

Complaints Handling Quarterly Report

Academic Year 2021-22

Quarter 04: 01 May 2022 to 31 July 2022

Performance Indicators

01 May 2022 to 31 July 2022

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1		Q2		Q3		Q4	
Total number of complaints received & complaints received per 100 population								
Number of complaints Received	15		9		9		10	
College Population and Number of Complaints received per 100 population	9454	0.2%	12100	0.07%	15020	0.06%	15851	0.06%
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%	4	44%	7	78%	10	100%
Number of complaints closed at Stage 2 and % of total closed	6	40%	5	56%	2	22%	0	-
Number of complaints closed after Escalation and % of total closed	2	13%	0	-	0	-	0	-
Open	0	-	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	2	22%	0	-	1	14%	0	-
Number and % of complaints partially upheld at Stage 1	1	11%	0	-	0	-	0	-
Number and % of complaints not upheld at Stage 1	4	45%	1	25%	1	14%	0	-
Number and % of complaints resolved at Stage 1	2	22%	3	75%	5	72%	10	100%
Stage 2								
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	2	33%	0	-	0	-	0	-
Number and % of complaints not upheld at Stage 2	0	0%	5	100%	1	50%	0	-
Number and % of complaints resolved at Stage 2	4	67%	0	0%	1	50%	0	-
Escalated								
Number and % of complaints upheld after Escalation	1	50%	0	0%	0	-	0	-
Number and % of complaints not upheld after Escalation	1	50%	0	0%	0	-	0	-

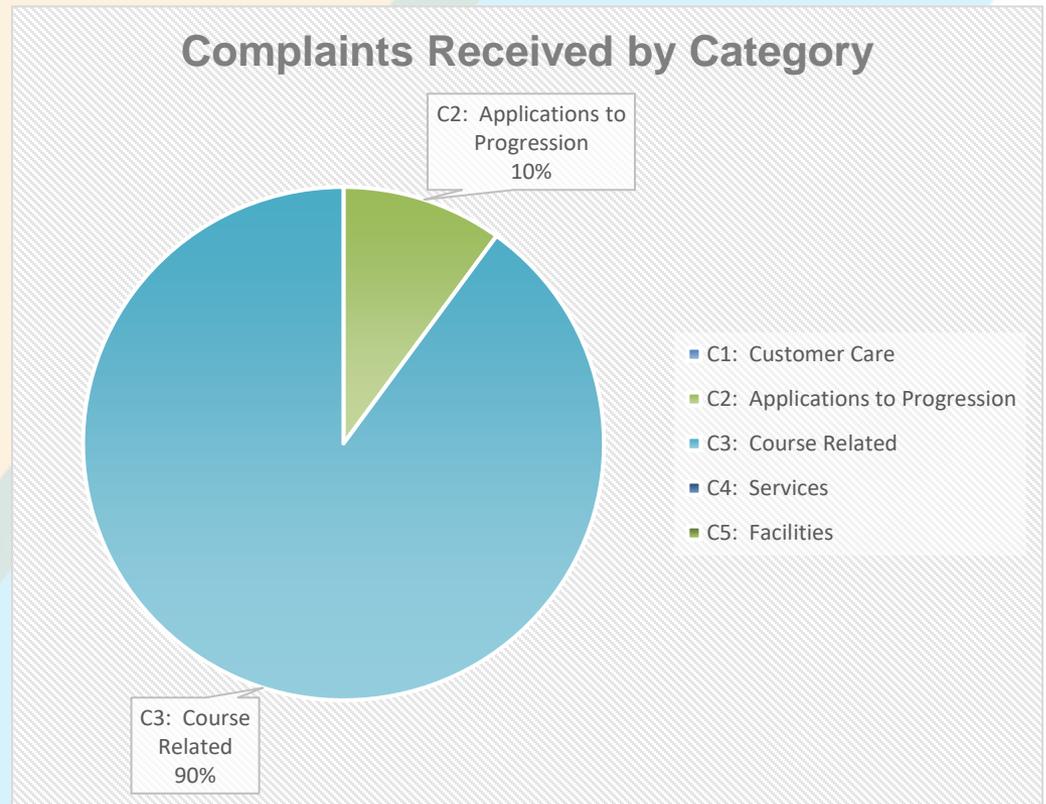
Performance Indicators: 01 May 2022 to 31 July

