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Complaints Handling Quarterly Report

Academic Year 2024-25

Quarter 01: 01 August 2024 to 31 October 2024

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1	
Total number of complaints received & complaints received per 100 population			%
Number of complaints Received		9	-
College Population and Number of Complaints received per 100 population		10644	0.08
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		8	89
Number of complaints closed at Stage 2 and % of total closed		1	11
Number of complaints closed after Escalation and % of total closed		0	-
Open		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	12.5
Number and % of complaints partially upheld at Stage 1		4	50
Number and % of complaints not upheld at Stage 1		2	25
Number and % of complaints resolved at Stage 1		1	12.5
Stage 2			
Number and % of complaints upheld at Stage 2		0	-
Number and % of complaints partially upheld at Stage 2		1	100
Number and % of complaints not upheld at Stage 2		0	-
Number and % of complaints resolved at Stage 2		0	-
Escalated			
Number and % of complaints upheld after Escalation		0	-
Number and % of complaints not upheld after Escalation		0	-
Number and % of complaints partially upheld after escalation		0	-

	Qu1	
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	35	4
Total working days and average time in working days to close complaints at Stage 2	13	13
Total working days and average time in working days to close complaints after Escalation	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	6	75
Number and % of Stage 1 complaints not closed with 5 working days	2	25
Number and % of Stage 2 complaints closed within 20 working days	1	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-
Number and % of Escalated complaints closed within 20 working days	0	-
Number and % of Escalated complaints not closed within 20 working days	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
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

Performance Indicators Qu4 Comparison

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu1 AY 2024-25		Qu2 AY 2023-24		Qu1 AY 2022-23	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	9	-	9	-	14	-
College Population and Number of Complaints received per 100 population	10644	0.08	8964	0.001	8982	0.2
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	8	89	7	78	13	93
Number of complaints closed at Stage 2 and % of total closed	1	11	2	22	1	7
Number of complaints closed after Escalation and % of total closed	0	-	1	11	1	7
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	1	12.5	1	14	5	39
Number and % of complaints partially upheld at Stage 1	4	50	3	43	1	7
Number and % of complaints not upheld at Stage 1	2	25	3	43	6	47
Number and % of complaints resolved at Stage 1	1	12.5	0	-	1	7
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	1	100
Number and % of complaints partially upheld at Stage 2	1	100	1	50	0	-
Number and % of complaints not upheld at Stage 2	0	-	1	50	0	-
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	-	1	100
Number and % of complaints partially upheld after escalation	0	-	1	100	0	-

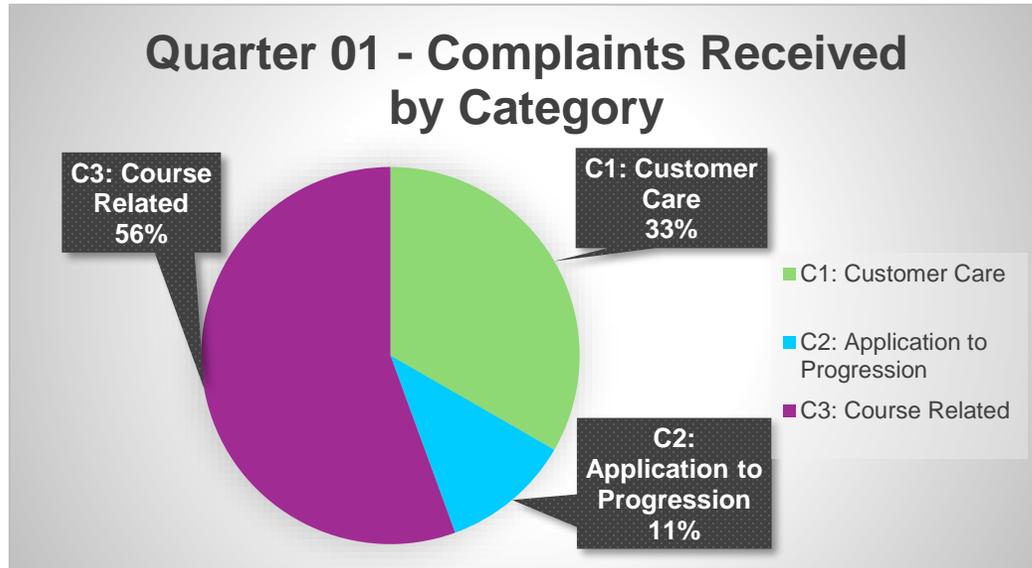


	Qu1 AY 2024-25		Qu1 AY2023-24		Qu1 AY 2022-2023	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	35	4	61	10	72	6
Total working days and average time in working days to close complaints at Stage 2	13	13	15	8	28	28
Total working days and average time in working days to close complaints after Escalation	0	-	25	25	17	17
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	6	75	3	43	8	62
Number and % of Stage 1 complaints not closed within 5 working days	2	25	4	57	5	38
Number and % of Stage 2 complaints closed within 20 working days	1	100	2	100	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	1	100
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	1	100
Number and % of Escalated complaints not closed within 20 working days	0	-	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)	2	100	4	100	5	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)	0	-	0	-	1	100
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	1	100	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

