

Complaints Handling Quarterly Report

Academic Year 2021-22

Quarter 01: 01 August 2021 to 31 October 2021

Performance Indicators

01 August 2021 to 31 October 2021

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1	
Total number of complaints received & complaints received per 100 population		
Number of complaints Received	15	
College Population and Number of Complaints received per 100 population	9454	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	9	60%
Number of complaints closed at Stage 2 and % of total closed	6	40%
Number of complaints closed after Escalation and % of total closed	2	13%
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	2	22%
Number and % of complaints partially upheld at Stage 1	1	11%
Number and % of complaints not upheld at Stage 1	4	45%
Number and % of complaints resolved at Stage 1	2	22%
Stage 2		
Number and % of complaints upheld at Stage 2	0	0%
Number and % of complaints partially upheld at Stage 2	2	33%
Number and % of complaints not upheld at Stage 2	0	0%
Number and % of complaints resolved at Stage 2	4	67%
Escalated		
Number and % of complaints upheld after Escalation	1	50%
Number and % of complaints not upheld after Escalation	1	50%

Performance Indicators

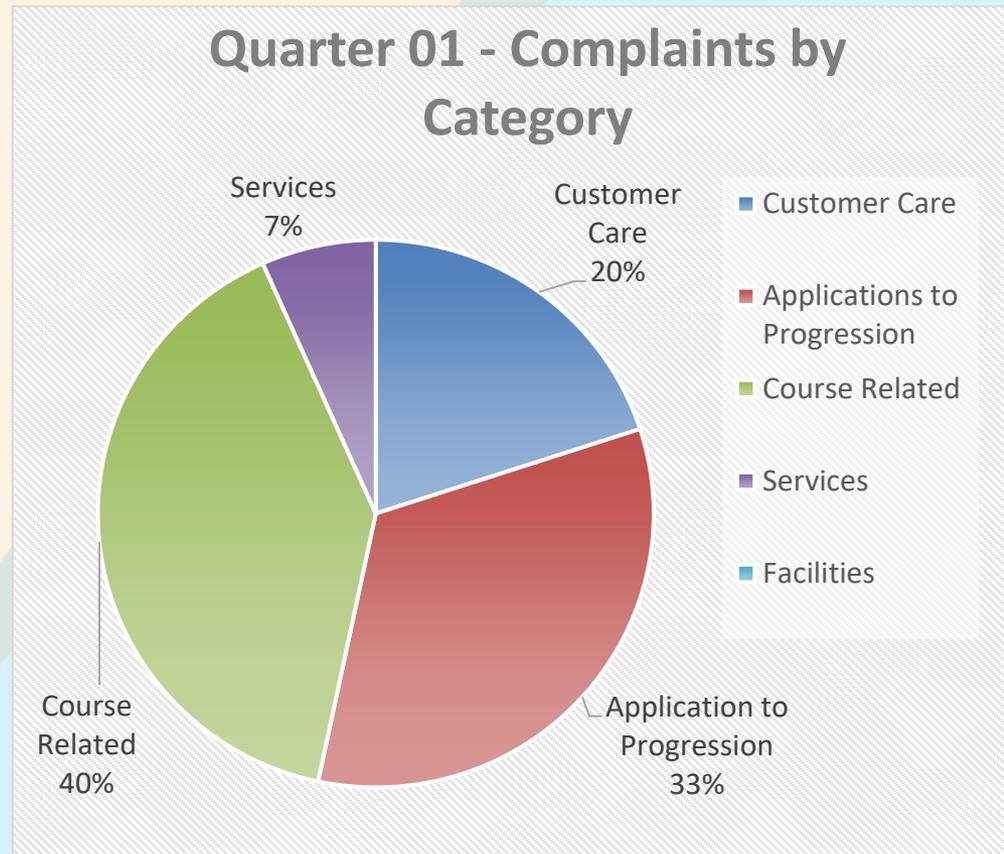
01 August 2021 to 31 October 2021

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	46	5
Total working days and average time in working days to close complaints at Stage 2	82	14
Total working days and average time in working days to close complaints after Escalation	23	12
Number and % of complaints closed within set timecales (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%
Number and % of Stage 1 complaints not closed with 5 working days	2	22%
Number and % of Stage 2 complaints closed within 20 working days	6	100%
Number and % of Stage 2 complaints not closed within 20 working days	0	0%
Number and % of Escalated complaints closed within 20 working days	2	100%
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%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	50%
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)	0	0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0%

