

**NOWHERE
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Complaints Handling Quarterly Report

Academic Year 2023-24

Quarter 02: 01 November 2023 to 31 January 2024

COMPLAINTS HANDLING PROCEDURE INDICATORS		Qu1		Qu2	
Total number of complaints received & complaints received per 100 population			%		%
Number of complaints Received		9	-	4	-
College Population and Number of Complaints received per 100 population		8964	0.1	10226	0.04
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		7	78	4	100
Number of complaints closed at Stage 2 and % of total closed		2	22	0	-
Number of complaints closed after Escalation and % of total closed		1	11	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		1	14	0	-
Number and % of complaints partially upheld at Stage 1		3	43	1	25
Number and % of complaints not upheld at Stage 1		3	43	3	75
Number and % of complaints resolved at Stage 1		0	-	0	-
Stage 2					
Number and % of complaints upheld at Stage 2		0	-	0	-
Number and % of complaints partially upheld at Stage 2		1	50	0	-
Number and % of complaints not upheld at Stage 2		1	50	0	-
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		0	-	0	-
Number and % of complaints partially upheld after escalation		1	100	0	-



	Qu1		Qu2	
Total working days and average time in working days to close complaints at each stage				
Total working days and average time in working days to close complaints at Stage 1	61	10	20	5
Total working days and average time in working days to close complaints at Stage 2	15	8	0	-
Total working days and average time in working days to close complaints after Escalation	25	25	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	3	43	2	50
Number and % of Stage 1 complaints not closed with 5 working days	4	57	2	50
Number and % of Stage 2 complaints closed within 20 working days	2	100	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	1	100	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)	4	100	2	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	1	100	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-

COMPLAINTS HANDLING PROCEDURE INDICATORS	Qu2 AY 2023-24		Qu2 AY 2022-23		Qu2 AY 2021-22	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	4	-	7	-	9	-
College Population and Number of Complaints received per 100 population	10226	0.04	12511	0.05	12100	0.07
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	4	100	2	29	4	44
Number of complaints closed at Stage 2 and % of total closed	0	-	5	71	5	56
Number of complaints closed after Escalation and % of total closed	0	-	0	-	0	-
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	-	0	-
Number and % of complaints partially upheld at Stage 1	1	25	1	50	0	-
Number and % of complaints not upheld at Stage 1	3	75	0	-	1	25
Number and % of complaints resolved at Stage 1	0	-	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	-	0	-
Number and % of complaints not upheld at Stage 2	0	-	5	100	5	100
Number and % of complaints resolved at Stage 2	0	-	0	-	0	-
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	0	-	0	-
Number and % of complaints partially upheld after escalation	0	-	0	-	0	-

	Qu2 AY 2023-24		Qu2 AY2022-23		Qu2 AY 2021-2022	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	20	5	14	7	16	4
Total working days and average time in working days to close complaints at Stage 2	0	-	108	22	105	21
Total working days and average time in working days to close complaints after Escalation	0	-	0	-	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	2	50	1	50	4	100
Number and % of Stage 1 complaints not closed within 5 working days	2	50	1	50	0	-
Number and % of Stage 2 complaints closed within 20 working days	0	-	3	60	4	80
Number and % of Stage 2 complaints not closed within 20 working days	0	-	2	40	1	20
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	0	-
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)	2	100	1	100	0	-
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)	0	-	1	50	1	100
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	1	50	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 Received by Category (Quarter 02)

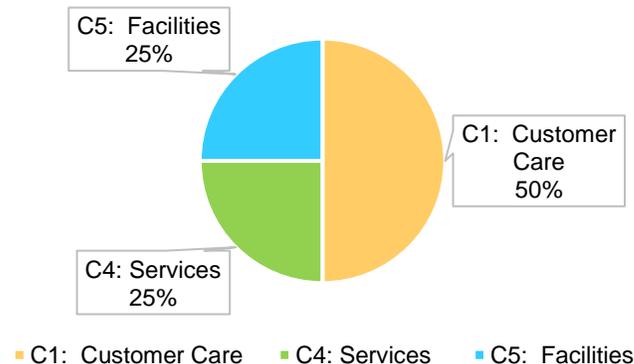
The chart below provides a breakdown of complaints received during this quarter by category.