Complaints Received by Category

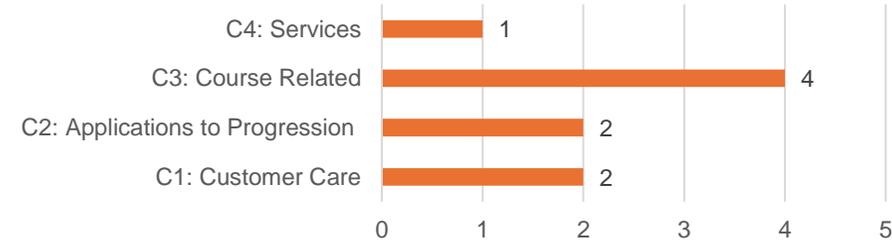
The chart below provides a breakdown of complaints received during this quarter by category.

Complaint Category	No. of Complaints Received
C1: Customer Care	3
C2: Applications to Progression	1
C3: Course Related	5

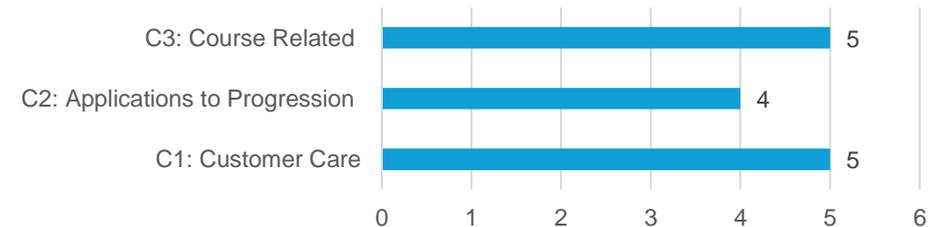


Previous Academic Years (*for comparison*)

Academic Year 2023/24 (Quarter 01) Complaints Received by Category



Academic Year 2022/23 (Quarter 01) Complaints Received by Category



Complaints Received by Sub-Category

Quarter 01 - Complaints Received by Sub-Category

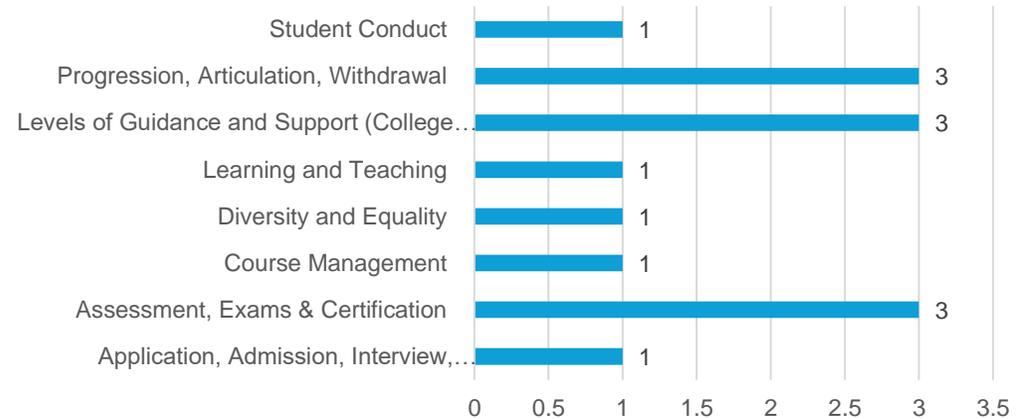


Previous Academic Years (for comparison)

