and % of complaints not upheld at Stage 1	4	45
3.0	Stage 2		
3.4/3d	Number and % of complaints upheld at Stage 2	0	-
3.5/3e	Number and % of complaints partially upheld at Stage 2	1	50
3.6/3f	Number and % of complaints not upheld at Stage 2	1	50
3.0	Escalated		
3.7/3g	Number and % of complaints upheld after Escalation	0	-
3.8/3h	Number and % of complaints partially upheld after Escalation	1	50
3.9/3i	Number and % of complaints not upheld after Escalation	1	50

Performance Indicators

01 Nov 2020 to 31 Jan 2021

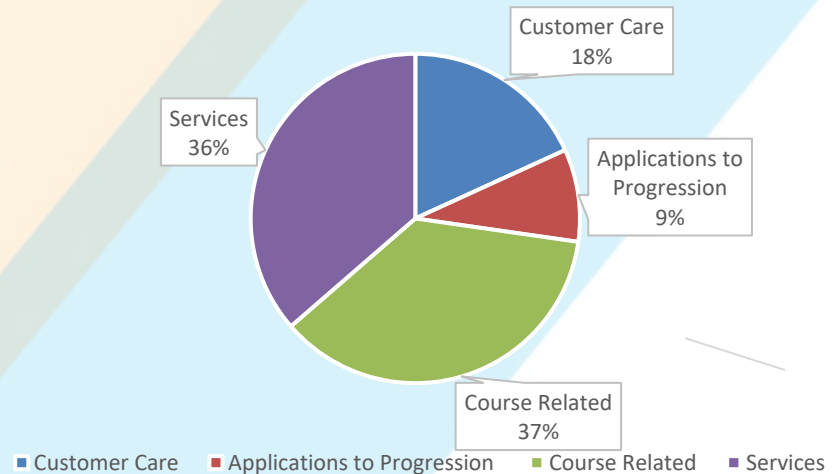
4.0	Total working days and average time in working days to close complaints at each stage		
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	34	4
4.2	Total working days and average time in working days to close complaints at Stage 2	20	10
4b	Total working days and average time in working days to close complaints after Escalation	10	5
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)		%
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	8	89
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	11
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	100
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	-
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	100
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	-
6.0	Number and % of complaints closed at each stage where extensions have been authorised		%
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	1	11
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	-
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