Complaint Category	No. of Complaints Received
C1: Customer Care	2
C4: Services	1
C5: Facilities	1

Previous Academic Years (*for comparison*)

Qu 02 – AY 2022-23 Complaint Category	No. of Complaints Received
C1: Customer Care	4
C3: Course Related	2
C5: Facilities	1

Quarter 02 - Complaints by Category



Qu 02 – AY 2021-22 Complaint Category	No. of Complaints Received
C1: Customer Care	5
C4: Services	4

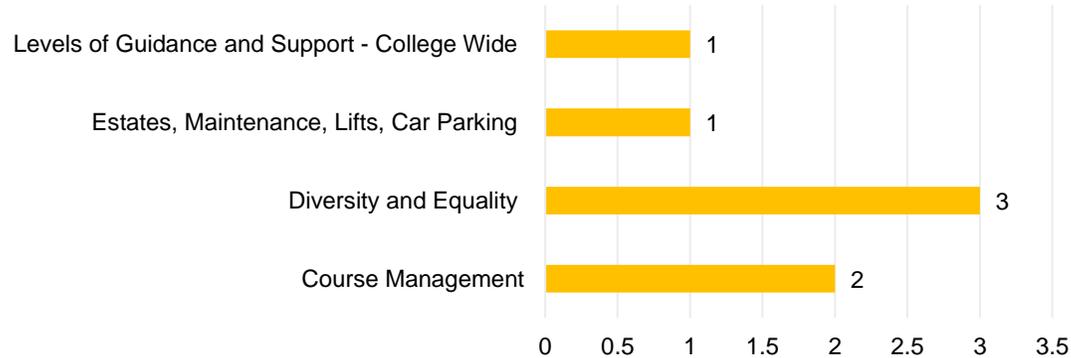
Complaints Received by Sub-Category

Quarter 02 - Complaints Received by Sub-Category

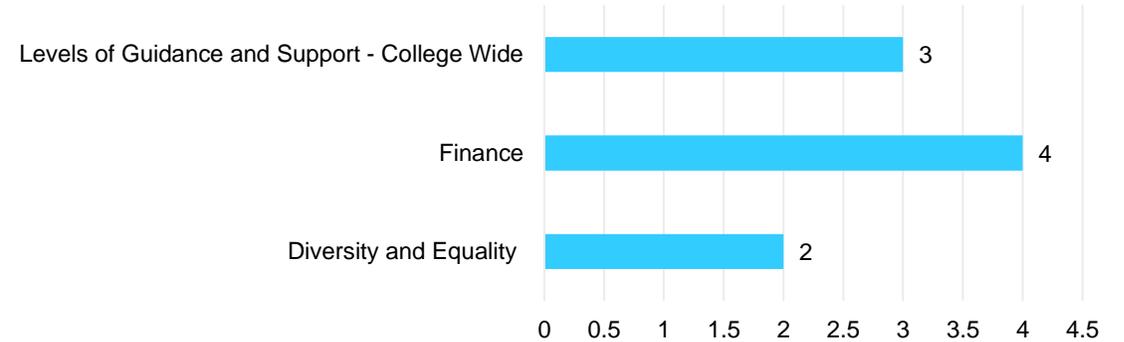


Previous Academic Years (for comparison)