Total working days and average time in working days to close complaints at each stage	Q1		Q2		Q3		Q4	
Total working days and average time in working days to close complaints at Stage 1	46	5	16	4	38	5	42	4
Total working days and average time in working days to close complaints at Stage 2	82	14	105	21	26	13	0	-
Total working days and average time in working days to close complaints after escalation	23	12	0	0	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	7	78%	4	100%	4	57%	10	100%
Number and % of Stage 1 complaints not closed within 5 working days	2	22%	0	-	3	43%	0	-
Number and % of Stage 2 complaints closed within 20 working days	6	100%	4	80%	2	100%	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	1	20%	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	2	100%	0	-	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	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	50%	0	-	3	43%	0	-
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	50%	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	1	100%	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Escalated complaint not closed within 40 working days (extension)	0	-	0	-	0	-	0	-

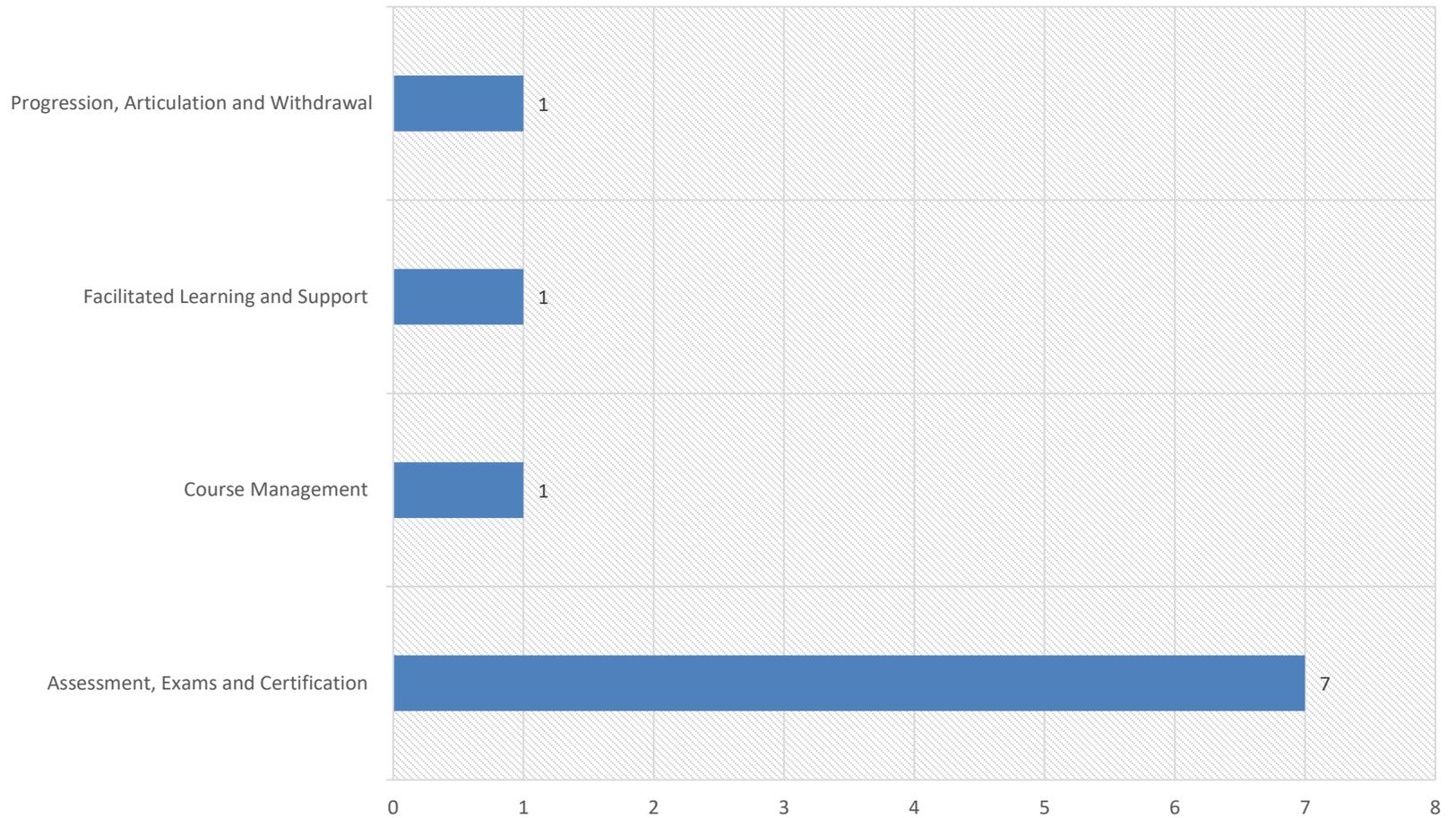
Complaints by Category - Quarter 04

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	0
Applications to Progression	1
Course Related	9
Services	0
Facilities	0
Other	0



Complaints Received by Sub-Category



Complaint Outcomes Qu4

The chart below represent the outcome of complaints received by stage (Note. No Stage 2 complaints were received this quarter)