Academic Year 2023/24 (Quarter 01)
Complaints by Sub-Category

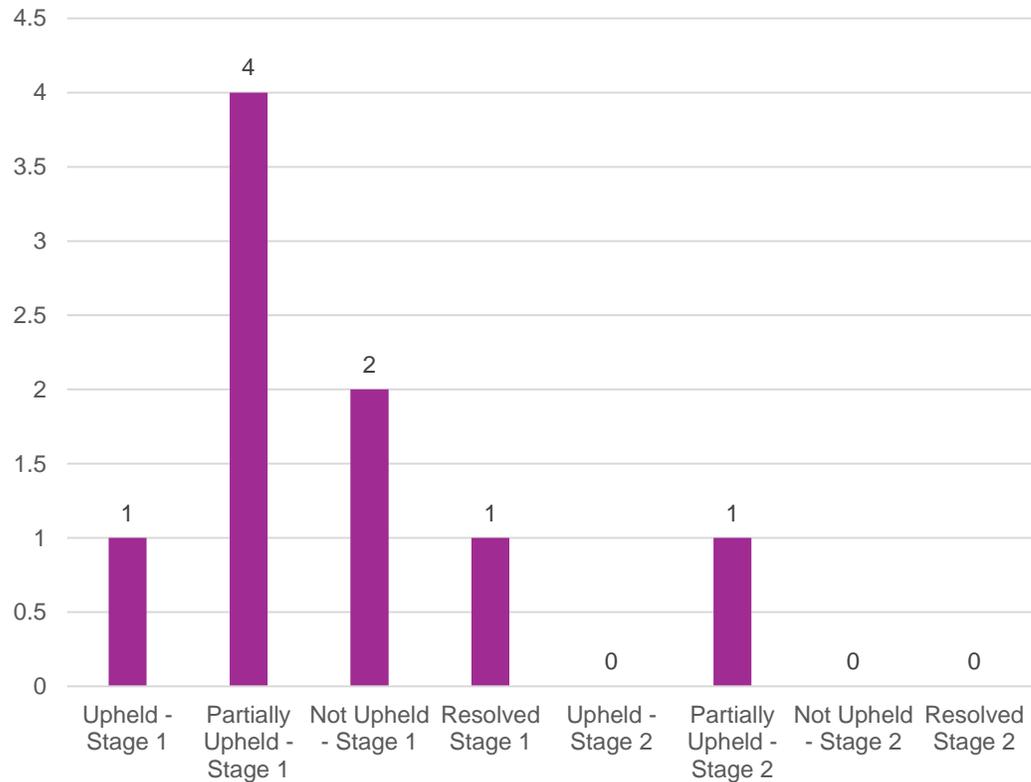


Academic Year 2022/23 (Quarter 01)
Complaints by Sub-Category

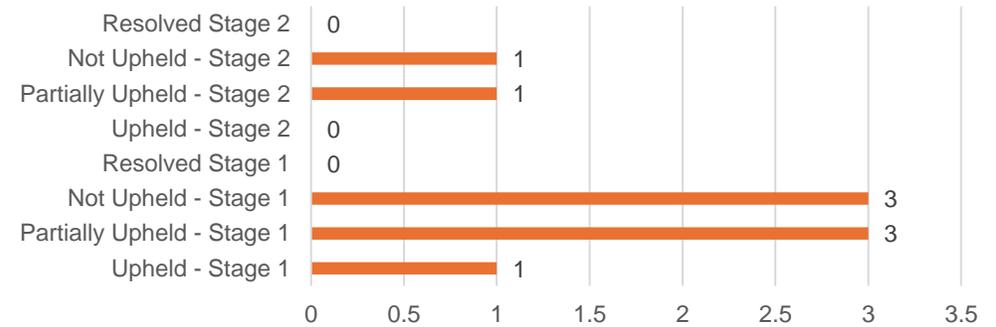


The Charts below represent the outcome of complaints received by stage; previous academic years included (*for comparison*).

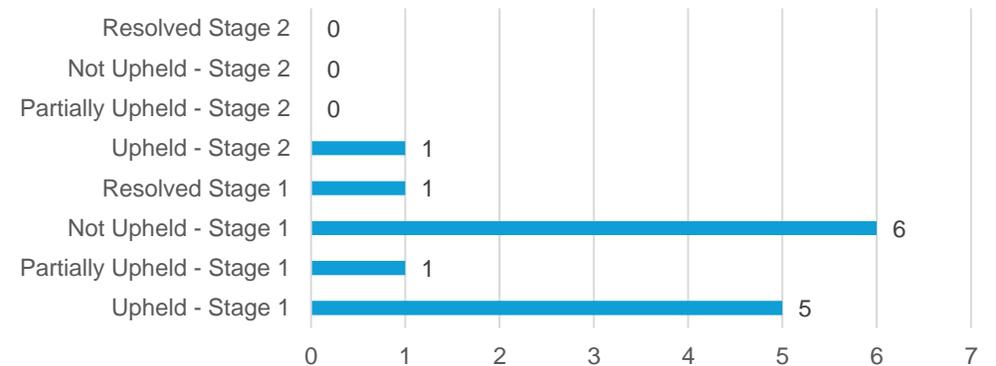
Academic Year 2024/25 - Quarter 01



Academic Year 2023/24 - Quarter 01



Academic Year 2022/23 - Quarter 01



Learning from Complaints

From the complaints received in this quarter, lessons learned/actions were identified in three areas

Complaint	Lesson Learned/Actions Identified
Category 3: Course Related (5)	
<p>Most of the complaints received in this quarter were categorised as Course Related with learners concerned about certification of their qualifications following industrial action and action short of strike.</p>	<p>To minimise the impact of industrial action, the College put mitigations in place, such as:</p> <ul style="list-style-type: none"> • Learners continuing their studies with the College had conditional offers of a place automatically converted to an unconditional offer; • Learners leaving the College progressing on to further study at another College/University or on to employment were offered a 'letter of comfort' in support of their progression; • College Curriculum Teams are currently supporting learners who wish to complete their studies from academic year 2023/24, wherever practical.