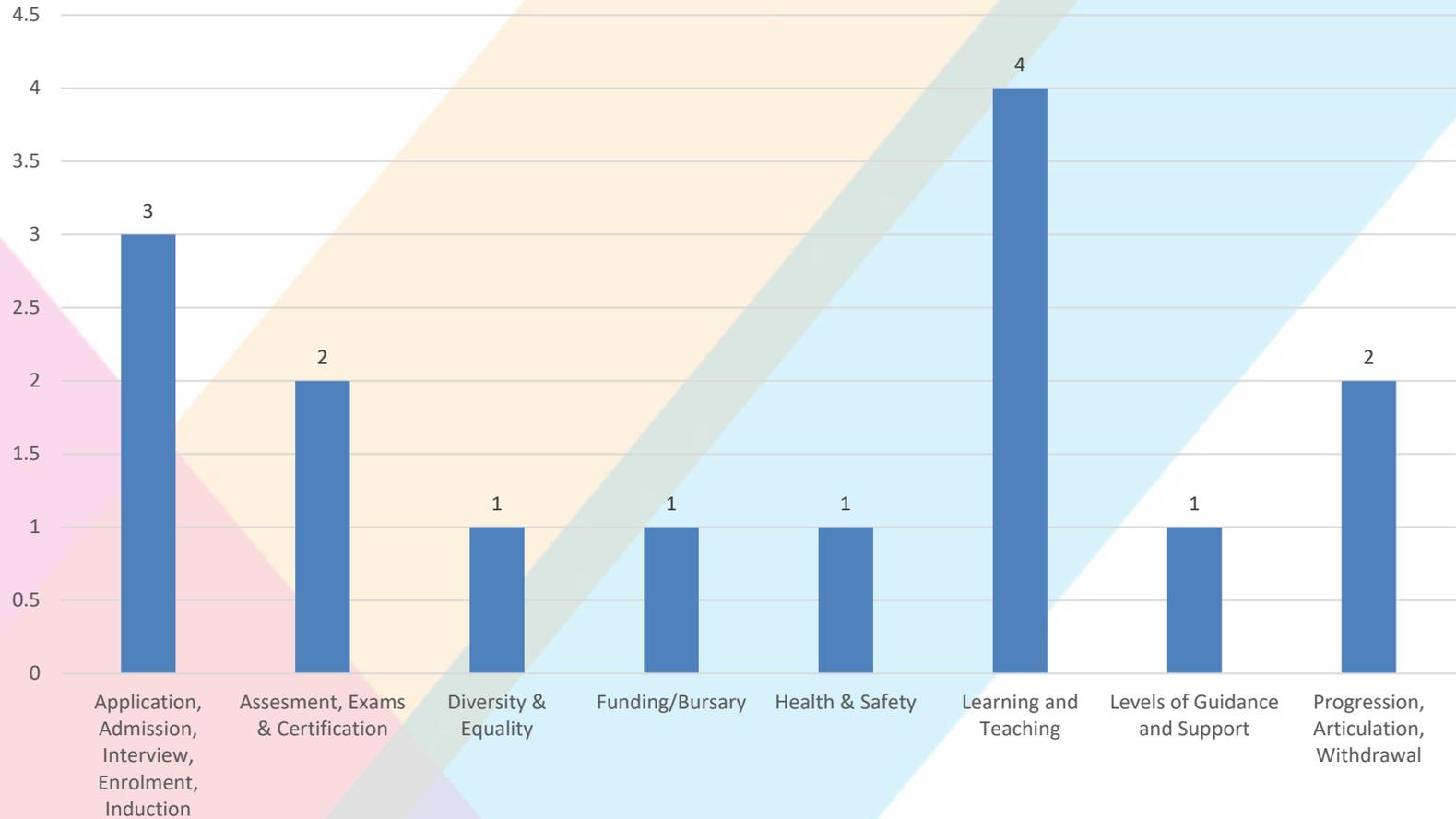
Complaints by Category Quarter 01

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

Complaints by Category	No. of Complaints
Customer Care	3
Application to Progression	5
Course Related	6
Services	1