Complaints by Category Quarter 02

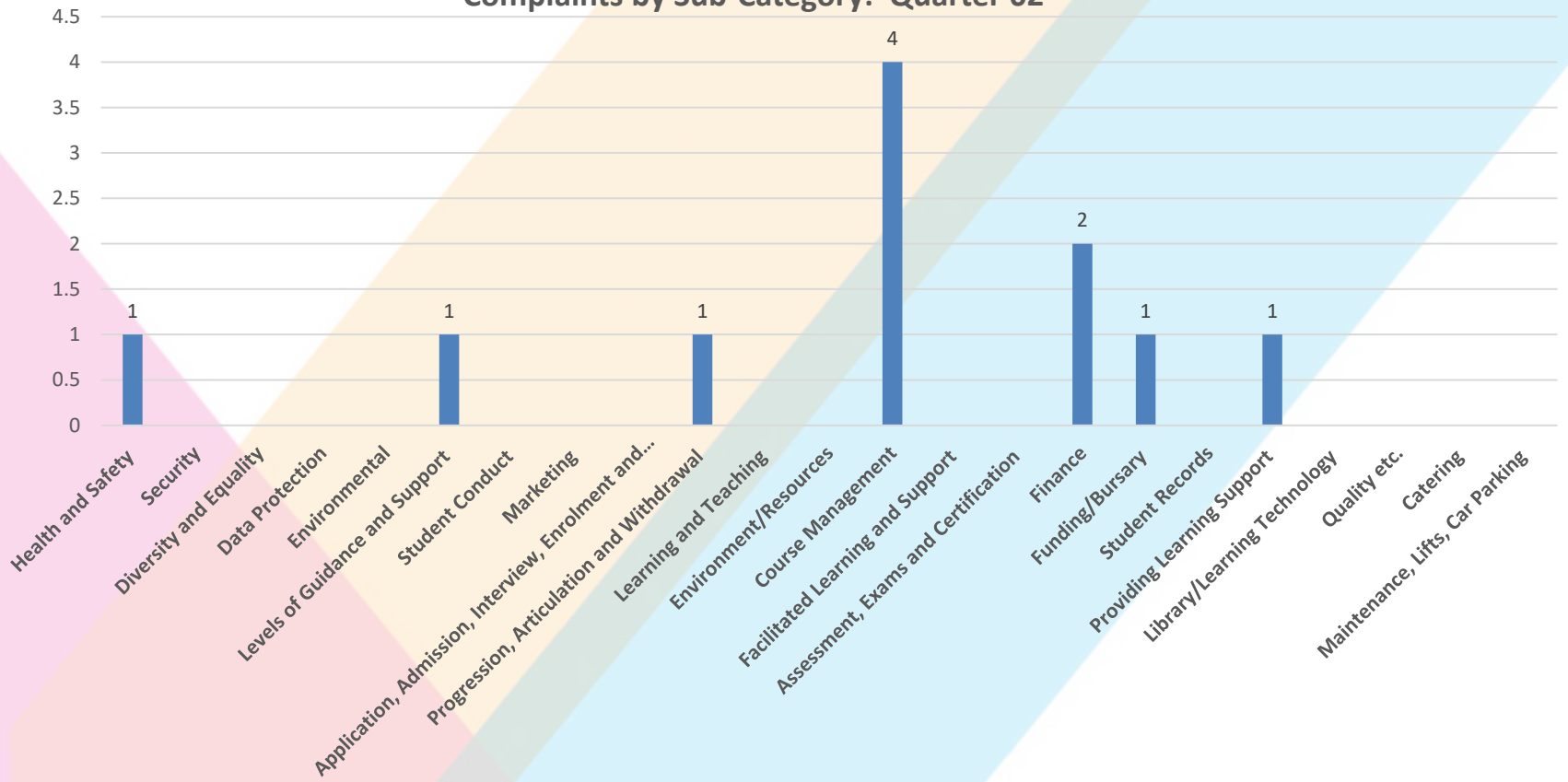
The chart shown on the right provides a breakdown of complaints for the quarter by category.

Complaint Category	No. of Complaints
Customer Care	2
Applications to Progression	1
Course Related	4
Services	4
TOTAL	11

Quarter 02 - Complaints by Category



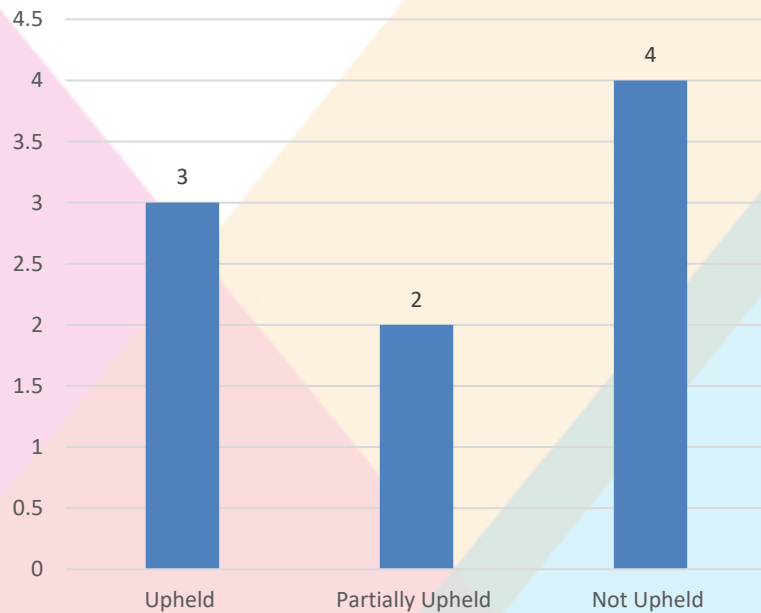
Complaints by Sub-Category: Quarter 02



Complaint Outcomes

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

Complaint Outcomes - Stage 1



Complaint Outcomes - Stage 2