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



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

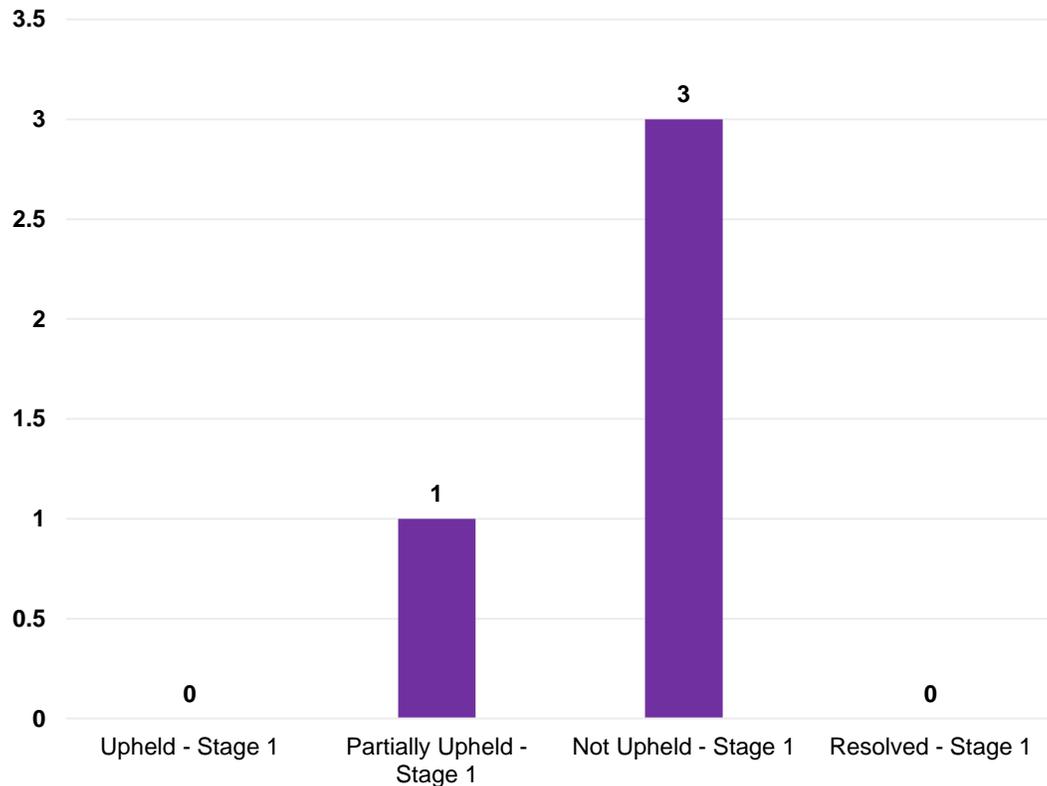


Complaint Outcomes

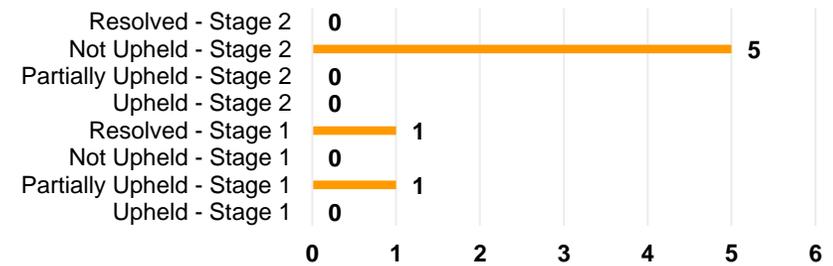
The Charts below represent the outcome of complaints received by stage; previous academic years included (*for comparison*).

Note: no stage two complaints were received AY 2023-24 – Quarter 02

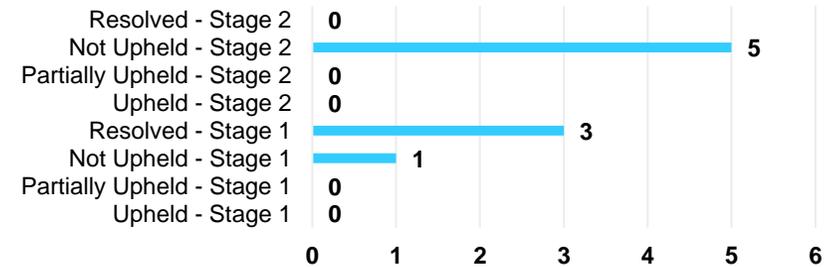
Academic Year 2023-24 - Quarter 02



Academic Year 2022-3 - Quarter 02



Academic Year 2021-22 - Quarter 02



C5: Facilities

In this quarter, the College responded to a complaint under the Facilities category, and this was considered partially upheld. The complaint received, raised concerns in relation to parking issues etc. in the local area. The outcome sought by the complainant was a request for the College to email learners and ask they be considerate of our local residents.

The College values the strong relationships it has established with its local communities and although the College was unable to confirm if the concerns raised were due to the actions of our learners, the College drafted and issued communications by both the Complaints Team and the Student Association. The communications requested learners to be mindful and respectful to our neighbours and, in addition, promoted alternative travel methods to reach our campuses.