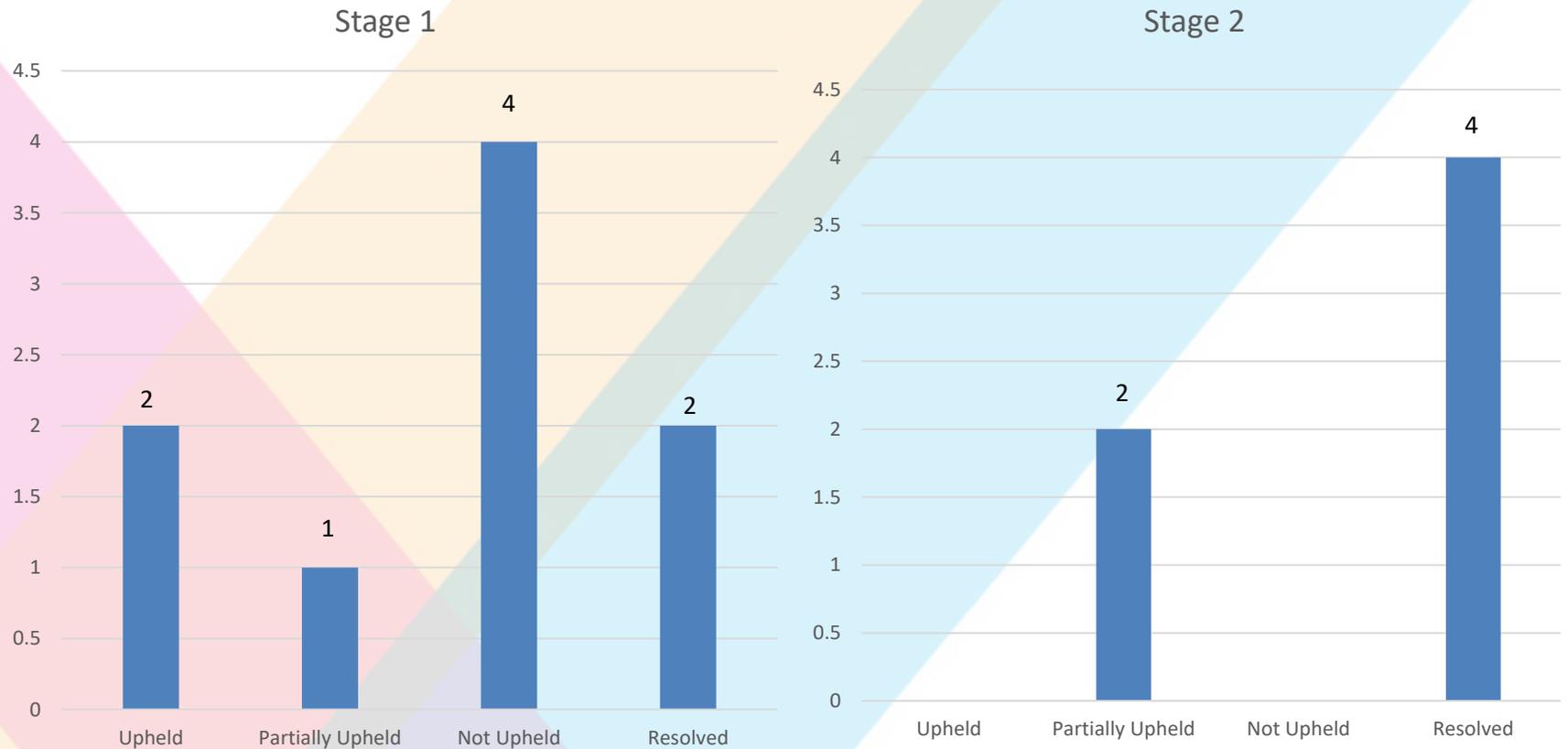


Complaints Received by Sub-Category



Complaint Outcomes

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



Learning from Complaints

Concern	Lessons Learned
Learner unable to complete HND/graduate due to a check on previous credits attained not being actioned at the time of application.	Director of Curriculum reviewing process for future applicants.
Delay in receiving outcome of course application.	The College intends to review its processes and communication with new applicants, particularly over the summer period to ensure a timeous response is received.